

Know Your Patient Rights and Responsibilities

You, as the patient, have the *right*:

- To be treated with respect, consideration and dignity;
- To be provided appropriate privacy and confidentiality (see our *Notice of Privacy Practices*)
- To request the use of interpreter services;
- To be provided, to the degree known, complete information concerning your diagnosis, evaluation, treatment, and prognosis. When it is medically inadvisable to give such information, it will be provided to a person designated by you or to a legally authorized person;
- To participate in decisions involving your health care (except when such participation is contraindicated for medical reasons), including the right to refuse treatment and to be informed of alternatives;
- To request specific providers, or to change providers if other qualified providers are available;
- To obtain a copy of your patient record and to request an addendum if you believe the information is incomplete
- To have access to information regarding following elements:
 - Patient rights, responsibilities, conduct, and participation
 - Services available through Vaden Health Center
 - Provisions for after-hours and emergency care
 - Fees for services and explanation(s) of charges incurred
 - Payment policies
 - The right to refuse participation in research without detriment to care
 - Credentials of healthcare professionals
 - Methods for providing feedback, including complaints about your experience, without fearing retribution:
 - **Comments and Suggestions forms** are available in the main lobby of the Vaden Health Center building.
 - A **feedback link** is located on the Vaden website, vaden.stanford.edu.
 - **Contacting Vaden's Quality Manager** directly at 650-724-0979 or via email at villafan@stanfordhealthcare.org

Know Your Patient Rights and Responsibilities

You, as the patient, have the *responsibility*:

- To show respect and consideration for the rights of other patients, visitors, and staff.
- To arrive as scheduled for your appointment and/or to cancel or change your appointment in a timely manner so as to allow others in need to have access to care and/or services
- To provide complete and accurate information, to the best of your ability, about your health, health history, medications (including over-the-counter products and dietary supplements), and any allergies or sensitivities;
- To participate in the informed consent process prior to the start of any procedure, test, or treatment and to seek clarification for any part requiring further explanation
- To participate in decisions involving your care and to follow the treatment plan prescribed by your provider;
- To understand the medical and/or other consequences of non-compliance with the treatment plan;
- To ask questions if you are not understanding information provided;
- To accept personal financial responsibility for charges not covered by your insurance and/or the Campus Health Service Fee;
- To help Vaden Health Center improve its service and environment by providing feedback about unmet needs, expectations, and perceptions of care