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The Office of the Vice
President for Student Affairs

Patient Rights & Responsibilities

PATIENT RIGHTS

1. You have the right to receive considerate and respectful care at Rutgers University Health Services, regardless of gender, race, sexual orientation, culture, disabilities, or religious beliefs.
2. You have the right to know the names and titles of the people involved in your care as designated by ID badges or personal introductions.
3. You have the right to an explanation of your diagnosis, treatment, and prognosis in terms you can understand. If you are unable to comprehend medical information, the information will be made available to a person designated or authorized by you or on your behalf.
4. You have the right to receive the information necessary to participate in decisions about your care and to give your informed consent before any diagnostic or therapeutic procedure will be performed.
5. You have the right to refuse treatment, except as prohibited by law, and to be informed of the consequences of making this decision.
6. You have the right to obtain a second medical opinion prior to any procedure.
7. You have the right to request that health care information be communicated in your native language via a translator or another resource.
8. You have the right to a complete and thorough examination by the health care professional including appropriate assessment and effective management of pain.
9. You have the right to expect that your personal privacy will be respected and protected by all staff at the Rutgers University Health Services.
10. You have a right to request that a chaperone be present during your exam.
11. You have the right to review any medical records created and maintained by the Rutgers University Health Services regarding your care and treatment.
12. You have the right to expect that your medical records at Rutgers University Health Services are kept strictly confidential. Information will not be released to anyone without the written consent of the patient, except in cases of medical emergencies, and under certain state-mandated reporting of infectious diseases or in compliance with a legally issued subpoena.
13. You have the right to ask and receive an explanation of any research or experimental procedure proposed for treatment and the opportunity to give your informed consent before any procedure will begin.
14. You have the right to ask and receive an explanation of any charges that may be made by the Rutgers University Health Services, even though they may be covered by insurance.
15. You have the right to register complaints regarding your care with the clinician, and/or Administration. Contact the Director of Quality at health@rci.rutgers.edu.

PATIENT RESPONSIBILITIES

1. You are responsible for providing accurate information about your past medical history.
2. You are responsible for asking questions if you do not understand the explanation of your diagnosis, treatment, prognosis, or any instructions.
3. You are responsible for following instructions concerning medications, follow-up visits, patient education, and to notify the Clinician if this plan cannot be followed.



4. You are responsible for arriving as scheduled for appointments and to notify the Health Center in advance in case of a canceled appointment.
5. You are responsible for providing information necessary to process your insurance claims.
6. You are responsible for any charges billed to you.
7. You are responsible for following all rules and regulations that are posted within the health center.
8. You are responsible for being considerate and respectful of the rights of other patients and health care person.

Last Modified 12/22/2005