



# Patient Bill of Rights and Responsibilities

The University of Tampa RIGHTS RESPONSIBILITIES ALL DHWC PATIENTS:

1. DHWC patients are treated with respect, consideration, and dignity. DHWC patients have a right to competent, humane treatment, with appropriate respect for their opinions and beliefs in the process of receiving health care.
2. DHWC patients are provided with a safe and secure environment, including protection from abuse, including sexual harassment, and information from DHWC staff.
3. When the need arises, reasonable attempts are made for DHWC health care professionals and other staff to communicate in the language or manner primarily used by DHWC patients.
4. A prompt and reasonable response to questions and requests.
5. DHWC patients are provided, to the degree known, complete information regarding their diagnosis, evaluation and treatment, prognosis. When concern for a patient's health makes it inadvisable to give such information, it is provided to a ~~parent~~ **qualified** person by the patient or to a legally authorized person.
6. DHWC patients are given the opportunity to participate in decisions involving their health care, except when such participation is contraindicated for medical reasons.
7. Information is available to DHWC patients and staff concerning:
  1. DHWC policy on the rights and responsibilities of patients
  2. Eligibility of patients for services, defining services covered by prepaid student fees and those requiring additional fees
  - 3.

DHWC patients have the right not to ~~be~~ **participate** in procedures prescribed by his/her provider and participate in his/her care.

3. Provide a responsible adult to transport him/her home from the facility and remain with him/her for 24 hours, if so required by his/her provider.
4. Accept personal financial responsibility for any charges not covered by his/her insurance.
5. Behave respectfully toward all health care providers and staff, as well as other patients.
11. DHWC patients have the responsibility to use identified methods of expressing grievances and suggestions, whenever indicated, rather than remaining silent, in order to assist the DHWC in improving the quality of DHWC health care and educational services.
12. DHWC patients have the responsibility to keep appointments or to contact the DHWC via telephone or electronic means when a scheduled appointment cannot be kept.