Responsibilities of Patients, Families & Patient Representatives

In the hospital, you have the responsibility to:
• Share information about your health, such as symptoms, past treatments, medicine and any other information that could affect your health.
• Tell your caregiver if you are worried about your care or see surprising changes in your condition.
• Tell us how you want to take part in your care and ask questions.
• Follow the treatment plan and instructions and tell us if you are worried about how to follow them.
• Let us know if you are not happy with your care or other part of the hospital.
• Respect the rights of other patients, families and staff.
• Not share information about other patients or families.
• Behave in a way that is not intimidating, abusive or disrespectful. These behaviors could result in:
  • Moving you to another hospital
  • Asking you to leave the hospital
  • Never coming back to the hospital
• Contact Patient Relations with concerns or to answer questions about information on this sheet:
  • The Hale Family Center for Families Monday–Friday, 8:30 a.m.–4:30 p.m. 617-355-7673
  (5-7673 within the hospital).
  • After 4:30 p.m. or on weekends and holidays, contact the Administrator On Duty through the page operator: 617-355-6369
  (5-6363 within the hospital).

Exercising Your Rights

Your concerns are taken seriously and we want to hear from you if you are not happy. Here is the process to raise your concerns:
• Bring your concerns to your charge nurse, nurse manager or to Patient Relations.
• If your concern is not resolved, you may file a formal grievance:
  1. Submit your grievance verbally or in writing.
  2. The hospital will tell you when they will respond.
  3. The hospital will give you a written response, including:
     • Name of your contact person, the steps taken, an outline of the results and the date the investigation was finished.
• You have the right to file a patient safety or quality of care-related grievance with outside agencies without using the process above.

Equal Visitation

Boston Children’s Hospital grants full and equal visitation rights to meet your family’s needs. The hospital welcomes all visitors regardless of their race, color, age, sex, gender identity or expression, sexual orientation, national origin, religion or any disability. If we need to restrict visits for health or safety reasons, we will tell you as soon as possible. We make reasonable accommodations—such as access to special services or making adjustments to our physical environment—for patients, families or visitors with disabilities whenever possible.

Regulatory, Licensure, and Accreditation

Contact Information

The Division of Health Care Facility Licensure and Certification
Department of Public Health
99 Chauncy Street
Boston, Massachusetts 02111
617-753-8000
www.mass.gov/dph/dhcflc

The Office of Quality and Patient Safety
The Joint Commission
One Renaissance Boulevard
Oakbrook Terrace, Illinois 60181
1-800-994-6610
E-mail: patientsafetyreport@jointcommission.org
Fax: 630-792-5636
www.jointcommission.org/report_a_complaint.aspx

The Office of Health Services
Department of Mental Health
25 Stanford Street
Boston, Massachusetts 02214
617-626-8000
www.mass.gov/eohhs/gov/departments/dmh/contact-us.html

A copy of these Patient and Family Rights and Responsibilities can be found in the Hale Family Center for Families, or can be given to you by a member of your health care team.

Uma cópia destes Direitos e Responsabilidades do Paciente e Família pode ser encontrada no Hale Family Center for Families ou fornecida a você por um membro de sua equipe de cuidados da saúde.

You can obtain a copy of this document in your language. (Hale Family Center For Families)

A copia de este documento puede obtener en su idioma. (Hale Family Center For Families)

Wap jwenn yon kopi dwa ak responsablite pasyan ak fanmi genyen nan Hale Family Center for Families, osinon yon manm nan ekip svenyaj ou a kapab ba ou li.

Una copia destes Direitos e Responsabilidades do Paciente e Família pode ser encontrada no Hale Family Center for Families ou fornecida a você por um membro de sua equipe de cuidados da saúde.

您可以向海尔家庭關愛中心 (Hale Family Center For Families) 索取《患者和家屬權利和責任》的副本，或通過醫療小組的成員取得。

Puede obtener una copia de este documento sobre responsabilidades y derechos de los pacientes y sus familias en el centro para familias Hale Family Center, o puede pedirselo a un miembro de su equipo de cuidado de la salud.

