



Patient Protection and Rights

Safety Protocols, Nondiscrimination Notice and Reporting Options

As a patient, you have the right to:

- Get an electronic or paper copy of your medical record
- Ask us to correct your medical record
- Request confidential communications
- Ask us to limit what we use or share
- Get a list of those with whom we've shared information
- Get a copy of our privacy notice
- Choose someone to act for you
- File a complaint if you feel your rights have been violated
- Tell us your choices about what we share (for certain health information)

To protect your rights and privacy, we require that:

- Our staff complete relationship violence and sexual misconduct training
- All clinical staff complete chaperone training
- All sensitive exams include a chaperone and that the exams are documented in patients' electronic medical record
- Patients review and sign our informed consent form annually, acknowledging that our providers are mandated reporters of relationship violence or sexual misconduct
- All patients have access to the Patient and Client Rights and Responsibilities form

Safety Protocols

Chaperones for Patients

Michigan State University values the safety and dignity of our patients and recognizes that all medical interactions have the potential to be uncomfortable or difficult for patients. Feelings of vulnerability or emotional discomfort may vary based on individual beliefs, religion, culture and experience.

As part of our commitment to creating a respectful, comfortable environment, we provide chaperones during sensitive exams or procedures, as well as upon request. A chaperone is an observer who may assist our patients and providers during sensitive examinations, treatments or procedures, or upon request. Chaperones can help protect and enhance a patient's sense of privacy, security and dignity in sensitive situations. Chaperones protect both patients and providers by helping create a neutral, safe, respectful environment.

What is a "sensitive" exam or procedure?

A sensitive examination or procedure includes the physical examination of or a procedure involving or exposing the genitalia or rectum (regardless of gender) or female breast.

Nondiscrimination Notice

Student Health and Wellness complies with applicable federal civil rights laws and does not discriminate, exclude people or treat people differently on the basis of race, color, national origin, age, disability or sex. Title IX of the Education Amendments of 1972 and Section 1557 of the Affordable Care Act protect all individuals from discrimination on the basis of sex (including but not limited to sexual harassment, sexual abuse and/or sexual assault) and are among the civil rights laws which protect students, employees, patients and other individuals.

We provide free assistance to people with disabilities to communicate effectively with us. Assistance could include qualified sign language interpreters and language interpretation services to people whose primary language is not English. Please contact us to arrange these services.

Reporting Discrimination

If you believe that Student Health and Wellness has discriminated against or harassed any individual on the basis of age, color, gender, gender identity, disability status, height, marital status, national origin, political persuasion, race, religion, sex, sexual orientation, veteran status or weight, we encourage you to file a grievance in person or by mail or email, or through the Public Incident Reporting Form:

Office of Institutional Equity
4 Olds Hall, 408 W. Circle Drive
East Lansing, MI 48824
Call: (517) 353-3922 | Email: oiie@msu.edu
Visit: msu.publicincidentreporting.com

More information about reporting options is available at oiie.msu.edu/resources/reporting-options.html.

You also have the right to file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, through the Office for Civil Rights Complaint Portal (ocrportal.hhs.gov/ocr/portal/lobby.jsf) or by mail or phone. Complaint forms are available at hhs.gov/ocr/office/file/index.html.

U.S. Department of Health & Human Services
200 Independence Avenue, SW
Room 509F | HHH Building
Washington, D.C. 20201
1 (800) 368-1019 | (800) 537-7697 (TDD)

HIPAA and Information Privacy Rights

Patient privacy and confidentiality is a top priority. Detailed information about patient privacy rights, including your right to request copies of your protected health information, are available in the Notice of Privacy Practices. You can also request that we communicate with you in certain ways. We will accommodate reasonable requests.

To request amendments to your records when you feel information is incorrect or missing, please contact the Medical Records department at (517) 884-6546.

If you have a question or concern about your health information privacy, contact the Health Information Privacy Officer at (517) 355-7609 or email kriser@msu.edu.

Reporting a Concern With Your Care

We want to know if you have a complaint or concern regarding your care — and encourage that any alleged misconduct or safety concern is reported promptly. Rest assured that we register complaints and have a process to address concerns. Speaking up will not compromise your future access to care. You can make a report by:

- Leaving a comment in our suggestion box, located in the main lobby in Olin Health Center
- Notifying any staff member
- Contacting the Student Health and Wellness mediator at (517) 432-0003 or olin@msu.edu.
- Contacting the University Ombudsperson in person (located in North Kedzie Hall, room 129) or by phone at (517) 353-8830
- Contacting the MSU Misconduct Hotline at 1 (800) 763-0764 or misconduct.msu.edu
- Filing a report with the Office for Civil Rights and Title IX Education and Compliance at MSU (file online at civilrights.msu.edu)

I have received, read and understand the above. I further understand that a copy of this information is available online at studenthealth.msu.edu/forms.

Patient signature

Print name

Date