

University of Wisconsin-River Falls
Student Health and Counseling Services
Student Rights and Responsibilities

Responsibilities of the Student:

- Know and respect the policies of Student Health and Counseling Services, and utilize services appropriately
- Treat Student Health and Counseling Services staff and providers with respect, dignity, and consideration
- Seek needed medical attention and mental health care promptly
- Be honest and direct about anything related to your care
- Give accurate information about your own physical and mental health symptoms and history
- Ask questions about anything you do not understand
- Report any significant changes in symptoms or failure to improve
- Keep all appointments or cancel in a timely manner
- Follow up as recommended and agreed upon
- Pay promptly any bills that you have incurred related to your care

Students have the right to:

- Be treated with consideration, dignity, and respect.
- Personal privacy and to receive your care in a safe setting.
- Know names and professional status of those providing care.
- Expect that your medical and/or counseling records will be maintained in a confidential manner.
- Receive accurate information and participate in decisions about your care, including the right to refuse a recommended treatment.
- Receive preventive education and counseling related to the recommended treatment.
- Select and/or change my counselor/health care provider.
- An explanation of charges related to services you received.
- Receive appropriate referrals to other providers and services.