Patient Rights and Responsibilities

As our patient, you have choices, rights, and responsibilities. You will not be required to waive your rights as a condition of obtaining health care at Boynton Health Service. In the event you think your rights are not being upheld, you may file a grievance by submitting a form provided by the information desk personnel.

You have the RIGHT:
- To be treated with dignity and respect
- To know the names and professional status of those serving you
- To privacy
- To confidentiality of information in your records
- To receive accurate and understandable information about your health
- To know the beneficial effects, side effects and problems of all forms of treatment
- To participate in choosing a form of treatment
- To receive education and counseling
- To consent to, or refuse, any care or treatment
- To select and/or change your health care provider
- To review your medical records with a clinician
- To be informed about services and any related costs
- To receive appropriate referrals to other providers and services

You have the RESPONSIBILITY:
- To seek medical attention promptly
- To give accurate information about your medical history
- To ask about anything you do not understand
- To report any significant changes in symptoms or failure to improve
- To respect clinic policies
- To treat all personnel and health professionals with courtesy and respect
- To keep appointments or cancel in a timely manner
- To seek non-emergency care during regular hours
- To provide useful feedback about our services and policies
- To know the names, purposes, and effects of medications prescribed to you
- To pay promptly any bills that you have incurred
- To follow the treatment plan and to advise the provider if you do not think you will be able to follow it. It is your responsibility to be aware of the consequences of not following the recommended treatment plan.

When you have questions...please ask!
When you are satisfied...please compliment!
When you are not satisfied...please let us know!

Adopted by the Boynton Health Service Director’s Advisory Council and the Campus Committee on University Health Services, January 1988. Reviewed, December 2006.