



Student Health Services
100 Institute Road, Worcester MA 01609
p. 508-831-5520
f. 508-831-5953

The Patient Bill of Rights and Responsibilities

WPI Student Health Services (SHS) is committed to providing quality healthcare that recognizes the individual needs of the students. Healthcare professionals provide services, programs, and wellness education to enable students to become well educated healthcare consumers.

AS A PATIENT YOU HAVE THE RIGHT:

1. To receive considerate care that is respectful of your privacy, personal beliefs, and cultural and spiritual values.
2. To be provided, to the degree known, complete information concerning your diagnosis, evaluation, treatment, and prognosis. Explanations will be in terms that the patient can understand. When it is medically inadvisable to give such information to the patient, the information is provided to a person designated by the patient or a legally authorized person.
3. To have all the common side effects of a drug explained.
4. To know the contents of your medical records through interpretation by the provider.
5. To know who it is that is interviewing and examining you.
6. To have the opportunity to refuse care offered by a medical, nurse, or nurse practitioner student.
7. To change healthcare providers at your discretion.
8. To have explained to you the ways that you can prevent your medical problem from reoccurring.
9. To refuse to be examined or treated by healthcare providers, and to be informed of the consequences of such decision.
10. To be assured of the confidential treatment of disclosures and records, and to have the opportunity to approve or refuse the release of such information except when release of specific information is required by law or as a necessary to safeguard you or the college community.
11. To be given the opportunity to participate in decisions involving your healthcare.
12. To participate in the consideration of ethical issues that arise in the provision of your care.
13. You have the right to present a concern or complaint with the knowledge that your care or services will not be jeopardized.



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AS A PATIENT YOU HAVE THE RESPONSIBILITIES:

1. To provide WPI SHS with information about past immunizations, illnesses, hospitalizations and medications, including over-the-counter products and dietary supplements, and any allergies or sensitivities.
2. To follow the treatment plan prescribed and to ask questions if you do not understand the directions or treatment being given by the provider.
3. To provide a responsible adult to transport you home from the facility, and provide adequate observation as requested by their provider.
4. To inform your provider about any living will, medical power of attorney, or other directive that could affect your care.
5. To accept personal financial responsibility for any changes not covered by your insurance.
6. To keep appointments, or telephone WPI SHS within a reasonable time if you need to cancel.
7. To be respectful of other's privacy and property while at WPI SHS.
8. To be responsible for recognizing the effect of lifestyle on your personal health. Your health depends not just on WPI SHS care, but in the long term on the decision you make in your daily life.
9. To bring forward suggestions or grievances, please contact the Director of WPI SHS at 508-831.5520.