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.

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