



### We expect you and your child will:

- Ask your doctor or nurse what to expect regarding pain and pain management.
- Discuss pain relief options with your doctors and nurses.
- Work with your doctor and nurse to develop a pain management plan.
- Ask for pain relief when pain first begins.
- Help your doctor and nurse assess your pain.
- Tell your doctor or nurse if your pain is not relieved.
- Tell your doctor or nurse about any worries you have about taking pain medication.

### We expect you and your child will:

- **Tell us** immediately if you think something doesn't look right.
- **Ask questions** about your child's care and seek explanations of what is happening.
- **Stay calm** in order to help your child stay calm.
- **Work with us** thoughtfully to understand confusing situations.

### Adult patients: Health care directives and other information

Adult patients, age 18 or older, make decisions about their own care unless they have a legal guardian.

As an adult, you have the right to request all the information about your care, decide who else should get that information, who you want involved in decisions, and who should visit you. You have many other rights, which are described in an information sheet for adult patients available from your nurse or social worker.

### Health care directives

As an adult, you also have the right to a health care directive – a legal paper that describes what health care you want if you can't communicate with us. You also have the right to name someone to make choices for you if you can't make choices for yourself because of your illness. If we cannot honor your advance directive, we will talk about this with you.

A health care directive can include your decision to continue or stop any kind of treatment you may be getting, including medicine and breathing machines. You can write down what you want or don't want and why you feel that way.



If you would like to do this, tell your nurse or doctor; they will call the social worker to help you. If you prefer, call social work directly: (612) 813-6138 at Children's - Minneapolis and Children's West, and (651) 220-6479 at Children's - St. Paul.

### Bill of Rights

Included with this brochure is the Minnesota Patients' Bill of Rights, statute 144.651. Copies of the Bill of Rights also are available in the Family Resource Center and are posted throughout Children's.

### Notice of Privacy Practices

You and your family have privacy rights regarding your medical information. These rights are explained in the Notice of Privacy Practices, included with this brochure. Copies also are available in the Family Resource Center and on Children's Web site, [www.childrensmn.org](http://www.childrensmn.org).

### Respectful, violence-free environment

Children's is committed to creating a violence-free environment. It is expected that all patients, families, visitors, employees, and staff will be respectful towards one another. Examples of unacceptable behavior are shouting, hitting, kicking, pushing, shoving, inappropriate touching, swearing, verbal threats, and intimidation. You may be required to leave if behavior is unacceptable. Children's bans guns on its premises.



# Patient Rights and Responsibilities

**At Children's Hospitals and Clinics of Minnesota, we are dedicated to making your stay a comfortable and positive experience.**



### Patient safety

When your child is a patient at Children's, **you and your child can expect** that we will:

- **Wash** our hands before seeing your child.
- **Check** your child's identification band and chart before giving any medicine or procedure.
- **Explain** thoroughly the care and medications your child will receive.
- **Stop** any procedure if you tell us it doesn't look right.
- **Listen** to your thoughts, questions, and concerns.
- **Welcome** your feedback – you are our partners in safe care for your child.





**W**e want to be sure you are aware of and understand your rights and responsibilities. If you have any questions about the information here, please talk with someone on your child's health care team.

### Your rights...what you and your child can expect

- Children's will provide an interpreter if you speak a language other than English.
- Children's will provide safe care.
- Children's will respect your cultural and spiritual values and your personal dignity.
- Children's will work with you to meet any disability needs for your child or for you.
- Children's will provide the names of physicians and other practitioners providing your care and treatment.
- You will be involved in making decisions about your child's care, treatment, and services. You can request a care conference.
- You can give written informed consent for treatment and can request or refuse treatment.
- Tests and treatment are based on identified patient health care needs.
- Children's will provide privacy and confidentiality of information.
- You can appeal a denial of payment by your insurance company.

- Patients age 18 years or older can complete a health care directive.
- Children's will provide effective pain management.
- You can contact protective services for children or vulnerable adults.
- You can file a complaint or grievance at Children's or with a state or federal regulatory agency.
- You can communicate freely.

### Your responsibilities...what Children's staff expect from you and your child

- You will tell us immediately if you think something doesn't look right or if you have questions about what is happening.
- You will provide accurate and complete information about your child's health and needs.
- You will ask questions when you do not understand information about your child's care and what is expected of you.
- You will follow the recommended treatment plans you have agreed to.
- You will follow Children's rules and regulations about patient care and conduct.
- You will show respect and consideration to other patients and families, staff, and property.
- You will meet the financial obligations you have agreed to.
- You will tell us if you feel your child is unsafe or in pain.

### How to address concerns, complaints, and grievances

If you and your family have any questions, concerns, or wish to file a grievance, please talk with:

- Your child's **nurse or physician**.
- The **manager or director**. Your child's nurse or health unit coordinator will help you get in contact with them.
- The **family relations liaison**. Call (612) 813-7393, Children's - Minneapolis or (651) 220-6888, Children's - St. Paul.
- The **administrative representative**. During evening or weekend hours, call and ask for the administrative representative: Children's - Minneapolis, call (612) 813-6833; Children's - St. Paul, call (651) 220-8460.

### Additional resources at Children's

- Contact the **privacy official** if you have concerns about your medical information privacy rights. For all Children's sites, call (612) 813-6911 or toll-free at 1-866-225-3251.
- Call the **social work department** for information or assistance about protective services for children or vulnerable adults. At Children's - Minneapolis, call (612) 813-6138. At Children's - St. Paul, call (651) 220-6479.
- Contact the **office of ethics** for consultation if you are facing difficult health care decisions. For all Children's sites, call (612) 813-7200.

### Regulatory agencies

You may also file a grievance with:

- Office of Health Facilities Complaints  
85 East Seventh Place, Suite 300  
St. Paul, MN 55164-0970  
(651) 215-8702 or (800) 369-7994
- Board of Medical Practice  
2829 University Avenue SE, Suite 400  
Minneapolis, MN 55414-3246  
(612) 617-2130 or (800) 657-3709
- Joint Commission on Accreditation of Healthcare Organizations (JCAHO)  
(800) 994-6610  
[complaint@JCAHO.org](mailto:complaint@JCAHO.org)

### Pain management

We believe that infants and children have a right to the best level of pain relief that can be safely provided. When your child is a patient here, **you and your child can expect:**

- Your reports of pain will be believed.
- Information about pain and pain relief measures.
- A concerned staff committed to pain prevention and management.
- Health professionals who respond quickly to reports of pain.
- Effective pain management. In the inpatient areas, that includes state-of-the-art pain management and dedicated pain relief specialists.

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