

UTSHC Policies and Procedures

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| Policy 1-100 Pages 1-6 Patient Rights and Responsibilities (1.) | Effective: 3/4/2013 Revised: 9/10/2018 |
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Policy

The UT Student Health Center (UTSHC) believes that all individuals have basic rights when receiving healthcare. Those rights are documented as follows and we are committed to upholding those rights for all who seek care from our staff. We also believe that this is a partnership with our patient. In return, patients have basic responsibilities which we respectfully request they uphold and those responsibilities are clearly stated in this policy.

Procedures

- A. The UTSHC will ensure the Rights of Patients as set forth and defined by the AAAHC Accreditation Manual, Chapter 1.

Patients shall be treated with respect, consideration, and dignity as stated in the Patient's Rights and Responsibilities brochure, ***"Everything You Need To Know About Student Health"***, which is offered to every patient upon their initial visit and is available at our Receptionist Desk and on our website <http://studenthealth.utk.edu/> (See Appendix 1).

1. Patients will be provided appropriate privacy throughout their visit by the utilization of glass in between check-in stations, the use of only a first or last name when the patient is called by the nurse and a closed door while in the exam room.
 2. When the need arises, reasonable attempts are made for health care professionals and other staff to communicate in the language or manner primarily used by the patient by utilizing translation/interpretation services or aids when required. (See Policy 1-300 *Translation/Interpretation Services*)
 3. Patients are provided, to the degree known, complete information concerning their diagnosis, evaluation, treatment, and prognosis. When it is medically inadvisable to give such information to a patient, the information is provided to a person previously designated by the patient or to a legally authorized person.
 4. Patients are given the opportunity to participate in decisions involving their health care, except when such participation is contraindicated for medical reasons.
- B. Prior to receiving care, patients shall be informed of their rights. Information regarding the following shall be available to patients and staff:
1. Patient rights, including those listed in Standard I.A. of this policy as outlined in the

UTSHC Policies and Procedures

Patient's Rights and Responsibilities brochure, **"Everything You Need To Know About Student Health"** (See Appendix 1).

2. Patients and providers have the right to have a chaperone present during any examination, treatment, or procedure, regardless of their gender. At any time during an office visit, the patient or provider may request an assistant or chaperone. (See *Policy 1-200, Use of Chaperones 2*).

3. How to voice grievances regarding treatment or care:

Patients may voice grievances at the Student Health Center by contacting Spencer D. Gregg, MD, SHC Director, at (865) 974-3135 or by e-mail at drgregg@utk.edu. This contact information is posted on the UTSHC website and in the Patient's Rights & Responsibilities brochure.

4. Methods for providing feedback, including complaints:

Patients may make suggestions for service improvement, complaints, and/or compliments of care provided at the Student Health Center by contacting Spencer D. Gregg, MD, SHC Director at (865) 974-3135 or by e-mail at drgregg@utk.edu. This contact information is posted on the UTSHC website and in the Patient's Rights & Responsibilities brochure.

5. The patient's right to choose to be seen by another healthcare provider, if qualified providers are available, or to not return to the care of a provider

6. Advance directives, as required by state or federal law and regulations:

Patients have the right to create an "Advanced Health Care Directive" document for end of life health care decisions. The State of Tennessee document template may be obtained by going to the following website <http://health.state.tn.us/AdvanceDirectives> (See Appendix 3).

- C. Prior to receiving care, patients are informed of their responsibilities. These responsibilities require the patient to:

1. Provide complete and accurate information to the best of their ability about their health, any medications taken, including over-the-counter products and dietary supplements, illegal substances, and any allergies or sensitivities, and to answer our questions honestly and inform us if anything changes about their health.

Patients are asked to complete a health history form at the time they submit their immunization records and the staff reviews that health history at the time of the initial visit to Student Health and at least annually thereafter.

2. Follow the agreed-upon treatment plan as prescribed by their provider and participate in their care. To ask us questions!

UTSHC Policies and Procedures

3. Provide a responsible adult to transfer them home from the facility and remain with them for 24 hours, if required by their provider.
4. Accept personal financial responsibility for any charges incurred, promptly pay for services, and understand that a financial hold will be placed on their UTK account if services are not paid.
5. Behave respectfully toward all the health care professionals and staff, as well as other patients and visitors. This includes but is not limited to being mindful of the needs of other ill students and cancelling an appointment which cannot be kept by either going to the Student Health Center website, or calling the appointment line at (865) 974-3648. Additional patient conduct, responsibilities, and participation requirements are as outlined in the Patient's Rights and Responsibilities brochure, **"Everything You Need To Know About Student Health"** (See Appendix 1).

D. Information about the SHC shall be available to patients, including:

1. Services available at the organization:

As demonstrated through educational sessions during freshmen and transfer orientation, English language Institute tours, in print in the Patient's Rights and Responsibilities brochure, **"Everything You Need To Know About Student Health"** (See Appendix 1) and electronically on the Student Health website.

Including the following: Physician care; Allergy, Immunization, and Travel Clinic services; Women's Health care; Diagnostic Radiology and Laboratory services; specialty clinics of Sports Medicine Clinic, Physical Therapy, General Surgery Clinic, and Pharmacy Services.

