

Patient Responsibilities

The staff of Columbia Health strives to provide you, the patient, with the best health care possible. Below are some things you can do to help us achieve that goal:

1. Arrive on time for scheduled appointments. If you will not be able to make a scheduled appointment, please call and cancel it so that another student may be scheduled in your place.
2. Give your health care provider all the information they will need to determine the best treatment for you: fill out any forms completely and accurately; tell your provider about past and current diagnoses and treatments, such as past illnesses, hospitalizations, and medications, including over-the-counter products and dietary supplements; any allergies or sensitivities; and be as clear as you can about current symptoms, including pain and psychological stress.
3. Provide correct and complete contact information.
4. Be open and honest with your health care provider if you do not understand or cannot comply with instructions you are given. Ask questions so that you understand your diagnosis, prognosis, and treatment.
5. Notify Columbia Health in advance if any accommodation is requested for evaluation or treatment.
6. Actively participate with your provider in creating and fulfilling a treatment plan.
7. Contact your health care provider promptly if your condition worsens or does not follow the expected course.
8. Check with your provider well before you run out of your current supply of prescription medication.
9. Use prescription and over-the-counter medications as directed for yourself and do not share medication prescribed for you with others.
10. Show respect and consideration for the rights of patients and Columbia Health staff, and for Columbia Health facilities.
11. Please respect others' right to privacy as you would ask that your own be respected.
12. Accept outcomes if you refuse treatment or you choose not to follow a treatment plan.
13. Provide a responsible adult, over the age of 18, to escort you home and remain with you for 24 hours, if indicated as part of a treatment plan.
14. Know the coverage provided by your health insurance policy, particularly if you are not covered under the Columbia Student Health Insurance Plan. If you have the Columbia Plan and are uncertain about what is covered, contact the Columbia Health Insurance Office before making appointments with outside providers or scheduling tests. If you have other insurance, please contact your insurance carrier directly.
15. Make use of information available through the materials in our waiting rooms and on our website. You can make your experience at Columbia Health more satisfying by understanding the way appointments are scheduled, the resources available for after-hours care or emergencies, insurance enrollment, and MMR/Meningitis immunization deadlines.
16. Promptly fulfill financial obligations and pay charges billed to you for services rendered.
17. Inform Columbia Health staff about any advance directive that could affect your care.
18. Comply with all infection control and public health guidelines required by Columbia Health within Columbia Health facilities.