

Know Your Patient Rights and Responsibilities

USC Student Health is committed to respecting the rights and responsibilities of all its patients. Students receiving services at any one of its health centers are informed of the following patient rights and responsibilities statement.

Students receiving services at any USCSHS facility have the right:

1. To be treated with respect, consideration, and dignity.
2. To privacy concerning your health care.
3. To request or change your healthcare provider, if other qualified providers are available.
4. To the degree that it is known, you will be provided with information concerning your diagnosis, evaluation, treatment, and prognosis. When it is medically inadvisable to give such information to you, the information will be provided to a person designated by you or to a legally authorized representative.
5. To request the use of interpreter services.
6. To be seen in a timely manner for your health concerns.
7. To participate in decisions involving your health care, except when such participation is contraindicated for medical reasons. This includes the right to refuse treatment, ask for a second opinion, and be informed of alternative treatment.
8. To receive adequate information necessary to provide consent prior to the start of any procedure, test, or treatment.
9. To receive an explanation of any service charge incurred.
10. To ask for a prescription for an outside pharmacy or to have diagnostic tests performed at another facility.
11. To access and obtain a copy of your medical record.
12. To be informed of any proposed participation in research projects or human experimentation, and to have the right to refuse such participation.
13. To provide comments and/or concerns about your healthcare experience without fearing retribution.

Students receiving services at any USCSHS facility have the responsibility:

1. To show respect and consideration for the rights of healthcare providers, staff, other patients, and visitors.
2. To provide to the best of your knowledge, complete, honest, and accurate information about your health history, medications (including over-the-counter products and dietary supplements), allergies or sensitivities.
3. To provide complete and honest information to any USCSHS staff member.
4. To arrive as scheduled for appointments and to cancel or change your appointment in a timely manner to allow others in need to have access to a healthcare provider.
5. To express that you understand informed consent prior to the start of any procedure, test, or treatment plan. If information is not understood, to ask questions for clarification.
6. To follow the treatment plan prescribed by your provider and participate in your care; including understanding the medical consequences of not complying with the treatment plan or discontinuation of care.
7. To be cost conscious, to use the service wisely, and to pay any bill promptly.
8. To accept personal financial responsibility for any charges not covered by your insurance or the student health fee.
9. To provide a responsible adult to provide transportation home and to remain with you as directed by your provider or as indicated on discharge instructions.
10. To take care of your personal health and wellness.