

WPI STUDENT HEALTH SERVICES

PATIENT RIGHTS & RESPONSIBILITIES

WPI Student Health Services (SHS) is committed to providing high quality, confidential and accessible health care, while showing respect for your individual needs and rights.

As a patient you have the right to:

1. Receive care that is respectful of your privacy, personal beliefs, and cultural and spiritual values.
2. Receive treatment without discrimination as to race, color, sexual orientation, national origin, disability, gender identity and/or expression, religion, or source of payment.
3. Appropriate assessment and management of your symptoms, with diagnosis, prognosis, ethical issues, and treatment in terms that you can understand and to have all your questions answered.
4. Know the risks of treatment, common side effects of medications, and financial considerations associated with your medical care.
5. Know your healthcare team and choose or change your healthcare provider.
6. Develop a plan in collaboration with your provider to prevent your medical problem from recurring.
7. Refuse to be examined or treated by a healthcare provider or healthcare student, and to be informed of the consequences of such decision.
8. Privacy and confidentiality of your health information, as prescribed by applicable laws.
9. Be informed of and provide consent to participate in research conducted at SHS.
10. Provide feedback on the health care services you receive.

As a patient you have the responsibility to:

1. Provide accurate and complete information about your current and past health concerns including, but not limited to, mental health, allergies, medications, hospitalizations, and surgeries.
2. Follow the treatment plan prescribed by your provider and ask questions if you do not understand the directions or treatment plan.
3. Keep appointments or call SHS with reasonable notice (> 24 hours, except in urgent situations) when you are unable to keep a scheduled appointment. SHS reserves the right to limit non-emergent care in the case of repeated no-shows or late cancelled appointments.
4. Show respect and consideration for other patients, staff, and property at SHS.
5. Limit the use of mobile devices while at SHS.

For Questions, Contact Us at
WPI Student Health Services: 508-831-5520 or SHS@wpi.edu