



It is the policy of The Children's Hospital to respect the rights of individuals 18 years old and older to make healthcare decisions:

You have the right to:

- Accept or refuse medical or surgical treatment, including forgoing or withdrawing life-sustaining treatment or withholding resuscitative services.
- Present advance directives or request assistance in developing them.
- Have the option to review and revise advance directives.

You have the responsibility to:

- Inform hospital staff if you have an advance directive and to provide a copy to your care-givers.

The existence or lack of an advance directive does not determine your access to care, treatment, and services.



The Children's Hospital

Patients' and Parents' Rights and Responsibilities

Information for our Patients and Families

Your child has rights as a patient and you have rights as a parent. You also have responsibilities, as you use our services, to follow the rules of the hospital, the unit where your child is hospitalized, and the clinic your child goes to for appointments.

We value you as a member of your child's healthcare team, and we encourage you to talk with the people who provide care to your child.



The Children's Hospital



The Children's Hospital
13123 E 16th Ave
Aurora, CO 80045
(720) 777-1234
www.thechildrenshospital.org

To Our Patients and Families:

At The Children's Hospital your child is our main concern, and we will do everything we can to make you and your child as comfortable as possible. We appreciate the trust you have in us, and we strive to deliver outstanding service to you and your child while you are with us.

We understand this can be a stressful time and we believe it is very important to respond to your needs in a caring and sensitive way. If you have a concern, we personally give our word that we will help reach a resolution as quickly as we can.

We hope you will tell us when we respond well and when we do not. Your first point of contact is a member of your child's health care team.

Another resource is a Patient Representative – an employee who works on behalf of patients, serving as a contact between families and hospital staff. Call (720) 777-1010, Monday – Friday between 8 a.m. and 5 p.m., to schedule a meeting with one of the team members. If a Patient Representative is unavailable, your grievance/complaint may be submitted to the nursing supervisor on the patient's floor, who will forward it to the Patient Relations department".

Other resources are detailed in the box below.* Please take a moment to review those resources as they will help ensure we hear your voice.

Thank you in advance for sharing your concerns. The information you provide will help us address your needs and the needs of all patients and their families. We know each of you only want the very best healthcare for your child.

Thank you for choosing The Children's Hospital and for allowing us to care for your loved one.

Sincerely,



Jim Shmerling, DHA, FACHE, President and Chief Executive Officer



Kelly M. Johnson, MSN, RN, Vice President and Chief Nursing Officer

*As follow-up to the president and CEO's response to any concern you may have, you can contact the health department (the Colorado Department of Public Health and Environment) at (303) 692-2000. You may also ask the Patient Representative to call them for you.

When the Colorado Department of Public Health and Environment receives a complaint, you and the hospital will receive a written report from the Colorado Department of Public Health and Environment with the results or recommendations.

The Children's Hospital is accredited by The Joint Commission. If you feel that any concern you have raised is not being resolved by The Children's Hospital, you may also contact The Joint Commission either through their website (www.jointcommission.org) or by calling 1 (800) 994-6610.

You have the right:

Communication

- To know the name, profession and experience of our staff who care for and treat your child.
- To hear from your child's doctor, in language and words that you understand, what your child's medical problem is (the diagnosis), what treatment your child needs (procedures and medication), what the outcome may be (the prognosis), including any risks, and any training or instructions you need to learn to care for your child at home.
- To take part in all decisions about your child's care and treatment;
 - to give informed consent for all treatment and procedures;
 - to refuse any drug, test, procedure or treatment (exceptions may apply);
 - to change your mind prior to any procedure for which you have given consent;
 - to cross out any part of the consent form that you do not want applied to your child's care;
 - to refuse to sign a consent form if you feel that you do not understand everything that was explained to you.
- To be told what you can do if you believe that you and/or your child have been treated unfairly or if you have a complaint.
- To freely voice complaints and recommend changes without fear of a change in the quality of care your child is receiving.
- To ask before treatment what the estimated cost will be if it is not an emergency. We will base this estimate on usual costs for children with a similar diagnosis. If you give us insurance information, we can help you get an estimate of any charges that your insurance will not cover. You also have the right to know, before we begin care or treatment, how and when the hospital will bill you.
- To ask to see another doctor, get a second opinion, or change doctors or hospitals.
- To refuse to take part in the training of healthcare workers, research or in experimental programs.
- To be informed about outcomes of care.

