

UCLA Arthur Ashe Student Health & Wellness Center:

Patient Rights & Responsibilities

Arthur Ashe Center Policy

1. The Arthur Ashe Center supports the patients' shared responsibility in the care-giving process through the identification of rights and responsibilities of the patient.
2. This information shall be publicized and made available to patients as well as staff in the form of publications on display.

Arthur Ashe Center Procedure on “Patient Rights”

1. You have the right to considerate and respectful care.
2. You have the right, whenever possible, to select your own clinician.
3. You have the right to receive complete information regarding the diagnosis, treatment and prognosis of your health problem.
4. You have the right to receive adequate information necessary to provide informed consent prior to the start of any procedure, test or treatment.
5. You have the right to refuse treatment, or to ask for a second opinion, or an alternative course of treatment, and to be informed of the medical consequences of your actions.
6. You have the right to ask for a prescription for an outside pharmacy, or to have diagnostic tests performed at another facility.
7. You have the right to privacy concerning your health care. All care and counseling received at the Ashe Center will be kept strictly confidential, except as required by law. You also have the right of access to your medical record. In accordance with the Ashe Center procedural guidelines, you may review your record with an authorized staff member, you may receive a copy of your record, or you may designate a Health Care Provider to receive a copy of your record on your behalf.
8. You have the right to receive an explanation of any service charges incurred.
9. You have the right to information about the qualifications and credentials of your Ashe Center health care provider.
10. You have the right to comment on your care in a confidential manner and to receive a response.

Arthur Ashe Center Procedure on “Patient Responsibilities”

1. It is your responsibility to be respectful and considerate to your clinician and other Ashe Center staff.
2. It is your responsibility to provide complete, honest information to your clinician so that he/she can make the best decisions about your health.
3. It is your responsibility to make sure that your clinician understands your health concerns.
4. It is your responsibility to consider the information you are given about your care.
5. It is your responsibility to yourself and your clinician, if you agree to a course of treatment, to follow the prescribed instructions, including completing medication and returning for follow-up appointments.
6. It is your responsibility to be cost conscious, to use the Ashe services wisely, and to pay any bills promptly. You should be aware that any services obtained outside of Student Health are your financial responsibility.