THE UNIVERSITY HEALTH SERVICE SCOPE OF SERVICES STATEMENT

By providing health care which is patient-centered, integrated, and delivered in a culture of inclusivity and respect, the University Health Services’ mission is to help students achieve optimal health so that they have the opportunity to fully enjoy the pursuit their academic goals.

As a department within the University Wellness Center, The University Health Service (UHS) functions as a primary health care facility providing general medical services for students who are acutely ill or need physical exams for employment, study abroad, or yearly well exams. Medication management is provided for cases in which the student is stable and UHS has received proper documentation as required by the University Wellness Center’s policy.

UHS Services include:

- Evaluation and treatment of acute illness and injuries
- Health education and consultation
- Physical “well” exams
- Contraceptive management
- Immunizations and travel vaccinations

For students requiring specialty care, referral to a specialist can be coordinated by UHS. Services that are deemed by the student’s provider to require specialty care, including but not limited to, endocrinology, neurology, gastroenterology, otolaryngology, orthopedics, and surgical intervention will be referred to a clinician in the community or region. Please be aware that many of these specialists are located in Nashville or Chattanooga.

Patient Bill of Rights and Responsibilities:

Your Rights
- You have the right to receive considerate, respectful and compassionate care in a safe setting regardless of your age, gender, race, national origin, religion, sexual orientation, gender identity or disabilities.
- You have the right to receive care in a safe environment free from all forms of abuse, neglect, or mistreatment.
- You have the right to be called by your proper name and to be in an environment that maintains dignity and adds to a positive self-image.
• You have the right to be told the names of your doctors, nurses, and all health care
team members directing and/or providing your care.
• You have the right to be told by your provider about your diagnosis, the benefits
and risks of treatment, and the expected outcome of treatment. You have the right to
be given written informed consent before any non-emergency procedure begins.
• You can expect full consideration of your privacy and confidentiality in care
discussions, exams, and treatments. You may ask for a chaperone during any type of
exam.
• You have the right to access protective and advocacy services in cases of abuse or
neglect.
• You have the right to communication that you can understand.
• You have the right to be involved in your plan of care.
• You have the right to receive detailed information about UHS charges.
• You can expect that all communication and records about your care are
confidential, unless disclosure is permitted by law. You have the right to see or
obtain a copy of your medical records. You have the right to request a list of people
to whom your personal health information was disclosed.

Your Responsibilities:

• To provide complete and accurate information about your health and medical
history, including present condition, past illnesses, hospital stays, medicines,
vitamins, herbal products, and any other matters that pertain to your health,
including perceived safety risks.
• To ask questions when you do not understand information or instructions. If you
believe you cannot follow through with your treatment plan, you are responsible for
telling your healthcare provider. You are responsible for outcomes if you do not
follow the care, treatment, and service plan.
• To treat all UWC staff, other patients, and visitors with courtesy and respect. You
are expected to abide by all university rules and safety regulations.
• To provide complete and accurate information about your health insurance
coverage.
• To keep appointments, be on time, and call your healthcare provider if you cannot
keep your appointments.

• UHS reserves the right to discontinue care of any patient who is
non-compliant with the responsibilities outlined above.