Patient Rights & Responsibilities

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.

3. Patients have these rights without regard to sex, economic status, educational background, race, ethnicity, color, age, religion, ancestry, national origin, sexual orientation, gender identity or expression, marital status, disability, or source of payment for care.

Patient Rights

1. Patients are treated with respect, consideration and dignity;

2. Patients are informed of their right to change providers if other qualified providers are available;

3. Patients are provided appropriate privacy;

4. Patient disclosures and records are treated confidentially, and patients are given the opportunity to approve or refuse their release, except when release is required by law; and

5. Patients are provided, to the degree known, complete information concerning their diagnosis, evaluation, treatment and prognosis. When it is medically inadvisable to give such information to a patient, the information is provided to a person designated by the patient or to a legally authorized person.

6. Patients are given the opportunity to participate in decisions involving their health care, except when such participation is contraindicated for medical reasons.

7. Patients have the right to receive adequate information necessary to provide informed consent prior to the state of any procedure, test or treatment;

8. Patients 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 such actions;

9. Patients have the right to ask for a prescription for an outside pharmacy, or to have diagnostic tests performed at another facility;

10. Patients have the right to access personal medical records, as described in the Ashe Medical Records Department Manual;

11. Patients have the right to receive an explanation of any service charges incurred;

12. Patients have the right to information about the qualifications and credentials of their own Ashe Center clinician; and

13. Patients have the right to confidentially comment on their care and receive a response, if requested.

Patient Responsibilities

1. Patients have the responsibility to be respectful and considerate to clinicians and other Ashe Center staff;

2. Patients have the responsibility to provide complete, honest information to their clinician so that he/she can make the best decisions about the patient’s care;

3. Patients have the responsibility to ensure a clinician understands the patient’s health concerns;

4. Patients have the responsibility to consider the information they are given about their care;

5. After agreeing to a course of treatment, patients have the responsibility to themselves and their clinicians to follow the prescribed instructions, including completing medication and returning for follow-up appointments; and

6. Patients have the responsibility to be cost-conscious, to use the Ashe Center services wisely and to pay any bills to the Ashe Center or external providers promptly.

7. Provide a responsible adult to transport the patient home from the facility and remain with the patient for 24 hours, if required by the provider.

If you have any questions or concerns about the treatment or care you received at The Ashe Center, please submit feedback on our website www.studenthealth.ucla.edu under “Contact Us” or at our patient feedback kiosks at the entrance of each floor.