

# RADFORD UNIVERSITY STUDENT HEALTH (RUSH)

## I.A. Rights and Responsibilities of Clients

Policy: RUSH staff is dedicated to providing the best healthcare possible. Our patients may expect to receive considerate and respectful care. We will honor your rights to be informed and involved in making decisions about your care. Likewise, patients are expected to understand their responsibilities to the Student Health providers.

1. You have the right to choose your providers and to receive information about the provider.
2. You have the right to be treated with courtesy, have privacy during care, and have your property treated with respect.
3. You have the right to participate in the development of your plan of care. You have the right to be informed in advance about all care that will be provided and of any changes in the care.
4. You have the right to be informed of the professional disciplines of the staff.
5. You have the right to receive necessary information from you provider before you consent to any procedure or treatment.
6. You have the right to confidentiality with regard to information about health, social, and financial circumstances.
7. You have the right to expect RUSH to release information only as required by law or authorized by you.
8. You have the right to be notified verbally regarding your financial liability for services, including the extent of payment anticipated from potential payers. A registration hold will proceed on your unpaid account after 31 days.
9. You have the right to voice grievance without fear of discrimination. RUSH will investigate the complaint and will document both existence of the complaint and the resolution of the complaint. Please call the RUSH Director when you have questions or concerns related to your visit.

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10. You have the right to be informed of anticipated termination of service or plans for transfer to another agency.

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### **PATIENT RESPONSIBILITIES**

As a patient of Carilion/Radford University Student Health you have the responsibility to:

1. Notify RU Student Health of changes in your condition, such as hospitalization, symptoms, and medication changes.
2. Follow the plan of care decided upon during your visit. To properly clean and store necessary equipment and supplies as instructed.
3. Notify RU Student Health in advance if the visit schedule needs to be changed.
4. Provide information related to payment for services.
5. Notify RU Student Health regarding changes in your address.
6. Advise RU Student Health of any problems or dissatisfaction with services provided.

If you have questions or concerns regarding your visit to RU Student Health, please contact the Director, Abby Mundy, at 540-831-5111.

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