Patient Bill of Rights and Responsibilities

Student Health Services reserves the right to refuse treatment to any student who abuses their rights and privileges. If you have questions or comments regarding this notice, please contact the University of North Dakota Student Health Services.

You have a right to:

1. Humane care and treatment, respect, consideration, and dignity regardless of your race, color, creed, national origin, sex, age, disability, source of payment, religion, political belief or affiliation, status with respect to marriage or public assistance, veteran status, sexual orientation and/or lifestyle.
2. Private consultation with Student Health Services (SHS) staff, as appropriate.
3. Accurate information concerning your diagnosis, evaluation, treatment and prognosis of an illness or health related condition. To hear from your provider, in language you understand, your diagnosis, the treatment prescribed for you, the options available including the management of pain, the expected outcome of your illness and any other instructions required for follow-up care.
4. Confidential treatment of all communications and records relating to you except as otherwise provided by law or third party payment contract. Your permission must be obtained before SHS staff may give information to anyone not directly connected with your care. This requirement applies to your parents, spouse, and UND officials. There are limited exceptions required by law, such as reporting certain communicable disease to the North Dakota Department of Health and data subpoenaed by a court of law.
5. Participate fully in decisions which are made regarding your health care and treatment, whenever possible.
6. Competent treatment from qualified professionals.
7. Examine credential information attesting to the qualifications of all SHS health care professionals.
8. A second opinion or consultation from another provider regarding diagnosis and treatment, upon request.
9. Information regarding scope, availability, and fees for services.
10. Information about after-hours and emergency care services available in the community.
11. Choose a specific provider, or to change providers, if other qualified providers are available and the schedule allows.
12. Information about any educational or research aspect of your care and the right to refuse to participate. Such refusal will not jeopardize your access to medical care and treatment.
13. Refuse to sign a consent only after you have received information about the consequences of refusing the prescribed evaluation, treatment and/or medication(s).
14. Change your mind about any procedure for which you have given your consent.
15. Have pain prevented or adequately managed.
16. Express a suggestion, complaint, and/or grievance regarding the quality of care received and the right to a response that substantially addresses your concern. Patients are requested to attempt resolution of their complaint and/or grievance or provide their suggestion through the regular chain of command, starting with the staff person directly involved with the issue. Assistance may also be sought from the departmental supervisor, SHS Medical Director and/or the SHS Director. If the grievance is unresolved after these levels, the individual should contact the office of the Associate Vice-President for Health and Wellness prior to contacting the Vice-President of Student Affairs.
17. Examine your bill, receive an explanation of it, and information regarding UND payment policies per Student Account Services.
18. Be informed of UND SHS policies and regulations which apply to you as a patient.

Your responsibilities include:

1. Providing complete and accurate information about your health, any medications, including over-the-counter (OTC) products and dietary supplements, and any allergies or sensitivities.
2. Asking questions to ensure appropriate comprehension of your illness or problem, as well as the provider’s recommendations for continuing care. If you find the care or course of treatment unacceptable for any reason, it should be discussed with the medical staff and SHS Administration.
3. Showing courtesy and respect to SHS personnel and other patients.
4. Following the course of treatment prescribed to you by the medical staff, including taking medications as directed and not sharing your medications with others.
5. Communicating with your health care provider if your condition worsens or does not respond to treatment.
6. Communicating with faculty to make up class work missed due to illness.
7. Obtaining your own transportation home from SHS with a responsible adult and to remain with you for 24 hours, if required by your health care provider.
8. Informing your provider about any living will, medical power of attorney, or other directive that could affect your care.
9. Accepting personal financial responsibility for any charges not covered by your insurance.