



Montana State University Billings Student Health Services (SHS) is dedicated to your health. Our staff values our patients' active participation in their health care and encourages our patients to exercise their rights and responsibilities. SHS adopts and maintains a statement of Patient Rights and Responsibilities. This statement is communicated to patients, and in case of minors or incompetent patients, it is communicated to the parent(s) and/or guardians(s).

Patient rights are to:

- Be treated with consideration, dignity, and respect in a safe, supportive and tobacco free environment.
- Receive caring, respectful healthcare and services regardless of race, sex, color, religion, creed, national origin or ancestry, age, marital status, sexual orientation, gender identity, gender expression, disability or veteran status. When receiving care at SHS, individuals can expect competent, human treatment that respects their opinions and beliefs and promotes a positive self-image.
- Have privacy. Information regarding examination, treatment and discussions will be kept confidential. An exception may be made if information disclosed might result in physical harm to the patient or someone else.
- Approve or refuse release of records, except when required by law. Patients have the right to access their health record, request and amendment to the record, or obtain copies except in the case of psychotherapy notes.
- Receive complete and current information regarding the diagnosis, evaluation, treatment, and prognosis of the patient's physical or psychological condition from the patient's health care provider, in terms that they can understand. When it is medically inadvisable to give such information to the patient, the information should be provided to a person designated by the patient or to a legally authorized person.
- Participate in decisions involving the patient's health care in a collaborative working relationship with the patient's health care provider, except when such participation is contraindicated for medical reasons.
- Be informed of services available at SHS, including after hours and emergency care services.
- Refuse treatment to the extent permitted by law, and to be informed of the potential consequences of the refusal. SHS may terminate the relationship when refusal of treatment prevents SHS from providing appropriate care according to ethical or professional standards.
- Be informed if the patient's care could include experimental research. Patients have the right to refuse to participate in experimental research. Refusal to participate in experimental research will not jeopardize subsequent care at SHS.
- Change assigned clinician or health professional if other appropriate professionals are reasonably available.
- Expect reasonable continuity of care, within the limitations of SHS available appointment times.
- Receive complete information and an explanation concerning the need for, and alternatives to, a referral or transfer to another health care facility.
- Access the SHS payment policies, fees, and to receive an explanation of any bill from SHS.
- Be informed regarding (1) appropriate procedures to offer suggestions to the SHS, and (2) policies regarding grievance procedures and external appeals, as required by state and federal laws and regulations.
- Review the credentials of SHS healthcare staff.
- Request Advance Directive materials. <http://www.endoflife.mt.gov>
- Receive marketing and advertising materials that appropriately represent the competency or capabilities of SHS.

Patients coming to the SHS will be made aware of their responsibilities and expected conduct while undergoing treatment. The responsibilities and conduct are as follows:

- To provide the members of the student health care team with information about any past illness, hospitalizations, medications, psychotherapy and other health matters.
- To ask questions if they do not understand instructions or explanations given by members of the healthcare team.
- To keep appointments as scheduled and to telephone the office in case of cancellation.
- To follow student health care team member's instructions and plan of treatment.
- To discuss consequences of refusing treatment or not adhering to plan of treatment or leaving against medical advice, with their health care provider(s).

United States Department of Health and Human Services. (2012). Patient's Bill of Rights. Retrieved July 1, 2012 from <http://www.healthcare.gov/law/features/rights/bill-of-rights/index.html>.