As a patient at ECU Student Health Services (SHS), your rights include:

The right to be treated with respect, consideration and dignity.

The right to information regarding the scope and availability of services.

The right to know who is counseling, or treating you as well as the right to change providers. The SHS staff members’ names and professional qualifications should be visible or stated on introduction.

The right to accurate information, to the extent known, concerning diagnosis, treatment, and prognosis of an illness or health related condition, in terms that are understood.

The right to receive from your provider information necessary to give informed consent prior to the start of any procedure and/or treatment. Except in emergencies, this information shall include the purpose and description of the procedure or treatment, medically significant risks and alternative courses of treatment.

The right to a second opinion regarding diagnosis or treatment, and/or appropriate referral.

The right to participate in decisions which are made regarding your health care and treatment. We respect your right to make decisions based on your personal beliefs and values as well as on available medical information. This includes the right to refuse treatment to the extent permitted by law and to be informed of the medical consequences of this action.

The right to appropriate, timely, and empathetic care as a possible abuse or neglect victim.

The right to be informed of any research aspect of your care and to refuse to participate. Such refusal will not jeopardize your access to medical care and treatment.

The right to every consideration of your privacy concerning your medical care program. Discussions about your case, consultation, examination, and treatment are confidential, and you are entitled to expect that they will be conducted discreetly.

The right to expect that all communications and records pertaining to your case will be treated as confidential, and require your request for release except when release is required by law.

The right to information regarding fees for service; particularly, notification as to what services may involve additional charges. You have the right to examine and receive a full explanation of your bill.

The right to information about continuing health care requirements, such as return visits and required medications.

The right to application of all your patient rights by the person who may have legal responsibility to make decisions regarding medical care on your behalf. Information on treatment of minor patients is available upon request.

The right to register a complaint regarding quality of care provided, quality of service delivered, or any other concern.

The right to information from your medical files. The actual medical record is property of ECU Student Health Services.

It is the policy of ECU Student Health Services to encourage patients and/or families to comment on the quality of care provided at our facilities.

Patients and/or families are asked to voice their comments by talking to a SHS staff member, by completing a Patient Comment Form located in the lobby of both locations of ECU Student Health Services, or by filling out an electronic Patient Comment Form available on the SHS website.

The Quality Improvement Manager, Leadership and Clinical Operations Committee, and appropriate department head will review all written comments in an effort to improve and enhance the quality of care and services provided.

An evaluation of the comment will be made and an investigation and action taken if deemed necessary. Follow-up will be made with the patient and/or family when appropriate. Please note: privacy laws prevent SHS from disclosing information about a patient without their written authorization. If a parent or family member submits a comment, SHS will need the patient to sign a form specifying what information can be released and to whom before a staff member can follow up or respond. Authorization forms for the release of protected health information can be found on our website, or can be obtained at the front desk of either ECU Student Health Services location.
Patient Responsibilities
As an active participant in your care, you have the following responsibilities:

It is your responsibility to provide complete information about your health, including any medications taken, over the counter products or dietary supplements used, allergies or sensitivities you may have, or other relevant medical, surgical or family history to allow for proper evaluation and treatment.

It is your responsibility to be informed. Ask your health care provider sufficient questions to ensure an understanding of your illness or problem. If you find the care or course of treatment unacceptable for any reason, please discuss it with a member of the staff.

It is your responsibility to provide insurance information, pay all charges incurred (including those not covered by your insurer), and to submit payment in a timely manner.

It is your responsibility to show courtesy and respect to health personnel and other patients.

It is your responsibility to not lend your personal identification to others and to not give medications prescribed for you to others. These actions may lead to serious errors in medical treatment and are considered to be honor code violations.

You are responsible for your continued care after you leave SHS. If your problem worsens, does not improve, or you have concerns, you should know how to follow up and where to seek further treatment. If you do not know, ask questions.

You are responsible for keeping your scheduled appointments and arriving on time.

It is your responsibility to provide a responsible adult to transport you from SHS and remain with you for 24hrs, if required by the provider.

You are responsible for advising the medical provider of advanced directives that may affect your care.

Contact Us

General Information, Appointments, Medical Records, Immunizations…..(252) 328-6841
Pharmacy……………………………………..(252) 328-6793

Fax
Immunizations……………………………………..(252) 328-4007
Medical Records/Releases…………………..(252) 328-0462
Pharmacy………………………………………………..(252) 328-0985

Emergency? After Hours?
Emergencies……………………………………..911
Free 24 hour Nurse Line…………………..(252) 328-6841

Visit Us Online

- General information, forms, services, etc.
  - https://studenthealth.ecu.edu/
  - myPIRATEchart
  - Make an appointment, view/print immunization records, view/print financial statements & more
  - https://ecu.medicatconnect.com/

- Facebook:  ECU Student Health Services
- Twitter/Instagram:  ECU_SHS

Email Us
gotquestions@ecu.edu

Come See Us

Two convenient locations:
Main Campus
Located between Joyner Library and Flanagan Building
Health Sciences Campus
2nd floor, Health Sciences Student Center