

UNIVERSITY OF VIRGINIA DEPARTMENT OF STUDENT HEALTH AND WELLNESS	POLICIES AND PROCEDURES	Last Revision: January 15, 2015, April 11, 2013, April, 2010, December 7, 2009, March 22, 2007
	Rights and Responsibilities of the Individual	Approved by: <input type="checkbox"/> Committee <input checked="" type="checkbox"/> Leadership
Considerations: The goal for the standards for rights and responsibilities is to improve patient care, treatment, services, and outcomes by respecting the rights of each patient as well as conducting business in an ethical manner.		Standards: RI 01.01.01; 01.01.03; 01.02.01; 01.03.01; 01.03.03; 01.03.05; 01.04.01; 01.05.01; 01.06.03; 01.07.01; 02.01.01
POLICY: The Executive Director of Student Health and Wellness and the Vice President for Student Affairs are ultimately responsible and accountable for the policies, procedures, personnel, and financial matters related to patient rights, privacy, and end of life issues. Student Health and Wellness provides an environment that supports ethical relationships with patients and includes them whenever possible in decisions about their care, treatment, and services. Student Health and Wellness follows the American College Health Association’s General Statement of Ethical Principles and Guidelines as well as the APA Ethical Principles of Psychologists and Code of Conduct. These documents guide the professional, clinical, and billing practices at Student Health and Wellness.		
RI 01.01.01 The organization respects patient rights. <ul style="list-style-type: none"> • Staff demonstrates respect for patients by calling them by name, drawing exam room curtains as appropriate, providing them privacy when warranted, and assessing each patient’s beliefs and preferences regarding care and treatment. • New employee orientation includes information on patient rights and cultural diversity via NetLearning. Safe space training, survivor support, and green dot training assists staff to be attentive to diverse populations and issues that could impact patient rights. • Students are encouraged to share their cultural, psychosocial, and personal values that will have an impact on their care. • The patient satisfaction survey assesses respect for patients by asking questions related to staff courtesy, pain management, effective communication, privacy, and attentiveness of staff. • When negative unsolicited feedback is received pertaining to patient rights, the appropriate section director and/or the immediate supervisor is notified. The director/supervisor will address the issue in a manner appropriate for the situation. • Patient Rights and Responsibilities posters and brochures are posted throughout the organization in full view of all students who come to Student Health and Wellness. • Acceptance of membership on the medical staff of Student Health and Wellness constitutes the staff member's agreement that he/she will strictly abide by the principles, practice 		

standards, and/or Code of Ethics promulgated by his/her professional organization (e.g. Statement of Ethical Standards of the American College Health Association, Code of Medical Ethics of the American Medical Association, the American Psychological Association, the American Psychoanalytic Association, the National Association of Social Work, the American Nurses Association).

- Student Health and Wellness services are available to all enrolled UVa students (undergraduates, graduates, and professional students) who have paid the student comprehensive fee, regardless of number of credit hours. In an acute emergency all others shall receive appropriate evaluation, triage, and treatment. Non-eligible patients will then be referred to an outside facility for further medical care.
- Student Health and Wellness respects the student's cultural and personal values in regard to ethical dilemmas and conflicts. These could include issues with STI's, reproductive health, mental health, and substance abuse. Issues prone to conflict could include: billing, immunization policies, insurance issues, costs and fees. All care providers are expected to deliver appropriate quality care to all patients regardless of race, sex, creed, nationality, or sexual orientation
- The Medical Staff Bylaws outline the appropriate steps to take if there are instances of unethical behavior. Each physician and care provider is provided with this document as part of the employment and credentialing process.
- If a staff member requests to be excused from caring for a particular patient, other care providers are available to assume care. New staff will be carefully interviewed to identify existing difficulties in caring for particular patient groups.
- Students have uniform access to all the clinical departments at Student Health and Wellness with appropriate referral procedures between clinical sections. Transfer to the UVA Medical Center follows appropriate procedures for transfer, based on patient status.
- All students have access to their medical record and can request amendment to or obtain information contained within their record.
- Student Health and Wellness respects the rights of all students by conducting all billing and marketing practices in an ethical manner, taking into consideration respect for privacy, diversity and the promotion of justice.
- Using information derived from the University's Student Information System (SIS), Student Health and Wellness support staff identify UVa students who are eligible to use Student Health and Wellness services, including exceptions to the general eligibility criteria. Student Health and Wellness administrative and support staff will communicate exceptions to care providers and support staff. This policy is reviewed by the offices of University Risk Management and General Counsel to ensure that the University's professional liability coverage applies.

