

Patient Rights and Responsibilities

As a patient, you have the right to:

- Be treated with respect, consideration, and dignity
- Privacy
- Information regarding your diagnosis, evaluation, treatment, and prognosis
- Participate in decisions involving your health care, except when contraindicated for medical reasons
- To change health providers if other qualified providers are available

As a patient, you are expected to:

- Provide complete and accurate information regarding your health, any medications (including over-the-counter medication), dietary supplements, and any allergies or sensitivities
- Follow treatment plan as prescribed by provider
- Provide a responsible adult to transport you home from the facility and remain with you for time advised per provider, if indicated
- Accept personal financial responsibility for any charges not covered by your health insurance
- Be respectful of all health care professionals and staff, as well as other patients

Payment Policy

Patients with Insurance:

- Are responsible for any amount not covered by insurance.
- Pay any copay at time of service.
- Must understand their insurance policy and what may or may not be covered.
- Must call the insurance company directly with any questions regarding coverage. It is not GHC's responsibility to know the patient's insurance coverage.
- Agree to place any amounts outstanding (following submission to insurance) on the patient's Oakland University student account.

Cash paying patients:

- Are responsible for payment of fees for office visit and any procedures, lab tests, and medication at the time of service. Additional charges for further laboratory tests may apply if the initial result is abnormal; additional charges will be placed on the student account.

Non OU Patients [non-current student, faculty, or staff]:

- Are responsible for all charges (office visit, procedures, lab tests, medication) at the time of service.

For General Inquiries or Concerns

Call GHC at 248-370-2341 or email health@oakland.edu