SECTION 7: STUDENT HEALTH SERVICES AND UNIVERSITY HEALTH POLICIES

7-1 RIGHTS AND RESPONSIBILITIES OF THE STUDENT

A. You have a right to:

1. Humane care and treatment, respect, consideration, and dignity regardless of your race, color, national origin, sex, age, disability, source of payment, beliefs, sexual orientation, gender identity, and/or lifestyle.

2. Private consultation with Student Health Services 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, the diagnosis, treatment prescribed, options available including the management of pain, the expected outcome of the 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 Student Health Services staff may give information to anyone not directly connected with your care. The requirement applies to your parents, spouse, and UND officials. There are limited exceptions required by law, such as reporting certain communicable diseases to the Health Department 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 Student Health Services 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 receiving 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 consent.

15. Have pain prevented or adequately managed.

16. Express a suggestion, concern or complaint regarding the quality of care received and the right to a response that substantially addresses your concern.

17. Examine your bill, receive an explanation of it, and information regarding UND payment policies per Student Account Services.
18. Be informed of UND Student Health Services policies and regulations which apply to you as a patient.

B. Your responsibilities include:

1. Providing complete and accurate information about your health, any medications, including over-the-counter 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 Student Health Services Administration.

3. Showing courtesy and respect to Student Health Services 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 Student Health Services 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.

Student Health Services reserves the right to refuse treatment to any student who abuses their rights and privileges.

C. Billing

1. Office call fees are waived for students who have paid the University Health fee. However, charges are assessed for ancillary and special services such as laboratory, x-ray, pharmacy, minor surgery, allergy injections, immunizations, etc., and for most physicals, including FAA and pre-employment. Charges for these additional services will be submitted to the health insurance on file; any remaining balance is the responsibility of the patient. Charges for referral to other providers or facilities and/or treatment rendered at another facility are the responsibility of the patient.

2. Insurance coverage is strongly encouraged to avoid large medical bills in the event of a health care crisis. Students may subscribe to the Student Health Insurance Policy administered by Vaaler Insurance. Information regarding health policy costs and coverage is available at Student Health and through its website, http://und.edu/health. With some exceptions (see International Centre Advisor for more information), international students are required, by the State of North Dakota, to purchase health insurance.

3. Student Health Services charges are billed to the student’s University account, regardless of insurance coverage. A credit is issued to the account upon receipt of payment from the insurance company. Charges made to University accounts will indicate a non-itemized Student Health Services charges.

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