



Patient Rights and Responsibilities

YOU HAVE THE RIGHT TO:

- Be treated with respect, consideration and dignity.
- Privacy and confidentiality with regard to treatment and medical records. Your medical record is completely separate from your academic record.
- Approve or refuse the release of your medical record, except when release is required by law.
- Review, unless medically contraindicated, your medical record in the company of a professional.
- Be informed about your health problem, associated treatment in understandable terms, the effectiveness of treatment, and possible risks, side effects or alternate methods of treatment.
- Participate in decisions regarding your health care, and consent to or refuse any care or treatment.
- Approve or refuse to participate in experimental research.
- Know who is treating you, including their credentials.
- Choose or change your health care provider(s).
- Have access to a second medical opinion before making any decision.
- Expect reasonable attempts by health care professionals or staff to communicate with you in a language or manner that you primarily use.
- Be informed of personal responsibilities involved in maintaining health and well-being after treatment.
- File a concern or complaint either in person or email to wellnesscenter@rowan.edu. For confidentiality complaints call 1-855-431-9967.

YOU HAVE THE RESPONSIBILITY TO:

- Be respectful to other patients and staff at the Wellness Center.
- Present accurate identifying information.
- Present details of illness or complaint in a direct and straightforward manner.
- Cooperate responsibly with all persons involved in the health care process.
- Keep appointments, or cancel at least 24 hours in advance.
- Provide your own transportation to your visits or referrals.
- Comply with the treatment plan provided by the health professional.
- Ask for clarification whenever information or instructions are not understood.
- Make payments for services rendered where applicable.