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## Patient Rights and Responsibilities

1. Patients shall be treated with respect, consideration, and dignity.
2. Patient should be provided appropriate privacy regarding confidential information about health evaluations or treatments, including protection from access by faculty and staff who are not providing direct care, and by other students working at the health center.
3. Patient disclosure and records shall be treated with absolute confidentiality. Patients have the authority to approve or refuse the release of medical records in compliance with State and Federal laws.
4. Patients should be provided, to the extent known or appropriate, any information concerning their diagnosis, treatment, and prognosis. Exceptions are made when a patient's health or circumstances make it inadvisable, in which case it is provided to a person designated by the patient or to a legally authorized person.
5. Patients should be given, whenever possible, the opportunity to participate in decisions involving their health care.
6. Patients may be given upon request the following information.
  - Policies on the rights and responsibilities of patients;
  - Eligibility of patients for services, including services provided by routine health fee and any services requiring additional fees;
  - Services available and procedures for utilizing same;
  - Provisions for after-hour and emergency care and how they are to be utilized;
  - Conduct and responsibility of patients, and the consequence of refusing treatment or not complying with therapy;
  - Payment policy reference fee for service treatment;
  - Patient's right to refuse to participate in experimental research;
  - Methods for expressing grievance and suggestions;
  - Policies on treatment of an unemancipated minor not accompanied by an adult;
7. Patients should be informed of their right to change primary or specialty health care providers if other qualified health care providers are available.
8. Patients should be given accurate information concerning the competence and capabilities of services offered in the Health Center.
9. Patients have the responsibility to give the health care provider complete and full information on their health status, and to cooperate in treatment planning and follow-up.
10. Patients have the responsibility to use the identified method of expressing grievances and suggestions whenever possible to assist the Health Center in providing quality health care.
11. Patients should be informed about their right to advance directives in order to make choices about treatment in the event you become unable to make decisions.

### PROCESS FOR LODGING A COMPLAINT

It is the policy of the Student Health Center to encourage students and/or families to express any concerns relating to the quality of service provided, quality of service delivered, or any other valid concern. Patients/families may voice complaints and recommend changes in policies and services, and in doing so can be assured that this shall in no way compromise the patient's rights or future access to care.

Concerns may be voiced to your healthcare provider or to any other Student Health Center staff member. If you are not satisfied with the outcome of this exchange, or you prefer to register the complaint in another manner, you may access the suggestion box located at the check-in desk or voice your concern to any member of the Student Health Center staff or to the Student Health Center Director. You may also contact us by emailing us at [health@ncat.edu](mailto:health@ncat.edu). All complaints will be reviewed through the Health Director in an effort to improve and enhance the quality of care and services provided.

If additional information is needed, please call 336-334-7880

## HOURS

### Monday - Friday

8:00 a.m. - Midnight

### Saturday - Sunday

10:00 a.m. - 6:00 p.m.

### [Clinic Operations](#)

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