

RIGHTS OF SCHOOL HEALTH PROGRAM (SHP) PATIENTS:

- To request an appointment for medical health services (including nursing), behavioral health, and/or nutrition services at the School-Based Health Center (SBHC).
- To request an appointment without disclosing the reason to school staff.
- To privacy while waiting or being seen at the school health center. SHP staff will respect your privacy by not discussing you or your health around others or without your permission.
- To be treated with respect and courtesy by our staff.
- To request to reschedule an appointment as needed for change in circumstance (i.e. a long wait, worsening condition, interference with a core class or lunch, etc.).
- To provide feedback (good or bad) on the quality of SBHC services.
- To request to review any concerns regarding your health or medical record with SHP staff. Please note, only your parent or guardian can request copies of any documents in your medical record.
- To discuss sensitive or personal information with SHP staff and have confidence that your information will be kept private from others, including school staff, parents and/or legal guardians, except as required by law.

**If you tell a health center staff member that you want to seriously hurt yourself or someone else or that someone has seriously hurt you in the past, consistent with abuse, we are required by law to report this information.*

RESPONSIBILITIES OF SCHOOL HEALTH PROGRAM (SHP) PATIENTS:

- To request permission and a hall pass or note from your teacher to leave class to come to the health center.
- To ask for appointments for valid concerns only, not to intentionally delay or miss class.
- To respect the privacy of others by refraining from asking our staff or other patients about others' medical or behavioral health issues.
- To treat our staff members with respect and courtesy.
- To come to the SBHC on time for your scheduled appointment.
- To request to speak to a staff member or provide written feedback about your experience or concern.

- To notify SHP staff in advance if you need will copies of any documents from your medical record, such as a sports physical form.
- To be honest with school health staff. We count on your honesty to be able to provide the best possible care for you.