

# PATIENT RIGHTS AND RESPONSIBILITIES

As a patient you have certain rights. Understanding them will help us provide the best possible care. It is our responsibility to protect and defend your rights.

We hope you are pleased with the care you receive and encourage you to use one of the options below to provide positive feedback. However, if you experience a problem or have concerns, please inform one of our staff members. It is your right to express a concern or complaint and expect a prompt response.

All communications are guaranteed to be handled in a confidential manner. We assure you that no adverse reaction will occur as the result of any comments made. We value your opinions and use all comments — both positive and negative — to continuously improve our services.

## You have a right to:

- be treated with dignity and respect
- personal privacy
- receive care in a safe environment
- participate in the development and implementation of your plan of care
- information regarding advance directives: Missouri Office of the Attorney General [Life Choices booklet](#) (40 pg PDF)

## You have a right to:

- identify a support person to be present with you for emotional support during your visit
- designate a decision-maker of your choice

## You have a right to:

- information about relevant SHC policies
- information about and a copy of our “Patient Rights and Responsibilities”
- be provided information in a way you can easily understand
- a language interpreter if needed (free service provided by our facility)
- accommodation for disabilities and provision of needed assistance for communication or mobility issues

## You have a right to:

- confidentiality of patient records
- access your clinical records within a reasonable time frame

## You have a right to:

- be free from all forms of abuse and harassment
- be free from restraint or seclusion

## You have a right to:

- refuse care from a health care staff member
- request a consultation from another provider at any time
- all available information about possible research participation (only with your informed consent)

## Your responsibilities as a patient include:

- Provide us full information about your health, medical history and insurance
- Provide us with your advance directive information
- Follow your recommended treatment plan and keep follow up appointments
- If required by your medical provider, have a responsible adult to transport you home from our facility and remain with you for the necessary time (as much as 24 hours)
- Know your medications, why you are taking them, and take them at your doctor’s directions
- Tell your health care provider about any pain you may have and if pain relief measures are effective
- Ask for clear explanations to help you make informed decisions
- Accept personal financial responsibility for any charges and call with any questions
- Follow SHC rules, consider the rights of others and treat them with respect
- If you have concerns or feel your rights have not been respected, to tell your health care provider

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## **Comments or Concerns?**

There are several ways for you to inform us of your comments or concerns.

### **Talk to someone at the Health Center**

- Inform a Health Center's staff member.
- Send a comment about a recent experience, positive or negative, or offer suggestions about the services provided.
- Call the Health Center and talk about the service you received. Call 573-884-9388..
- Email

### **Contact Guest Relations at University Hospital**

If you are not satisfied with the response to your concern, you also have the right to file an appeal through our grievance process. Contact Guest Relations at (573) 882-1053 for specific information about how to submit a grievance.

### **Address your correspondence to:**

Guest Relations/DC039.00  
University Hospital  
One Hospital Dr., Columbia, MO 65212  
**Email:** [guestrelations@health.missouri.edu](mailto:guestrelations@health.missouri.edu)  
**Fax:** (573) 884-5957

### **If you feel your rights under the following policy have been violated, contact:**

University of Missouri Health Care and Student Health Center prohibits discrimination based on age, race, ethnicity, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation, gender identity or expression.

Office for Civil Rights and Title IX  
202 Jesse Hall or 145 Heinkel (accessible entrance and parking for Heinkel Building)  
(573) 882-3880  
[civilrights-titleix@missouri.edu](mailto:civilrights-titleix@missouri.edu)