

*You are entitled to a copy of this document if you wish.
Please feel free to print a copy from our website or request a copy from one of our staff members.*

Auburn University Medical Clinic Patient Rights & Responsibilities

Auburn University Medical Clinic, its physicians, nurses and support staff assure you (the patient) the right:

1. to treatment without discrimination as to race, color, religion, sex, national origin or source of payment, except for fiscal capability;
2. to considerate and respectful care;
3. to be involved in care planning and treatment, to request treatment, to refuse treatment to the extent permitted by law, and to be informed of the medical consequences of your action;
4. to make available advance directives, e.g., living will, and to have the clinic and medical providers who provide care comply with these directives.
5. to know the name and function of any person providing treatment to you;
6. to obtain complete current information about your care, in terms that can be easily understood. In cases where it is not medically advisable to give you such information, the information will be made available to an appropriate person on your behalf;
7. to privacy to the extent consistent with providing adequate medical care to you, including discreet discussion of your case and examination by appropriate health care personnel;
8. to receive care in a safe setting and to be free from all forms of abuse or harassment;
9. to privacy and confidentiality of all records pertaining to your treatment and to access information contained in your record within a reasonable time frame;
10. to be free from any form of restraint that is not medically necessary to improve your well-being;
11. to appropriate assessment and management of your pain;
12. to examine and receive an explanation of your bill, regardless of the source of payment;
13. to request a transfer to another provider or exam room if there is an appropriate reason to do so;
14. to consult with additional specialists at your own request and expense;
15. to voice grievances and recommend changes in policies and services to AUMC's staff without fear of reprisal.
16. to file unresolved grievances with the Alabama Quality Assurance Foundation (800-760-4550) or with the State Department of Public Health (800-252-1818).

Auburn University Medical Clinic requests the cooperation of its patients to ensure individualized, quality patient care. We encourage you to participate in the course of your treatment by making your needs and concerns known to the professionals rendering care and treatment. Before you consent to treatment, be sure to ask any questions you may have about your diagnosis, treatment, or procedure proposed, the risks, if any, and the anticipated outcome. We believe an informed patient is a secure patient.

It is your (the patient's) responsibility:

1. to provide the medical providers and clinic personnel with accurate information about present symptoms, past illnesses, hospitalizations, medications, and other matters related to your health;
2. to follow both the treatment plan recommended by your medical provider and the clinic's rules and regulations affecting your care and conduct, including instructions of nurses and other health professionals as they carry out your medical provider's orders;
3. to accept responsibility for your actions should you refuse treatment or should you choose not to follow your medical provider's orders;
4. to be considerate of other patients by observing no-smoking regulations, other patients' privacies, controlling your use of cellular phones while being cared for, limiting the number of your guests to two at a time;
5. to be respectful of the clinic personnel who are dedicated to caring for you;
6. to refrain from taking supplies or equipment from Auburn University Medical Clinic;
7. to promptly pay your bills, provide insurance information, and direct any questions you may have about your clinic bill to our Billing Department.

If, during the course of your care at the Auburn University Medical Clinic, there is a problem or concern you wish to share regarding care, treatment, services, or patient safety, simply ask to speak with a supervisor, or call the Medical Director at 334-844-5197. Your problem will be investigated and addressed.