

BILL OF RIGHTS FOR PARENTS

Responsibilities of Hospital Personnel:

You can make choices whenever possible. Sometimes you can help decide when and where you get your treatment. In this hospital you and your child have the right to:

Respect and personal dignity

You and your child will be treated with courtesy and respect.

We will introduce ourselves. We will explain our role in your child's care.

You can help us get to know your child. We can learn from you what is best for your family. We will take the time to listen.

The things you tell us in confidence will be kept private.

We will speak and write respectfully about your child and family.

We will honor your privacy.

Care that supports you as a family

You and other family members are welcome in the hospital, because you and your family are the most important people to your child. Being together is important.

Information you can understand

You have the right to complete information from people helping you care for your child.

You can ask what is happening to your child and why. Everything will be explained to you honestly in ways you can understand.

Someone who speaks your language will help explain things to you.

You have the right to ask questions about anything that is unclear to you.

You can ask to have someone from your family or another support person with you when people in the hospital are explaining things to you.

You have the right to know about your child's condition and treatment plan. You have the right to see and review your child's medical records with health care personnel.

You have the right to detailed information about your child's hospital bill.

You have the right to know the policies, procedures, and routines of the hospital.

You have the right to know the hospital's process for taking care of your concerns or complaints.

Quality health care

There are so many people who take care of your child in the hospital. You have the right to know who they are and what they do.

You can expect to have your child cared for by doctors, nurses, and others who know how to care for children and youth.

You are an important member of your child's health care team. You know your child best. The information you have is important. Please share the information with us so that together we can plan what is best for your child.

Before your child leaves the hospital, we will teach you about the care your child will need. We will tell you about people and places in your community that can help you.

Emotional support

When your child is in the hospital, you might feel afraid, angry, guilty, sad, lonely, or tired. You can talk with health professionals about your feelings, questions, problems, or concerns. They will listen to you and respect your feelings.

If you want help, you can decide whom you want to help you.

We can help you meet other families who have had experiences like yours.

Care that respects your child's growth and development

We will consider all your child's interests and needs, not just those related to illness or disability. Your child will be cared for by people who understand the needs and concerns of children and teenagers.

We will try to keep your child's schedule and activities as normal as possible. This includes uninterrupted sleep, quiet times, play times, school, and the comfort of family and friends.

Make decisions about your child's care

You have the right to information you need to make decisions about your child's care.

We will explain all options so that you can understand the risks and know what the choices are for your child's care.

We will work in partnership with you to make decisions about your child's care.

You may refuse treatments as permitted by law.

You may change your mind about care for your child even if you have already given permission.

You may ask to change hospitals.

If it is necessary to transfer your child to another hospital, we will make every effort not to move your child until you have been told why.

Responsibilities of the Family:

In this hospital, you have the responsibility to:

Provide information

You have important information about your child's health. We need to know about symptoms, treatments, medicines, and other illnesses.

You should tell us what you want for your child.

It is important that you tell us how you want to take part in your child's care.

You should tell us if you don't understand something about your child's care.

If you are not satisfied with your child's care, please tell us.

Provide appropriate care

You and the other members of the health care team work together to plan your child's care.

You are responsible for doing the things you agreed to do in this plan of care. If you cannot follow the plan, tell us.

Meet financial obligations

You should help to make sure that your child's hospital bill is paid as promptly as possible.

Respect and consider the rights of others.

Your family is expected to respect the rights of other children, families, and hospital personnel.

NOTE: Reprinted from *A Pediatric Bill* (pp. 1-12 by the Association for the Care of Children's Health, 1991, Bethesda, MD. Copyright 1991 by ACCH).