

## PATIENT RIGHTS AND RESPONSIBILITIES

All students must pay a Mandatory Health Fee to make SHS available to students. The SHS clinic is the only location where this fee applies to the cost of receiving health care. There may be other charges for some immunizations, supplies, or medications dispensed at SHS (list available upon request). The Health Fee is not the same as, nor is it a substitute for, health insurance.

Your medical provider at SHS may order laboratory tests that are sent to a reference lab. It is your responsibility to know which tests have been ordered, whether they are covered by your health insurance plan, and to ensure SHS has your current health insurance information. You may be billed by the reference laboratory for the cost of tests that are not covered by your insurance. Laboratory specimens are sent to the reference lab by courier. The results return to SHS by mail, fax, or electronic interface. These are the facilities that SHS uses as reference labs:

LabCorp  
PO Box 12140  
Burlington, NC 27216  
1-800-631-5250

St. Lawrence Health Systems  
50 Leroy Street  
Potsdam, NY 13676  
315-265-3300

NYS Department of Health  
Wadsworth Lab  
Empire State Plaza  
Albany, NY 12201-0509

- To receive treatment with respect, dignity, and consideration.
- To have your privacy respected, including confidential treatment of your medical records (see Notice of Privacy Practices).
- To be given complete information concerning your diagnosis, evaluation, treatment, and prognosis.
- To be given the information necessary to participate in decisions about your care, including the information necessary to give or decline informed consent before any diagnostic or therapeutic procedure is performed.
- To obtain a second medical opinion prior to any procedure or treatment.
- To receive reasonable continuity of care.
- To know the names, credentials, and titles of those providing your care.
- To change your medical care provider, if desired.
- To refuse to participate in any experimental research projects.
- To have a complete medical record on file at SHS, including immunization records.

*These are your responsibilities as a patient at SHS:*

- To be respectful to the medical providers, staff, and other students at SHS.
- To provide accurate information about your medical history; medications; and allergies.
- To ask questions if you do not understand any portion of your visit to SHS, including your diagnosis, evaluation, treatment, prognosis, instructions for care, or fees that you were charged.
- To follow the treatment plan prescribed by your provider.
- To comply with New York State laws regarding immunization for measles, mumps, rubella, and meningococcal meningitis.
- To make appointments, rather than walking into the clinic, to obtain care.
- To ensure SHS has your correct and updated insurance information, and accept financial responsibility for any services not covered by your insurance.
- To notify your medical provider in instances in which you do not want to use your insurance coverage.
- To pay the mandatory health fee.
- To inform your provider about any living will, medical power of attorney, or other directive that affects your health care.
- If necessary, to have a responsible adult transport you home from your appointment and stay with you for 24 hours.