Link: [Medical Staff Bylaws](#)

Link: [Eligibility](#)

Link: [Unsolicited Patient Feedback](#)

RI 01.01.03

The organization respects the patient's right to receive information in a manner he or she understands.

The Patient Rights and Responsibilities brochure and posters inform students that they have the

right to have their health care services be communicated in their native language, and that efforts would be made to accommodate this request. All students who attend the University of Virginia are required to speak English, and the need for translation is rarely an issue. Student Health and Wellness has also implemented a language interpretation service program. Translation services are available 24/7 so that medical information can be shared with students who might not be proficient in English, and could benefit from hearing this information in their native language.

The Student Access Disability Center (SDAC) determines eligibility and provides academic accommodations for students with documented disabilities in line with Section 504 of the Rehabilitation Act of 1973 and the Americans with Disabilities Act of 1990. These federal laws mandate that institutions of higher learning provide equal access to students with disabilities who are "otherwise qualified" to meet the essential demands of the academic program.

SDAC also provides and/or coordinates accommodations (e.g., sign-language interpreting) for faculty, staff, and guests of the University.

[Language Assistance Services](#)

RI 01.02.01

The organization respects the patient's right to participate in decisions about his or her care, treatment or services.

Involving Patients in Decisions

- Care providers will include students in discussions about their plan of care and treatment, including self-care, and discharge instructions whenever possible. Students are encouraged to ask questions if they do not understand the explanation of diagnosis or treatment instructions.
- Each student should understand and consent to treatment and participate as appropriate to their situation. Students may request that health care services be communicated in their native language, and efforts will be made to accommodate these requests. Students are represented on various committees (e.g. SHIC) where their opinions are solicited during problem solving and decision making for healthcare issues.
- Students will receive the necessary information to participate in decisions about care including estimated cost, risks, benefits, limitations of and alternatives to diagnostic and therapeutic modalities. Each student should be encouraged to ask questions so that they can understand and consent to treatment and participate as appropriate in their plan of care.
- Families and surrogate decision-makers are consulted as appropriate (see RI 01.03.01) regarding care decisions for the patient and with the consent of a student over the age of 18.
- When a patient insists on leaving the Student Health and Wellness Center contrary to the professional advice of medical staff, or when a family member insists on taking a patient from the clinic against such advice, the Health Care Provider (HCP) caring for the patient should attempt to dissuade the patient, family member, or surrogate decision maker from such a course in front of a witness (if possible), pointing out the potential adverse consequences of leaving the clinic against advice.
- If this action is unsuccessful, then the problem should be called to the attention of the Student Health and Wellness physician(s). The HCP will request that the patient complete and sign the Patient Decisions Against Medical Advice form. If the patient refuses to sign,

the HCP should note the refusal on the form and have the signature of a witness (if possible) attesting to this fact. An alerting event form should be completed and sent to the Director of Nursing, Quality, and Compliance and appropriate director.

Students are asked to rate their satisfaction with specific questions on the patient satisfaction survey such as, “*the way we teach you about your health*”, “*clear self-care instructions*”, and “*I benefitted from the information I received*”, in order to evaluate the process of including patients in their plan of care.

RI 01.03.01

The organization honors the patient’s right to give or withhold informed consent.

- Each patient will receive appropriate information about his/her medical condition and about any proposed evaluation, treatment, or procedures recommended by Student Health and Wellness care providers.
- Patients are responsible for making decisions about their care after being informed about their medical condition and recommended care by their care provider.
- The informed consent process will include discussion of the risks, benefits, and side effects of the proposed evaluation, treatment, and procedures as well as the risks for not receiving the proposed care or treatment. This process will also include discussion of reasonable alternatives and their risks, benefits, and side effects as compared to the proposed plan of care or treatment, along with any circumstances where information about the patient must be disclosed or reported, such as with HIV or tuberculosis.
- A patient’s informed consent may be obtained by the care provider orally or in writing. When negligible risk is involved, consent may be deemed to be implied from the patient's request for evaluation and treatment, and acceptance of the proposed care plan. At no time is the informed consent process intended to create a specific contract with the patient.
- When consent is in writing, the standard University of Virginia *Surgical Consent Form* may be used for this purpose. It should be scanned into EMR by Medical Records.
- When consent is obtained orally, the care provider should document the informed consent process in EMR.
- Persons under 18 years of age are "minors" and generally do not have the legal status to consent for their treatment. A minor's parent or other person with legal custody of the minor must consent to the treatment of the minor. The Pre-Entrance Health Form includes a section where parents of minor students are asked to give consent for minor surgeries and treatments, immunizations, and emergency medical care. Legal exceptions include reproductive health, birth control, STP's, substance abuse, and mental health treatment.
- The "high risk" procedures performed at Student Health and Wellness that require informed consent discussion and documentation include: colposcopy, extensive cryotherapy, and any other procedure which a clinician considers would present a significant physiological or psychological risk to the patient, including HIV testing.
- For mandated referrals to CAPS, written informed consent is obtained. For other procedures, informed consent is obtained as required by law (example: vaccination consents).
- Individuals requiring vaccination will be given a consent form to read and sign that will

