Patient Rights & Responsibilities

You have a right to...

1. Considerate and respectful care that recognizes and maintains your dignity; respects your personal values and beliefs; protects your personal privacy to the extent possible; addresses your physical, emotional and developmental needs; and provides continuity of care.
2. Access to the New York University Student Health Center (SHC) without regard to sex, age, ethnicity, sexual orientation, marital or partner status, national origin, disability, economic or religious background or the source of payment for care.
3. Receive accurate information and participate in decisions regarding diagnosis, treatment and prognosis of an illness or health-related condition including: an explanation of risks and benefits of a treatment or procedure; alternatives to treatment; consequences if no treatment is pursued; voluntary participation in a teaching, research or experimental programs; and freedom to withdraw consent and discontinue treatment to the extent permitted by law.
4. Change providers within the SHC to meet your particular needs.
5. Seek a second opinion regarding your diagnosis or treatment.
6. Know who is providing services, counseling or treatment.
7. Be informed about the scope, availability and cost of services.
8. Expect that your protected health information (PHI) will be kept confidential as per New York University, New York State and HIPAA regulations. PHI will be released to a third-party only with your written consent or if required by law.
9. Obtain a copy of your medical records or review your medical records with a designee of SHC if you so choose.
10. Appoint a health care proxy to make medical decisions for you should you lose that capability or submit an advanced directive to be left on file as allowed by New York State Law for those over 18.
11. Be informed of the SHC rules and regulations applicable to you and your care.
12. Express concerns confidentially regarding health care services received by contacting the SHC patient advocate at health.feedback@nyu.edu or using the Student Feedback button on the SHC website homepage at www.nyu.edu/shc.
13. Expect that we will make our best efforts to arrange for a language/sign language interpreter for you so that we can communicate with you in a manner most comfortable to you.
14. Refuse to allow persons not directly involved in your care to observe in the exam room during your visit.
15. Refuse to participate in research
16. Refuse treatment, examination or observation and be informed of the effect this may have on your health.

You have a responsibility to...

1. Provide full information about your past medical history and current health status to allow proper evaluation and treatment.
2. Notify the SHC in advance if special accommodation is required for evaluation or treatment.
3. Actively participate with the provider in creating and fulfilling a treatment and/or wellness plan.
4. Ask questions so that you understand your diagnosis, prognosis and treatment.
5. Show respect and consideration to the SHC staff, other patients, visitors and for the SHC facility.
6. Keep scheduled appointments, arrive on time and follow the SHC cancellation policy.
7. Bring your insurance card and NYU ID card with you to the SHC at each visit.
8. Follow the course of treatment prescribed and not give medications prescribed for you to others.
9. Contact your health provider if your condition worsens or does not follow the expected course.
10. Understand your insurance and what it affords you.
11. Promptly fulfill financial obligations and pay charges billed to you for services rendered.
12. Accept outcomes if you refuse treatment or you choose not to follow a treatment/wellness plan.
13. If indicated as part of a treatment plan, agree to provide a responsible adult over the age of 18 to escort you home.

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