Including the hours of operation: Monday, Tuesday, Thursday and Friday 8:00 a.m. – 5:00 p.m. and Wednesday 9:00 a.m. to 5:00 p.m. as are printed on the Student Health Center building entrance, printed brochures, and on-line. Contact phone numbers for appointments, billing, etc. are available in print and on-line as well.

2. Provisions for after-hours and emergency care, including:

Availability of these services as noted:

1. On the "Student Health Closed" telephone message,
2. As posted at the front entrance to the Student Health Building,
3. In the Patient's Rights and Responsibilities brochure, **"Everything You Need To Know About Student Health"** (See Appendix 1), and

UTSHC Policies and Procedures

4. At the Student Health website <http://studenthealth.utk.edu/>.

The UTSHC special pricing agreement with the University of Tennessee Hospital Emergency Room permitting students to be seen for after-hours care. The student must present their student I.D. and private health insurance information to receive this special pricing discount.

The utilization of emergency medical services transport (911) and the student's personal financial responsibility for the transport.

3. Fees for services:

The Patient's Rights and Responsibilities brochure, ***"Everything You Need To Know About Student Health"*** (See Appendix 1), outlines the services utilized at the UTSHC that incur charges. Additionally, this information is available on the Health Center website, and includes the following:

Charges are incurred for all lab and x-ray services, immunizations, antibiotic injections, orthopedic appliances, physical therapy, consumable products, and prescriptions. However, the pharmacy is a privately owned entity and it does file most private insurances.

4. Payment policies and payment methods, including:

The Patient's Rights and Responsibilities brochure, ***"Everything You Need To Know About Student Health"*** (See Appendix 1), outlines the payment procedures utilized at the UTSHC. Additionally, this information is available on our website, and includes the following:

UTSHC accepts cash, checks, and credit cards (VISA, MasterCard, and Discover).

The only health insurance that UTSHC will file is the U.T. sponsored Student Health Insurance Plan that is noted on the U.T. website.

UTSHC does not file Medicare insurance claims. If a student is a Medicaid covered patient and are to have billable services provided, they will be advised by the clinical staff that they will be responsible for payment of those services and will not be able to obtain reimbursement from Medicare for those payments.

If payment is not received, a hold will be placed on the student's UT account. This hold will prohibit the student from receiving grades, enrolling in classes, receiving transcripts, and graduating. To avoid a hold, students must pay promptly when exiting the building. Students are asked to pay their charges and then will be

UTSHC Policies and Procedures

provided a claim form which they can submit to their health insurance company to request reimbursement.

Students who are enrolled 9 hours or more pay the U.T. Student Programs and Services fee, a portion of which covers the health fee for the semester. All full time students are eligible to be seen at the Health Center. Part-time students taking less than 9 hours may meet other eligibility requirements as set forth in *Policy 2-450, Patient Eligibility for Services*. Distance learners and U.T. Regular Employees who are students are not eligible to be seen at UTSHC.

5. The credentials of health care providers:

Credentials of the health care professionals providing care to them are available at either the Student Health website <http://studenthealth.utk.edu/> under the “Clinic & Services” Heading or the lobby of the Student Health Center.

6. The absence of traditional malpractice coverage, including the matter that:

State of Tennessee Employees are individually immune from suit. Any potential claimant must instead make a claim against the State of Tennessee pursuant to the Tennessee Claims Commission Act, Tenn. Code . §§ 9-8-301 *et. seq.* which can be found at <http://www.treasury.state.tn.us/claims/> (See Appendix 4 & 5).

General Information to Enhance the Health Visit

- A. All patients are offered the Patient’s Rights and Responsibilities brochure, **“Everything You Need To Know About Student Health”** (See Appendix 1) which explains the **patients’ rights and responsibilities** and is available in print and on our website.
- B. Students may make an appointment by four different methods.
 - 1. They may go on-line to the [Student Health Portal](#) (net I.D. & password required),
 - 2. During regular business hours, they may:
 - a. Call the appointment desk to make an appointment at (865) 974-3648,
 - b. Call the Telephone Triage Nurse at (865) 974-5080, or
 - c. Drop-in and ask to be evaluated by the Drop-in (Walk-in) Triage Nurse.
- C. Patient disclosures and records are treated confidentially in accordance with the UT Student Health Center Notice of Privacy Practices (See Appendix 2). Patients are required to submit in writing the release of any or all medical records. The only exception is when a legal request is submitted and the UTSHC is required by law to submit the documents. The information released shall be the minimum as requested. (See [“Records Request”](#) option on the UTSHC

UTSHC Policies and Procedures

website for full details and the appropriate forms to utilize). A more detailed explanation is offered in Chapter 6, Clinical Records and Health Information.

Appendices:

- 1 – ***“Everything You Need To Know About Student Health”*** Brochure
- 2 – UTSHC Notice of Privacy Practices
- 3 – State of Tennessee Advance Care Directive
- 4 – Tennessee Claims Commission Form
- 5 – U.T. Liability Coverage