



Patient Rights and Responsibilities

Underlying the JMU Health Center's commitment to high-quality, accessible medical care is our respect for your individual needs and rights as explained here:

- Knowing about your illness
- Knowing what care you will be given
- Knowing the likely outcomes and the known potential risks of that care
- Participating in decisions about your care
- Having a private and secure area during treatment
- Keeping records confidential

Patient rights

As a patient at JMU Health Center, you have the right to:

- be treated with respect, consideration and dignity
- privacy and confidentiality regarding your medical care
- a private and secure area during medical treatment or care, within the capacity of JMU Health Center to provide it
- the name, specialty and credentials of the medical provider responsible for your care or for coordinating your care
- freedom of choice in selecting a health care provider (except in an emergency), if the provider is able to accommodate you
- know and understand the services available, fees and payment for services and how to seek urgent and emergent care after the Health Center hours (see jmu.edu/healthcenter)
- have a receipt for payment of any and all services that includes all information required to facilitate insurance reimbursement
- information regarding diagnosis, treatment and prognosis of an illness or health-related condition
- participate in decisions about your care including cost, risk, benefits and limitations of, and alternatives to diagnostic and therapeutic modalities, except when such participation is contraindicated for medical reasons
- give your informed consent before any diagnostic or therapeutic procedure is performed
- a clear explanation, to the degree known, and complete information concerning your diagnosis, evaluation, treatment, and prognosis. When it is medically inadvisable to give such information to you, the information is provided to a person designated by you or to a legally authorized person
- refuse to be examined, observed, or treated by trainees, students, or any other staff member without jeopardizing your access to medical care and attention
- refuse to serve as a research subject and to refuse any care or examination when the primary purpose is educational and informational rather than therapeutic. If you choose to serve as a research subject, you have the right to know the expected benefits and potential discomforts and risks
- to specify advance directives, as required by state or federal law and regulations
- confidentiality of all records and communications, to the extent provided by the law
- the opportunity to approve or refuse the release of your records, except when release is required by law
- have information on the medical malpractice policies of the State of Virginia for the JMU Health Center
- express suggestions or concerns in an appropriate manner and have access to the grievance policies of the Health Center (jmu.edu/healthcenter) and the University (jmu.edu/JMUpolicy/3110)

Patient Responsibilities

As a patient of JMU Health Center, you have a key role in helping us provide you with the best possible care, and you have the following responsibilities:

- to provide accurate and complete information about your present complaints, past illnesses, hospitalizations, medications (including over-the-counter products and dietary supplements; and any allergies or sensitivities), and other matters relating to your health
- to ask questions when you do not understand what you have been told about your care or what you are expected to do
- to follow the treatment plan prescribed by your provider and participate in your care
- to provide a responsible person to transport you home from JMU Health Center and to remain with you for twenty-four (24) hours, if required by your provider
- to inform your provider about any living will, medical power of attorney or other directive that could affect your care
- to accept personal financial responsibility for any charges incurred that are not covered by insurance to which the Health Center is able to submit a claim
- to be respectful of all the health care providers and staff at JMU Health Center, as well as other patients
- to follow all rules and regulations posted within the JMU Health Center

If you are dissatisfied with your care or any aspect of our service, we encourage you to discuss your concern with the provider of service. You have the right to request a different provider for reasons of your own. If the outcome of this discussion is not satisfactory, or if you prefer to talk with someone else, we have a Patient Care Coordinator on our staff who will work to resolve your concerns. Talking with the Patient Care Coordinator will not jeopardize your care in any way.

Patient Care Coordinator

James Madison University Health Center, Student Success Center
540-568-6178
healthctr@jmu.edu

Anyone with concerns about care may also contact one of the Health Center administrators below:

University Health Center Director

Anne Brenneman, DNP, APRN, CPNP-PC

University Health Center Medical Director

Andrew Guertler, MD