

University Clinic Policy

Policy #	AD-400	Revision #	01
Accessibility level	A	Effective date	27-Apr-2015

1. Purpose

The university clinic provides emergency medical services to its patients, including students and employees, and provides them with appropriate medical care.

2. Definitions

2.1. **University Clinic:** A medical facility designated by the university to treat emergency cases for university students and staff.

3. Policy

3.1. Medical Services

- 3.1.1. Registered university students and university staff may take advantage of the services of the designated medical clinic, free of charge
- 3.1.2. To consult the clinic, the student or employee must show a valid student ID card or employee ID card.
- 3.1.3. The medical clinic operates on campus according to the following controls:
 - A) Providing proper medical care following to the standards and controls of the Ministry of Health.
 - B) Welcoming patients and treating them well while respecting their dignity and privacy.
 - C) Properly diagnosing and evaluating their condition to find the best solutions available, and fully informing them (or their legal guardian) of the diagnosis and of any treatment plan.
 - D) Upholding the confidentiality of patient medical and social records, enforcing unnecessary disclosure of information, following up the treatment plan till its end, and informing patients whether their condition calls for further treatment at an off campus medical facility, in line with governing policies and regulations.
 - E) Recognizing the medical centers that are directly related to their treatment, especially the treatment of chronic diseases.
 - F) Transporting patients by ambulance and escorting them to the nearest hospital or to Prince Fahd Bin Sultan Hospital if necessary, as per doctor's orders.
 - G) Informing patients of rules and regulations that are related to their treatment or their obligations towards the clinic and its staff.
 - H) Informing concerned authorities of potential contagious infectious.

3.2. Patient Responsibilities:

- 3.2.1. Patients are expected to:

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- A) Show proof of their affiliation with the university as students or staff by presenting their university ID
- B) Respect, implement, and adhere to all regulations and guidelines of the University Medical Center.
- C) Respect the staff of the University Medical Center, accept their directives, cooperate with them, treat them ethically and with decency, and not violate them verbally nor physically.
- D) Preserve the University Medical Center and not tamper with or destroy its contents.
- E) Commit to not disturb and not smoke inside the Medical Center.
- F) Be make it to their appointments on time or reschedule them (in case they are unable to attend) well ahead of time, and bear the consequences of failing to do so.
- G) Observe and respect the rights of others by not barging in on them for any reason whatsoever while they are being taken care of, respecting the priorities of accessing the clinic, gain no access to confidential records, disclose no information gained by accident, and not demean other patients or subject them to any form of verbal or physical abuse.
- H) Give the medical staff all requested information, including health related such as medications or substances being used, current or previously treated conditions, infections, allergies to specific foods or medication, per hospital admissions, etc., and answer their questions completely and clearly.
- I) Respect the medical opinion of the medical staff and adhere to their instructions and their specified treatment plan, inform them when not intending to continue the prescribed treatment, and bear the consequences of that non-compliance.

Ask clinic staff to update data in their medical files if need be, and bear the consequences of non-compliance if they chose to do so.

3.3. Sick Leave:

- 3.3.1. Following to a medical examination, the doctor at the clinic has the right to grant the patient a sick leave of no more than one day, or transfer him to the contracted hospital in case a longer sick leave is needed.
- 3.3.2. The university has the right to send medical reports and sick leaves it receives from students and staff to the university clinic to verify their validity and integrity.

4. Related Documents

N.A.