

# Healthyhorns Patient Rights and Responsibilities

As a patient, you have choices, rights and responsibilities. You will not be required to waive your rights as a condition of obtaining care at Healthyhorns.



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## Patient Rights:

- Treatment that is inclusive and free from discrimination
- Appropriate privacy at check-in and in evaluation and treatment areas
- Appropriate treatment of your medical or mental health concern, including referrals to off-campus clinicians if needed
- Interpretation and translation services
- Information concerning your diagnosis, evaluation, treatment, and prognosis
- The opportunity to provide feedback, make suggestions and voice grievances regarding treatment or care
- The opportunity to participate in decisions involving your healthcare and determine how you are contacted, except when such participation is contraindicated for medical reasons
- The opportunity to change providers if other qualified providers are available
- Information about advance directives, upon request
- Confidential treatment of all communications and records related to your care, except as mandated by law, and the right to pay out of pocket in full so a service is not disclosed to your health plan
- Access to health information in your electronic medical record without delay as well as a copy of your records
- Ability to request that errors in your records be corrected
- Right to know when your health information is shared, and why, as well as to object to certain disclosures
- Information about our organization's billing policies as posted in our waiting room

## Patient Responsibilities:

- Provide accurate information about your past and current health, medications (including over-the-counter products and dietary supplements), and allergies and sensitivities
- Participate actively with your clinician and follow the agreed-upon treatment plan
- Provide a responsible adult to provide transportation home and/or remain with you if required by your medical provider or clinician
- Accept personal financial responsibility for any charges incurred
- Behave respectfully toward all healthcare professionals and staff, as well as other patients and visitors
- Arrive on time for all scheduled appointments. If unable to attend, cancel your appointment within the timeframe outlined by the clinic at which you are being seen
- Complete all required paperwork and surveys prior to your appointment
- Ensure that your current phone number and email address are kept up to date with our organization

**healthybodies**

University Health Services

**healthyminds**

Counseling and Mental Health Center



The University of Texas at Austin