

*Patients can access their rights and responsibilities through the Vaden Health Center website. {<http://vaden.stanford.edu>}*

Patients have the right:

- To receive information about the services available at Vaden Health Center and to know the names and professional status of the health care professionals that provide these services (Available through *Our Services* at <http://vaden.stanford.edu>);
- To receive care with respect, consideration and recognition of their dignity;
- To be provided appropriate privacy and confidentiality;
- To change providers if other qualified providers are available;
- To be provided, to the degree known, complete information concerning their diagnosis, evaluation, treatment, and prognosis. When it is medically inadvisable to have this information, the information will be provided to a person designated by the patient or to a legally authorized person;
- To refuse to participate in experimental research without interference of their care;
- To request the use of interpreter services;
- To be given the opportunity to participate in decisions involving their healthcare whenever possible;
- To receive personal medical records subject to the legal restrictions and any appropriate copying or retrieval charge(s); (Detailed information available in the Notice of Privacy Practices);
- To know how to file a complaint or grievance. Comments and Suggestions forms are located at the front desk of each department in the Vaden Health Center building and can be placed in any of the Comments and Suggestions boxes. There is also a Vaden feedback link located on the Vaden Health Center website. Patients can also contact the Quality Improvement Manager directly at (650) 724-0979 or receive additional information for filing a grievance outside of Vaden Health Center, when requested.

Patients have the responsibility:

- To provide accurate and complete information to the best of their ability about their health, any medications, including over-the-counter products and dietary supplements, and any allergies or sensitivities;
- To participate in their care and follow the treatment plan prescribed by their provider to the best of their ability;
- To inform their provider about any living will, medical power of attorney, or other directive that could affect their care;
- To accept full responsibility for payment for those services that carry a charge in accordance with the rates and terms of Vaden Health Center that may be applicable to such services above and beyond the Campus Health Service Fee;

- To follow the advice of their provider regarding transportation to/from Vaden Health Center and have the accompaniment of an adult when medically necessary;
- To be respectful of all the healthcare providers and staff, as well as other patients;
- To arrive to their appointments in a timely manner, allowing enough time to check in.