

Patient Bill of Rights and Responsibilities

The University of Tampa- Dickey Health and Wellness Center (DHWC) recognizes its responsibility to respect the basic human rights of patients who seek treatment here, regardless of race, creed, national origin, sexual orientation or gender identity. The health center actively encourages patients to assume responsibility for their own health and welfare. In order for health care to be effective, the patient and the health care team must form a partnership, with both working together for a common goal. As such, the Dickey Health and Wellness Center observes the following:

RIGHTS AND RESPONSIBILITIES OF 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 appropriate privacy, including protection from access to their confidential information from faculty and staff who are not responsible for direct health care, and by other students working at the health service.
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, treatment, and prognosis. When concern for a patient's health makes it inadvisable to give such information, it is provided to a person designated 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. Services available at the DHWC and how to use them
 4. Provisions for emergency care during and after hours
 5. Payment policies
 6. DHWC patients' right to refuse to participate in experimental research
 7. Conduct, responsibilities, and participation of patients, including the consequences of refusing treatment or not complying with therapy
 8. Methods for expressing grievances and suggestions to the DHWC by contacting the Assistant Vice President of Wellness, Gina Firth (813-257-1777) or GFIRTH@ut.edu.
 9. Policy on the treatment of a minor not accompanied by an adult, consistent with applicable federal and state regulations
 10. Advance directives, as required by state or federal law and regulations
 11. The credentials of health care professionals
 12. The absence of malpractice coverage, if applicable
8. DHWC patients are informed of their right to change primary or specialty health care providers if other health care providers are available.
9. DHWC patients have the right not to be misled by marketing or advertising regarding the competence or capabilities of the DHWC.
10. Prior to receiving care, patients are informed of patient responsibilities. These responsibilities require the patient to:
 1. Provide complete and accurate information to the best of his/her ability about his/her health, any medications, including over-the-counter products and dietary supplements and any allergies or sensitivities.
 2. Follow the treatment plan 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.