Rights and Responsibilities
Patients, Patient Representatives, and Families

Boston Children’s Hospital is committed to providing high-quality care for our patients. We want to hear from you if you are not satisfied with the care received. You can share a complaint or file a formal grievance in the following manner:

- Talk to the department manager or a member of your/your child’s clinical team.
- Contact the Boston Children’s Patient Relations staff, either verbally or in writing.

- Monday–Friday, 8:30 a.m.–4:30 p.m.:
  - 617-355-7673
- After 4:30 p.m. on weekends or holidays:
  - Page the nursing administrator on call at 617-355-4569.
- Mailing address:
  - Boston Children’s Hospital
  - Patient Relations, Mailstop 323B,
  - 300 Longwood Ave., Boston, MA 02115
- Patient Relations staff will contact you upon receipt and will also provide a written response to your concern, which will include the name of the hospital contact person, internal process for reviewing the complaint, the results of our review, and date actions were completed.

Formal Grievance (complaint or concern)

- Do not talk about or repeat information about other patients or families.
- Speak in volumes and tones that support a restful and healing environment for all patients.
- Follow quiet hour rules and consider noise levels when you have visitors.
- Respect the property of Boston Children’s and that of other patients, families, and visitors.
- Act appropriately and be respectful when trying to settle disagreements.

Code of Conduct

- Follow our Patient, Family, and Visitor Code of Conduct to keep yourself and others safe.
- Respect the rights of other patients, families, and hospital staff. For example, be considerate with noise levels when talking or using music/video devices. Do not talk about or repeat information about other patients or families.
- Speak in a way that shows mutual consideration and respect for the care team, other patients and families, or visitors. Actions and language that are intimidating, abusive, or disrespectful will not be tolerated and may affect your access to the hospital.
- Support efforts to improve health equity, diversity, and inclusivity of our staff, patients, and families. Actions that are inappropriate, disrespectful, or discriminatory are not tolerated and may result in limiting access to services, transferring to another facility, or discharge.
- Understand that Boston Children’s is a smoke-free campus and will not leave the hospital grounds.
- If you violate our Code of Conduct or pose any other safety concerns, we may:
  - Call security and/or law enforcement.
  - Ask you to leave the appointment, unit, or facility or end a call.
  - Establish a behavioral expectations agreement that may include limited violation, restricted access to services, transfer to another facility, or medically appropriate discharge.

Consideration of Others

- Do not talk about or repeat information about other patients or families.
- Speak in volumes and tones that support a restful and healing environment for all patients.
- Follow quiet hour rules and consider noise levels when you have visitors.
- Respect the property of Boston Children’s and that of other patients, families, and visitors.
- Act appropriately and be respectful when trying to settle disagreements.

Privacy and Confidentiality Concerns

For questions or concerns regarding privacy of patient information, contact the Boston Children’s Privacy Officer:

- Email: privacy@childrens.harvard.edu
- Phone: 617-919-4309

Complaints or Feedback

Your feedback is very important to us. We hope you will tell us when we do a good job and when you have a concern or are not satisfied with your care.

These are the ways you can reach us:

- Talk to a department manager or a member of your/your child’s clinical team.
- Provide feedback through a survey that you may receive in the mail or by text or email asking a few questions about your experience at Boston Children’s.

Patient Safety Regulatory Agencies

Massachusetts Department of Public Health

Patients, consumer, or their representatives may send a Patient Complaint Form plus any necessary HIPAA forms (available at: mass.gov/how-to/file-a-complaint-regarding-a-hospital) to:

- Division of Health Care Facility Licensure and Certification
  - Commonwealth of Massachusetts
  - 67 Forest St., Marlborough, MA 01752
- 24-hour consumer complaint line:
  - 800-462-5540

Massachusetts Department of Mental Health

Complete and mail Department of Mental Health (D MH) Complaint Form (available at: mass.gov/service-details/complaint-form) to:

- Department of Mental Health
  - Central Office of Investigations
  - 25 Stanford St., Boston, MA 02114
- D MH Information and Resource Line:
  - 800-221-0553

The Joint Commission

Online:
- jointcommission.org, click “Contact Us” then select “Patient Safety Complaint.”

By mail:
- The Office of Quality and Patient Safety
  - The Joint Commission
  - One Renaissance Blvd
  - Oakbrook Terrace, IL 60181

Centers for Medicare and Medicaid Services (CMS)

Visit the CMS website for contact information:

- cms.gov/About-CMS/Agency-Information/ ContactCMS/index.html
- Call: 800-MEDICARE (800-633-4227)

The Office for Civil Rights

Complete an online form:
- accept.hhs.gov/ocr/ocrsmartcate/main.jsf
- Or mail a written complaint to:
  - Centralized Case Management Operations
  - U.S. Department of Health and Human Services
  - 200 Independence Ave., S.W.
  - Washington, DC 20201

Learn more on our Rights and Responsibilities webpage

childrenshospital.org/legal/patients-and-family-rights