Health care at McKinley Health Center is a cooperative effort between the patient and the health care provider. The McKinley Health Center staff would like patients to be aware of their rights as well as their responsibilities.

Your rights as a health care consumer

- The patient has the right to considerate and respectful care, regardless of gender, race, sexual orientation, age, culture, disabilities, or religious beliefs.
- The patient has the right to make informed choices about health products, health services and health care practitioners and has the right to change their provider.
- The patient has the right to receive complete and current information concerning his/her diagnosis and treatment from McKinley Health Center. When the patient is unable to comprehend medical information, the information will be made available to a person designated or authorized by the patient, on the patient’s behalf.
- The patient has the right to receive all of the necessary and pertinent information to make informed decisions about health care treatment.
- The patient has the right to an appropriate assessment and effective management of pain.
- The patient has the right to refuse treatment and to be informed of the medical consequences of that action.
- The patient has the right to every consideration of privacy regarding the medical care provided and to a copy of our Notice of Privacy Practices.
- The patient has the right to expect that all communications and records pertaining to health care will be treated as confidential. Patients will be afforded the opportunity to approve or refuse the release of records, except when required by law.
- The patient has the right to expect that, within its capacity and scope of services, McKinley Health Center will make all reasonable efforts to provide requested services.
- The patient has the right to know what relationship McKinley has with other health care providers and facilities in regard to his/her own health care.
- The patient has the right to know if McKinley is engaging in research about health care and the right to refuse participation in such research.
- The patient has the right to expect reasonable continuity of health care.
- The patient has the right to examine and receive an explanation of costs for treatment when applicable.
- The patient has the right to register complaints regarding health care with the health care provider and/or administration.

Your responsibilities as a health care consumer

- The patient has the responsibility to ask questions if he/she does not understand the explanation of the diagnosis, treatment, prognosis or any instructions.
- The patient has the responsibility to follow instructions concerning medications, follow-up visits, education and transportation recommendations, other essential steps in the treatment plan and to notify the health care provider if this plan cannot be followed or if problems develop.
- The patient has the responsibility for treating Health Center personnel and other patients in a respectful manner.
- The patient has the responsibility to arrive as scheduled for appointments and to notify the Health Center in advance in case of canceled appointments.
- The patient has the responsibility to carry health insurance as required by the University of Illinois, be familiar with policy coverage and accept personal and financial responsibilities not covered by insurance.
- The patient has the responsibility to give his/her health care provider complete and accurate information to assist in the assessment of medical needs, including any advance directives.

If you are a registered University of Illinois student and you have questions or concerns, or need to make an appointment, please call: Dial-A-Nurse at 333-2700

If you are concerned about any difference in your treatment plan and the information in this handout, you are advised to contact your health care provider.

Visit the McKinley Health Center Web site at: http://www.mckinley.illinois.edu

patient_bill_rights_responsibilities © The Board of Trustees of the University of Illinois, 2014.