provide information regarding the vaccine. They will also be given the mandatory vaccine information sheet (VIS).

[Discharge Against Medical Advice](#)

[Quality Reporting and Review](#)

[Staff Requests for Reassignment](#)

[Informed Consent for Medical Procedures](#)

RI 01.03.03

The organization honors the patient's right to give or withhold informed consent to produce or use recordings, films or other images of the patient for purposes other than his or her care.

Except for diagnosis or treatment purposes, consent is obtained for the recording or filming of students. Documentation will be noted on the, Permission to Photograph/Videotape form, and included in the patient's electronic medical record.

Photographs or filming of students at the University of Virginia may occur only with the consent of the student or parent or guardian, prompted by the appropriate care provider.

- All requests for filming or videotaping not specific to an individual must be approved by the Director of Administration or their designee.
- The information provided on the Permission to Photograph/Videotape form must include the name of the physician or other practitioner primarily responsible for the care of the patient.
- The dietitian may wish to record sessions to review with trainees and will ask students to sign consent for audio recording. Only the registered dietitian and the dietetic intern will listen to these recordings. Recordings are never made without the student's prior knowledge and permission, and session recordings will only be used for training purposes. Recordings are not part of the medical record and will contain no personal or identifying information. Audio recordings will be destroyed after review.
- Patients have the right to rescind consent as well as to request cessation of recording or filming as they see fit.

[Permission to Photograph/Videotape](#)

[CAPS Consent for Video Recording](#)

RI 01.03.05

The organization protects the patient and respects his/her rights during research, investigation, and clinical trials.

All clinical or basic research conducted by staff in Student Health and Wellness will be reviewed and approved by the Directors Committee. Research must be considered relevant to college health and felt to ultimately benefit the health and well-being of the students of UVa. The directors will ensure that research will not cause physical or emotional harm or a financial or resource burden on the health center.

Students are provided an explanation of the purpose of the research, the expected duration of participation, and a clear description of the potential benefits and risks, side effects, and the

procedures to be followed. Appropriate documents provided to the student to sign will include documentation that they have been informed that refusing to participate in research or clinical trials will not jeopardize their access to treatment or services at Student Health and Wellness.

Minutes of the Directors Committee will reflect review and approval of research projects. The Directors Committee will require investigators to provide annual reports on the status of the project and any untoward or adverse outcomes or breaches in University policies or procedures. The standards of the University of Virginia's Human Investigation Committee will be followed when any clinical research is performed in the health center. Personnel in the Student Health and Wellness Medical Records department will include appropriate indicators, identification in the clinical note of a patient's participation in a research project, and the appropriate filing of a consent form in the patient's record.

RI 01.04.01

The organization respects the patient's right to receive information about the individual(s) responsible for his/her care, treatment, or services.

Students at the University of Virginia will have the right to know the names and positions of people involved in their care by official name tags or personal introduction. Most care providers have a biography located on the Student Health and Wellness website. Each patient may request a particular care provider as appropriate, and as schedules allow. Each student also has the right to request a health care professional of either gender or one who has a particular treatment approach

All care providers and staff are required to wear a name badge that identifies them by name and with appropriate credentials.

Identification of Staff

RI 01.05.01

The organization addresses patient decisions about care, treatment, or services received at the end of life.

End of Life Issues

- According to Virginia and federal law any person above the age of 18 has the right to make decisions about his/her health care including the right to accept or refuse medical or surgical treatment.
- This right includes the option to prepare an advance directive indicating what procedures or treatments should be provided, withdrawn, or withheld towards the end of life, and/or designating another person to make decisions in the event the patient is incapacitated at any time.
- A Durable Do Not Resuscitate order is a specific indication of the patient's request for no cardiopulmonary resuscitation (CPR) or resuscitation to be performed on them at the end of their life. Students who have existing advance directives or Durable Do Not Resuscitate orders are responsible for providing copies to the Department of Student Health and Wellness. In the event that the student is comatose, incapacitated or otherwise mentally or physically incapable of communication, any other person may notify Student Health and Wellness of the existence of an advance directive or Durable Do Not Resuscitate order as outlined in the Commonwealth of Virginia Board of Medicine regulations.

