Patient’s Advocate Program

Description

The CEU Patient’s Advocates program is designed to provide an informal and confidential opportunity for students, staff, and faculty who are patients of CEU medical and psychological counseling services to resolve conflicts or misunderstandings that may arise between patients and CEU medical or counseling staff. Often these conflicts are caused or exacerbated by misunderstandings, temporary stress-related conditions, differences in cultural backgrounds, or differences in expectations or understanding of services provided. The program allows the patient to share his or her concerns with an independent advocate who can listen, provide advice, and initiate mediation if appropriate. The advocates aspire to facilitate communication between the parties involved and to reach an appropriate and fair resolution.

Contacting Patient’s Advocates

Patients can select an advocate from the list of current CEU Patient Advocates at: http://www.ceu.hu/studentlife/services/medical-center or by contacting the Student Life Office for a list of available advocates. Advocates do not have access to the patient’s medical history and will treat each case confidentially. If the Patient’s Advocate chosen is unable to assist in a particular case or requests to recuse themselves due to conflict of interest or potential bias, the patient may turn to another advocate for assistance.

Meeting with Patient’s Advocates

Patients may contact a Patient’s Advocate directly and schedule a meeting time that is appropriate for both. If the chosen Patient’s Advocate is unable to provide assistance in a particular case, the patient may contact another advocate for assistance. The original meeting may lead to subsequent meetings with both the advocate and medical or counseling staff member. Information discussed in the meetings between the patient and the Patient’s Advocate is treated confidentially. Although the Patient’s Advocate may keep her or his own notes for facilitating the process, these are strictly confidential and will not be kept after completion of the Patient’s Advocate Process. The Patient’s Advocate and patient arrange their own meeting schedule.

Resolution of Concerns

The resolution of the concern or complaint through successful mediation is the ultimate goal of the Patient’s Advocate process. In some cases, the resolution may produce recommendations for changes in the counseling or medical services structure or process, and these recommendations may be communicated to the University if appropriate, although individual details of the patient involved remain confidential.

If a satisfactory outcome is not achieved through the mediation process, the patient retains the right to make a formal complaint to the Student Services Office, the University Disciplinary Committee, or other formal venues.