

STATEMENT OF PATIENT AND FAMILY RIGHTS



Children's National Hospital (Children's National) is dedicated to providing quality health care, respecting the rights of each patient and family, and recognizing each patient's personal dignity.

WE WANT YOU TO KNOW THAT EACH PATIENT AT CHILDREN'S NATIONAL HAS THESE RIGHTS:

- To receive the care you ask for and need, if we are able to provide it.
- To receive the name of the physician(s), clinical psychologist(s), or other practitioner(s) who will provide care, treatment and services.
- To have us tell you if it is necessary to transfer you or your child somewhere else to receive the needed care.
- To be heard and be spoken to in a respectful way, regardless of age, gender, race, ethnicity, sexual orientation, gender identity and/or expression, disability, or any unique attributes.
- To know and understand what your rights are at all times. A copy of the Notice of Privacy Practice, which describes your right to privacy and confidentiality, will be given to you.
- To have an interpreter, if needed.
- To take part in the development of the plan of care for yourself or your child and to take part in carrying it out. We will provide you with advice and support. We respect your views as you and your child make treatment decisions.
- To make decisions about care after being fully informed about your child's or your condition, the risks and benefits of proposed treatments, and other treatment choices. You will be informed about expected and unexpected treatments and outcomes. You have the right to request or refuse treatment. You have the right to participate in resolving ethical questions about these care decisions.
- To consult about care decisions with the Ethics Consultation Service. You can ask your doctor or any member of your healthcare team for an ethics consult, or you can call the Children's operator and ask the operator to page a member of the Ethics Program.
- To make medical treatment decisions for yourself, if you are 18 years-of-age or older, or if you are a minor permitted by law to consent on your own.
- To allow visitors regardless of race, color, national origin, religion, sex, sexual orientation, gender identity or disability according to the policies and procedures of the hospital.
- To plan for your future medical care or the future medical care of your child by expressing preferences in advance directives. You have the right to have Children's National follow those directives.
- To have medical records and other information kept confidential; to review your own or your child's medical record with a staff member present; to add your comments to the record; to request a copy of the record; to restrict disclosure of the record as allowed by federal law; to receive documentation about the disclosure of the medical record to others.
- To receive information about pain relief and have us effectively assess and manage pain for you or your child.
- To receive information on how to access services such as guardianship, child and adult protective services, and services for persons unable to care for themselves, or who are victims of violence, abuse, or neglect.
- To receive information about Children's National financial assistance policy with instructions on how to apply. This information is on our website.
- To have a family member, or another person you choose, and your doctor notified promptly if you or your child is admitted to Children's National.
- To assign the role of patient representative to any person you want to receive your health information.
- To have Children's National respect your personal privacy and your religious and cultural views, within the parameters of the laws of the District of Columbia and the policies and procedures of the hospital.
- To receive care in a safe setting and be free from all forms of abuse or harassment.
- To be free of restraint or seclusion unless it is necessary to protect the patient, other patients, or hospital staff.
- To talk to someone if you have any questions, concerns, or problems, and have us respond. Please talk to your doctor, nurse, or other hospital employee first.

If your concerns are not resolved, please contact the **Ombudsman Department** at **202-476-2064**. You have the right to a round-table meeting with the clinical team. If you are not satisfied with the response, you may file a complaint or grievance, either written or verbal, with the Ombudsman and you will receive a written response.

Additionally, you may contact:

Maryland Department of Health and Mental Hygiene, Office of Health Care Quality at 55 Wade Ave, Catonsville, MD 21228
Phone: 1-800-492-6005
Email: ohcq.complaints@maryland.gov
Website: health.maryland.gov
File a Complaint Online: <https://health.maryland.gov/ohcq/Pages/home.aspx>

DC Department of Health, HRLA at 899 North Capitol St NE, Washington, DC 20002
Phone: 202-442-5833
Email: doh@dc.gov
Website: dchealth.dc.gov
File a Complaint Online: <https://dchealth.dc.gov/node/1588621>

Virginia Department of Health at 9960 Mayland Dr, Richmond, VA 23233
Phone: 1-800-955-1819
Email: OLC-complaints@vdh.virginia.gov
Website: vdh.virginia.gov
File a Complaint Online: <https://www.vdh.virginia.gov/licensure-and-certification/complaint-unit/>

You can also **file a complaint** on the Medicare Complaint Website at <http://www.medicare.gov/claims-and-appeals/medicare-rights/get-help/ombudsman.html>.

If you are not satisfied with the response from your local jurisdiction, you may also contact **The Joint Commission, Office of Quality Monitoring**, 1 Renaissance Blvd, Oakbrook Terrace, IL 60181
Toll free: 1-800-994-6610
Website: www.jointcommission.org (Using the "Report a Patient Safety Event" link in the "Action Center" on the homepage.)

To address discrimination concerns, you may also file a civil rights complaint with the **U.S Department of Health and Human Services: Office for Civil Rights**, 200 Independence Ave., SW, Room 509F, HHH Building, Washington, DC 20201
Phone: 1-800-368-1019, 1-800-537-7697 (TDD) **Email:** OCRAMail@hhs.gov
Complaint forms are available at: <http://www.hhs.gov/ocr/office/file/index.html>

PATIENT AND FAMILY RESPONSIBILITIES

As a parent or legal guardian of a patient or as an adult patient, the following are your responsibilities:

- Give full information about your child's condition – or your condition if you are an adult patient – including past illnesses and medicines. Work with the staff of Children's National in planning your care. You also need to follow your doctors' and nurses' instructions.
- Accurately identify yourself and your child.
- Tell us if you do not understand something about your child's care or your care.
- Tell us if you are in pain or if you think your child is in pain.
- Tell us about any risks you think there may be in your child's or your care. Also tell us about any unexpected changes in your child's or your condition.
- Keep your hands clean. This is an important way to cut down on infection. If your hands are visibly soiled, use soap and water. If your hands are not visibly soiled, but you want to clean them as a precaution, you can use waterless gel.
- Follow the care, service, or treatment plan. Tell us if you have any concerns about the plan of care. Help us to be sure that safe care is delivered to your child or to you.
- Respect the rights of others. Follow the rules about patient care and personal conduct at Children's National.
- Show respect for the staff and property at Children's National.
- Give us complete information so we can file insurance claims. Tell us if you need advice about how to pay your child's or your medical or hospital bill.