UTSHC Patient Rights and Responsibilities

Patient Rights:

A. Patients will be treated with respect, consideration, and dignity.

B. Patients will be provided appropriate privacy throughout their visit at the Health Center.

C. Patient disclosures and records are treated confidentially. Patients are required to submit in writing the release of any or all medical records. The only exception is when a legal request is submitted and the UTSHC is required by law to submit the documents. The information released shall be the minimum as requested.

D. Patients are provided, to the degree known, complete information concerning their diagnosis, evaluation, treatment, and prognosis. When it is medically inadvisable to give such information to a patient, the information is provided to a person previously designated by the patient or to a legally authorized person.

E. Patients are given the opportunity to participate in decisions involving their health care, except when such participation is contraindicated for medical reasons.

F. Each patient has the right to refuse to participate in experimental research. Currently UTSHC is not participating in any experimental research; however, should we do so we will uphold this basic right for our patients.

G. Patients have the right to create an “Advanced Health Care Directive” document for end of life health care decisions. The State of Tennessee document template may be obtained by going to the following website http://health.state.tn.us/AdvanceDirectives

H. Patients have the right to view the credentials of the health care professionals providing care to them at either the Student Health website http://studenthealth.utk.edu/ under the “Clinic & Services” heading or the lobby of the Student Health Center.

I. Patients have the right to choose to be seen by another healthcare provider, if qualified providers are available, or to not return to the care of a provider.

J. Patients have the right to not be misled by marketing or advertising regarding the competence and capabilities of the Student Health Center staff. Educational brochures are reviewed annually to ensure accuracy of the documentation.

K. Patients have the right to be informed that medical providers employed in the Student Health Center are not covered by traditional malpractice insurance. State of Tennessee Employees are individually immune from suit. Any potential claimant must instead make a claim against the State of Tennessee pursuant to the Tennessee Claims
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Commission Act, Tenn. Code §§ 9-8-301 et. seq. which can be found at [http://www.treasury.state.tn.us/claims/](http://www.treasury.state.tn.us/claims/)

L. Patients have the right to make suggestions for service improvement, complaints, grievances or compliments of care provided at the Student Health Center by contacting Jim Boyle, SHC Administrator at (865) 974-3135 or by e-mail at jboyle2@utk.edu.

Patient Responsibilities:

A. To provide complete and accurate information to the best of his/her ability about his/her health, any medications, including over-the-counter products, illegal substances, dietary supplements and any allergies or sensitivities. To answer our questions honestly and inform us if anything changes about their health. Patients are asked to complete a health history form prior to their first Health Center visit and annually thereafter. Our staff will review the health history at the time of the patient’s initial visit to Student Health.

B. To follow the treatment plan prescribed by his/her provider and participate in his/her care. To ask us questions!

C. To have a responsible adult available, if needed, to transport him/her home from the Student Health Center and if required or necessary to remain with him/her for twenty-four (24) hours.

D. To accept personal financial responsibility for any charges incurred and promptly pay for services.

E. To be respectful of all staff and health care professionals providing care to patients at the Student Health Center.

F. To be respectful of other patients when visiting the Student Health Center.

G. To be mindful of the needs of other ill students and canceling an appointment which cannot be kept by either going to the Student Health website, or calling the appointment line at (865) 974-3648.