您可以向傑爾家庭關愛中心 (Hale Family Center For Families) 索取《患者和家屬權利和責任》的副本，或通過醫療小組的成員取得。

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Boston Children’s Hospital is committed to respecting and protecting the rights of patients and families. We aim to provide care that is sensitive to your culture, race, religion, gender, sex, gender identity, sexual orientation, marital status, disability, financial situation and nationality.

In this hospital, you and your family have the right to:

### GENERAL RIGHTS
- Get medical care no matter what your background or level of ability may be.
- Get fast, life-saving treatment in an emergency that is not delayed by your financial situation or how you will pay for treatment.
- Get safe and respectful care and have staff respond to requests as best they can.
- Get care suited to your age and needs and be treated with dignity.
- Get the name, position and credentials of people who examine, observe or treat you. You should see this on staff’s ID badges.
- Refuse to be examined, observed or treated by students or other staff in training. This will not affect how staff care for or treat you.
- Say “no” to being in a research study or getting care that is meant as a teaching tool, rather than a therapy for you.
- Have someone explain the hospital’s relationship to other healthcare institutions if the connection is related to your care.
- Get a copy of this document. If you cannot read or understand it, someone will help you.
- Get support for your spiritual, cultural and psychosocial needs.
- Get care in a safe setting without being abused or harassed.
- Talk about ethical issues you have about treatment with the nursing and medical staff. If you have more concerns, you may contact the hospital’s Ethics Advisory Committee.
- Get a list of names, addresses and telephone numbers of state-led advocacy groups and protective services.
- Get emergency contraception if you ask for it and get written information about it.
- Be taken to another hospital that will treat you if you cannot get treatment here because of your financial situation.

### PRIVACY & CONFIDENTIALITY
- Have privacy while you are getting medical treatment or other kinds of care.
- Have your clinical records and communications stay confidential (in keeping with the law).
- Get information added to your clinical records within a reasonable timeframe, and to get a copy of these records (in keeping with the law).
- Get a copy of the hospital’s privacy practices when you register.
- Choose not to be listed in the hospital directory. This means that staff will not forward your phone calls, tell visitors where you are or deliver mail/gifts to you.
- Request that staff share your health information only with people approved by legal processes and the hospital’s policy.

### DECISION MAKING, CONSENT & PARTICIPATION IN CARE
- Not have your confidential information discussed in public areas of the hospital.
- To find out how your personal health records can be used and what (if any) details may be shared due to state and federal laws.
- Ask that your personal health information not be shared or used unless doing so affects patient care or the hospital’s operations.
- Allow visitors unless they could be a danger to you, patients or staff, or if they might affect how the hospital runs.
- Keep visitors out, as far as the law allows. Note: This does not include people who are part of your care team.
- Ask for your personal health information to be changed if you think it is not correct.
- Say “no” to anyone asking for help fundraising or in advertising the hospital.
- File a complaint about the hospital’s health information practices by calling the Privacy Officer at 617-355-5502 or the HIPAA Compliance Manager at 857-218-4680. Or if you believe your rights have been violated, you may contact: The Office for Civil Rights United States Department of Health and Human Services 200 Independence Avenue, S.W. Room S09F HHH Bldg. Washington, D.C. 20201 www.hhs.gov/ocr/office/index.html

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### RESEARCH
- Learn about research or educational projects that affect your care. You can join or refuse to join these projects. You receive the same level of care either way.
- Get care that helps manage any pain.
- Have regular pain checks and fast responses by staff if you are in pain.

### RESTRAINTS
- Only have necessary restraints. This can be a physical restraint or a drug. Using restraints for medical, surgical or behavior management is done according to law and hospital policy.
- Only be secluded when necessary. Seclusion means being forced to not leave an area.

### FINANCIAL SERVICES
- Get a copy of a bill/statement of charges and an explanation, no matter how you pay.
- Get information about financial help and information about free health care.
- Get information about financial help and information about free health care.

### COMMUNICATION
- The members of your care team will:
  - Introduce themselves and explain their roles.
  - Ask you about your goals for your care and take the time to listen to you.

### A POSITIVE ENVIRONMENT
- The members of your care team will:
  - Consider your personal interests and needs, not just those related to illness.
  - Make sure that staff understands your needs and concerns based on your age.
  - Share ways for you to grow and learn.
  - Try to keep your schedule and activities as normal as possible.
  - Encourage you to bring clothes and special items from home.