



## Rights of Patients

- Your individual treatment will be provided with respect, dignity and consideration of your cultural, psychosocial, spiritual, and personal values, beliefs, and preferences.
- Your privacy will be kept confidential by the health care providers involved with your medical care. Also, all communications and records pertaining to our medical care will be held in strict confidence. You may approve or refuse the release of your medical record to any individual outside the facility, except as otherwise provided by law or a third party contract. (For specific details, see the HIPAA Notice of Privacy Practices).
- You will know the identity and professional title of the person(s) providing care for you at UNO Health Services.
- You will receive from your clinician complete and current information regarding the diagnosis, treatment and prognosis of your condition, in terms that you can understand. You have the right and responsibility to participate in decisions involving your healthcare.
- Your care will be provided in a safe accessible environment.
- You have the right to refuse treatment to the extent permitted by law and to be informed of the potential consequences of any such action.
- You will be informed if your care included experimental research and you have the right to refuse to participate in such research.
- You have the right to expect reasonable continuity of care, within the limitations of available appointment times and clinicians.
- You have the right to change providers if another qualified provider is available.
- You have the right to visit UNO Health Services Business Office (HPER102DD) to learn office visit and procedure costs. If desired, you may visit that office for an explanation of any bill which you receive from UNO Health Services.
- The medical record is a documentation of the treatment and procedures provided at UNO Health Services. These records are the property of UNO Health Services. If you wish to review the contents of your medical record, transfer your records, or get a copy, please ask your nurse or the office manager to assist with this request.
- If you feel you have been treated unfairly or improperly, you have the right to voice your grievance either in person or via the suggestion box located in the lobby. If you wish to voice your grievance personally, make an appointment with Marcia Adler the director. She can be reached at 402-554-2743 or emailed at [madler@unomaha.edu](mailto:madler@unomaha.edu). If your concern is in regards to billing please contact the Business Office Manager at 402-554-2374.

## Responsibilities of Patients

- You are responsible for keeping your appointments at UNO Health Services. If you cannot keep an appointment, it is your responsibility to notify the appointment desk as early as possible so another patient can be seen during that time.

NO SHOW APPOINTMENTS ARE CHARGED TO THE PATIENT.

- You are responsible for paying for the services delivered at UNO Health Services, including any balance due after health insurance has paid its portion. Unpaid balances will be added to your students account at UNO.
- You have the responsibility to treat healthcare professionals, staff, and other patients with respect and consideration you wish for yourself.
- You are responsible for being honest and direct about anything related to your health care.
- You are responsible for understanding your health problems. If you do not understand your illness or treatment, it is your responsibility to ask your clinician about it.
- It is your responsibility to tell your clinician if you are not able or willing to follow the treatment plan prescribed for you.
- It is your responsibility to know the names and uses of the medications you are taking.
- It is your responsibility to tell your clinician about any changes in your health.

