Patient Rights and Responsibilities

Welcome to Texas A&M University-Commerce Student Health Services (SHS). We are committed to providing excellent health care services to all Texas A&M-Commerce students. Your care at SHS is a cooperative effort between you and your health care provider. SHS staff would like you to be aware of your individual rights as well as your responsibilities.

You have the Right to:

- To be treated with respect, consideration, and dignity
- To receive fair, considerate treatment regardless of age, gender, race, creed, national origin, economic status, lifestyle, or disability
- To request communication assistance if necessary
- To participate in the development and implementation of the treatment plan
- To have records and disclosures treated confidentially except when required by law and be given the chance to approve or refuse the release
- To have your personal dignity respected at all times
- To be provided privacy during care discussion, examinations and treatment
- To know the name of the medical provider and staff responsible for your care
- To change your provider if other qualified providers are available
- To receive complete, understandable information regarding diagnosis, treatment and prognosis
- To be informed of known alternative treatments and to choose among the alternatives, including the right to refuse treatment
- To refuse treatment to the extent permitted by law and to be informed of potential medical consequences
- To inspect, review, ask questions regarding your medical record
- To obtain a copy of your medical record (if over 10 pages, a reasonable fee will be assessed)
- To raise concerns regarding any aspect of your medical care by addressing these concerns by following the posted complaint/concern process as posted on the SHS website and in the SHS waiting room
- To have considerate and respectful care that honors your psychosocial, spiritual and cultural values and beliefs
- To examine and receive an explanation of any billing/costs upon request
- To obtain a written copy of Texas A&M University-Commerce Student Health Service Patient Rights and Responsibilities, Financial Policy, Privacy Statement, and Consent For Treatment
- To be informed of the existence of business relationships among the Texas A&M University-Commerce Student Health Services, other health care providers, and payers that may influence the patient’s treatment
You have the Responsibility to:

- To notify clinic staff prior to a visit regarding any special assistance necessary to clearly communicate with physicians, nurses, and staff
- To respect the rights and privacy of other patients and SHS staff and treat them with respect
- To respect SHS property and property of other patients
- To arrive on time for your appointment and to notify SHS at least two hours before your appointment if you need to reschedule or cancel. Appointment may need to be rescheduled if you are more than 5 minutes late
- To provide a complete medical history, including past illnesses, allergies, hospitalizations, medications, and other matters relating to your health
- To report changes in address, telephone number, and any other insurance information
- To ask questions about specific problems and request information when not understanding your illness or treatment
- To be responsible for your own care by following discharge instructions/plan of care which includes medications, follow-up requirements, durable medical supplies, and any other plan of care as deemed necessary by medical provider
- To accept results or consequences if you refuse treatment, do not follow the medical provider’s recommendations or leave SHS against medical advice
- Accept personal financial responsibility for any charges not covered by your insurance
- To acknowledge receipt of, and agree to Texas A&M University-Commerce SHS Patient Rights and Responsibilities, Financial Policy, Privacy Statement, and Consent For Treatment