



RIGHTS OF SCHOOL-BASED HEALTH CENTER (SBHC) PATIENTS

- You have the right to request an appointment for medical health services, including nursing, behavioral health, and/or nutrition services at the SBHC.
- You have the right to request an appointment without disclosing the reason to school staff.
- You have the right to privacy while waiting or being seen at the SBHC. SBHC staff will respect your privacy by not discussing you or your health around others or without your permission.
- You have the right to be treated with respect and courtesy by our staff.
- You have the right 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.).
- You have the right to provide feedback (good or bad) on the quality of SBHC services.
- You have the right to request to review any concerns regarding your health or medical record with SBHC staff. *(Please note, only your parent or guardian can request copies of any documents in your medical record.)*
- You have the right to discuss sensitive or personal information with SBHC staff and have confidence that your information will be kept private from others, including school staff, or 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-BASED HEALTH CENTER (SBHC) PATIENTS

- It is your responsibility to request permission and a hall pass or note from your teacher to leave class to come to the SBHC.
- It is your responsibility to ask for appointments for valid concerns only, not to intentionally delay or miss class.
- It is your responsibility to respect the privacy of others by refraining from asking our staff or other patients about others' medical or behavioral health issues.
- It is your responsibility to treat our staff members with respect and courtesy.
- It is your responsibility to come to the SBHC on time for your scheduled appointment.
- It is your responsibility to request to speak to a staff member or provide written feedback about your experience or concern.
- It is your responsibility to notify SBHC staff in advance if you need copies of any documents from your medical record, such as a sports physical form.
- It is your responsibility to be honest with school health staff. We count on your honesty to be able to provide the best possible care for you.