- Advance directives, including Durable Do Not Resuscitate orders, executed in another state are valid in Virginia. Copies of advance directives and Durable Do Not Resuscitate orders will become part of the medical record.
- If student requests assistance in writing an advance directive, Student Health and Wellness has copies of the University of Virginia Health System document called “Your Right to Decide, Communicating Your Health Care Choices” available for this purpose.
- Original forms should be kept by the patient in their designated places listed on the back of the form (wallet, back of bedroom door, etc.) since Emergency Medical Services will only recognize the official original yellow form expressing the Durable Do Not Resuscitate order from a comatose patient.

[Advance Directives and DDNR Orders](#)

RI 01.06.03

The patient has the right to be free from neglect, exploitation, and verbal, mental, physical, and sexual abuse.

Because Student Health and Wellness is committed to the safety and security of our students, those who present to Student Health and Wellness for care, treatment, and services can expect to feel safe, and protected in a secure environment. The patient satisfaction survey asks students to identify concerns if they feel otherwise while they are here.

If a student meets certain criteria for concern, or when the care provider’s judgment determines that screening is indicated, an assessment to identify abuse, neglect, and exploitation would occur. A designated professional performs this screening/assessment. Student Health and Wellness supports the patient's right to access protective services and utilizes the local Social Service and Medical Center's resources when there is cause to suspect abuse, neglect or exploitation.

When legally required, cases of suspected adult or child abuse, neglect, or exploitation are immediately referred to the Department of Social Services in the patient's county of residence (or the jurisdiction where the abuse/neglect occurred) as per Virginia Code Section 63.1-248.2. A complete, legible record of findings is documented in the patient's chart. A list of available resources for sexual violence is available at:

<http://www.virginia.edu/sexualviolence/communityresources.html>

Resources for victims of domestic violence:

Virginia Department of Social Services website:

<http://www.dss.virginia.gov/community/dv/index.cgi>

The local Shelter for Help in Emergency hotline number is 434-293-8509.

Available services are listed on the website:

<http://www.shelterforhelpinemergency.org/>

Clinicians must document the findings related to abuse, neglect, and exploitation screening and assessment. In addition, documentation must include patient education, referrals, and appropriate reporting. The note(s) will be routed to the section director.

[Abuse, Neglect and Exploitation Screening](#)

RI 01.07.01

The patient and his/her family have the right to have complaints reviewed by the organization.

Student Health and Wellness is committed to providing students with a constructive method of communicating any complaints or concerns, which may arise because of services, provided by Student Health and Wellness staff. Staff is expected to assist students in informing them of the appropriate procedure for filing complaints when necessary. The complaint procedure specifically outlines the steps to take when encountering a student who registers a complaint. This information is available in a brochure as well as on the Student Health and Wellness website.

There is also a process in place to systematically analyze unsolicited feedback from patients or families regarding quality of care or service in Student Health and Wellness. Any staff receiving communication from a patient or family member regarding quality of care, accessibility of care, a sentinel event, interaction with staff, cost of care, or other administrative issues such as insurance, should address the feedback following procedures outlined in the Addressing Patient Complaints procedure or in a manner appropriate for positive feedback. The staff member is also responsible for completing the Unsolicited Patient Feedback form and submitting it to the Director of Nursing, Quality, and Compliance.

[Addressing Patient Complaints](#)

RI 02.01.01

The organization informs the patient about his or her responsibilities related to his/her care, treatment or services.

Student Health and Wellness is committed to providing an environment which fosters quality health care for our patients. The Patient Rights and Responsibilities procedure outlines the aspects of care which patients expect to receive during their clinic visit. Staff are expected to assist patients in understanding and exercising their rights.

The Patient Rights and Responsibilities procedure at Student Health and Wellness identifies the responsibilities students have while obtaining care and services. Specific information includes how to ask for clarification of information, follow instructions, accept consequences, show respect, meet financial commitments, and follow rules and regulations. Patients are also informed of their rights in the Patient Rights and Responsibilities brochure. This brochure is available throughout the organization and is provided to specific patients as appropriate at the first appointment. Patient Rights and Responsibilities posters are also posted throughout appropriate areas of the organization.

The patient satisfaction survey is used as a means of monitoring compliance with this standard. Students are asked to rate how they were informed of their condition, treatment options, and instructions for self-care.

[Patient Rights and Responsibilities](#)