Privacy/Dignity

- To have your child receive care and treatment in a way that respects him or her as a person with dignity. This includes providing as much personal privacy as we can while we treat your child.
- To be free from seclusion and restraints, of any form, imposed as a means of coercion, discipline, convenience or retaliation by the staff.
- To expect that we will not share with anyone the files about your child's care and information about how it will be paid. The only people who are allowed to see your child's records are
 - you (parents and legal guardians),
 - the people who have your permission in writing,
 - those who are allowed by law to see the records, for example your child's doctors and nurses.

All requests for inspection and/or copies of medical records should be made to the Health Information Management/Release of Information department.

- To be informed about pain and pain relief measures.
- To have access to the hospital's resources necessary to the care of your child without regard to race, color, national origin, ancestry, sex, creed, religion, disability (mental and physical), marital status, genetic information, gender expression or sexual orientation.

You are responsible:

Communication

- To produce, upon request, appropriate documentation of authority to consent to the child's admission and medical/surgical treatment.
- To tell us as fully as you can what concerns you have about your child – regarding:
 - your child's past illnesses,
 - when your child has been in the hospital,
 - what medications your child was given or is currently taking and
 - anything else that has to do with your child's health.
- To ask questions if you do not understand the papers and forms you are asked to sign.
- To tell your child's doctor, nurse or patient representative if you have concerns or are not happy about the care your child is getting at the hospital.
- To let your child's doctor or nurse know if you do not understand
 - what your child's problem is (the diagnosis),
 - what the treatment will involve (procedures, medications), or
 - the likely outcome (the prognosis).

Cooperation

- To cooperate and follow instructions that the doctors, nurses, or other staff recommend to you for the care of your child (this includes following recommendations to keep a safe and healthy environment for your child).
- To work with members of the medical team to develop pain management plans.
- To keep your appointments and to be on time. If you cannot keep an appointment, call the hospital or clinic as soon as possible to cancel the appointment and arrange for a new one.
- To make sure that the charges will be paid.
- To be thoughtful of the rights of other patients and hospital staff by controlling noise levels and numbers of visitors.
- To help the hospital staff provide a safe place for you, your child and our staff including reporting safety concerns.
- To respect the privacy and confidentiality of the other children and families receiving care at the hospital.
- To follow cell phone rules – keep your phone on silent/vibrate mode when around staff (your nurse and doctor) or other patients and their families. (Do not use a camera-phone to take photos of any people other than your family.)

Your Own Actions

- To remember that you are responsible for your actions if you refuse treatment for your child or do not follow the physicians' instructions.
- **Note:** You or another adult family member must look after children younger than 18 who come to visit your child, and they must also follow the rules. Space permits two family members to stay overnight in most patient rooms, as long as the rules of the hospital are followed.
- **Exception:** Parents of children who are hospitalized in the Inpatient Psychiatric Unit are not allowed to stay in the room with their child.
- **Note:** We do not allow the use of illegal drugs, alcohol, guns or other weapons. We will not tolerate disruptive behavior which includes swearing, threatening others, interfering with the care of any patient or visiting your child under the influence of illegal drugs or alcohol. If you do any of the above, security staff will be called and may escort you out of the hospital.
- **Note:** As a member of your child's treatment team, we expect you and all members of the team to appropriately and respectfully attempt to resolve conflicts, should they arise.
- **Note:** Disruptive or otherwise inappropriate behavior (e.g., intimate relations or viewing adult content media) is prohibited in patient care areas at Children's.