Patient Rights and Responsibilities

Underlying the JMU Health Center’s commitment to high-quality, accessible medical care is our respect for your individual needs and rights as explained here:

- Knowing about your illness
- Knowing what care you will be given
- Knowing the likely outcomes and the known potential risks of that care
- Participating in decisions about your care
- Having a private and secure area during treatment
- Keeping records confidential

Patient Responsibilities

As a patient of JMU Health Center, you have the key role in helping us provide you with the best possible care, and you have the following responsibilities:

- to provide accurate and complete information about your present complaints, past illnesses, hospitalizations, medications (including over-the-counter products and dietary supplements); and any allergies or sensitivities, and other matters relating to your health
- to ask questions when you do not understand what you have been told about your care or what you are expected to do
- to follow the treatment plan prescribed by your provider and participate in your care
- to provide a responsible person to transport you home from JMU Health Center and to remain with you for twenty-four (24) hours, if required by your provider
- to inform your provider about any living will, medical power of attorney or other directive that could affect your care
- to accept personal financial responsibility for any charges incurred that are not covered by insurance to which the Health Center is able to submit a claim
- to be respectful of all the health care providers and staff at JMU Health Center, as well as other patients
- to follow all rules and regulations posted within the JMU Health Center

If you are dissatisfied with your care or any aspect of our service, we encourage you to discuss your concern with the provider of service. You have the right to request a different provider for reasons of your own. If the outcome of this discussion is not satisfactory, or if you prefer to talk with someone else, we have a Patient Care Coordinator on our staff who will work to resolve your concerns. Talking with the Patient Care Coordinator will not jeopardize your care in any way.

Patient Care Coordinator
James Madison University Health Center, Student Success Center
540-568-6178
healthctr@jmu.edu

Anyone with concerns about care may also contact one of the Health Center administrators below:

University Health Center Director
Anne Brenneman, DNP, APRN, CPNP-PC

University Health Center Medical Director
Andrew Guertler, MD