**Section 2200.120 Student Rights and Responsibilities**

a) The rights and responsibilities of enrolled students and their families will be clearly defined in a written statement and translated into the languages of the major population groups served. This written statement is provided to students and their families at the time of Center enrollment and is provided to all Center staff at the time of employment.

b) The Center will demonstrate its commitment to treating students in a respectful manner through a written statement of principles that recognizes the following rights of enrolled students.

1) Students have a right to receive information about the Center, its services, its practitioners and providers, and students' rights and responsibilities.

2) Students have a right to be treated with respect, courtesy and a recognition of their right to privacy.

3) Students have a right to be told about their proposed treatment plans and to participate with practitioners in decision-making regarding their health care (including the right to refuse treatment).

4) Students have a right to voice complaints about the Center or the care provided, through an established system that ensures a prompt response.

5) Students have a right to review their written record.

c) The Center must have a written policy that addresses student responsibilities for cooperating with those providing health care services. The written policy addresses the following student responsibilities.

1) Students have a responsibility to provide, to the extent possible, accurate information that the Center staff requires in order to care for them.

2) Students have a responsibility to follow the plans and instructions for care that they have agreed upon with their practitioners.

3) Students have a responsibility to treat Center personnel with courtesy and respect.

d) The Center must inform prospective and enrolled students and their families about services provided, access to services, charges and scheduling.

e) Students and their families must be informed that benefits, services, notification and payments required by their insurer or MCE may differ from those of the Center.

f) Students and their families must be provided a written statement that includes the following information:

1) The Center's policy on referrals for speciality care;

2) The provision for after-hour and emergency coverage;

3) The points of access for primary care, specialty care and hospital services;

4) Benefits and services that are included in the Center's services and how to obtain them, as well as how to access services not provided (e.g., PCP, MCE, additional health services);

5) Charges to enrolled students and families, if applicable, including policy on payment of charges and co-payments and fees for which the enrolled student is responsible;

6) Procedures for voicing complaints or grievances, and for recommending changes in policies and services; and

7) Procedure to obtain the names, qualifications and titles of the professionals providing or responsible for their care.