
Patients, families and those legally responsible for patients at Rady Children's Hospital have the right to:

1. Considerate and respectful care, and to be made comfortable. You have the right to respect for your cultural, psychosocial, spiritual, and personal values, beliefs and preferences.
2. Have a family member (or other representative of your choosing) and your own physician notified promptly of your admission to the hospital.
3. Know the name of the licensed health care practitioner acting within the scope of his or her professional licensure, who has primary responsibility for coordinating your care, and the names and professional relationships of physicians and nonphysicians who will see you.
4. Receive information about your health status, diagnosis, prognosis, course of treatment, prospects for recovery and outcomes of care (including unanticipated outcomes) in terms you can understand. You have the right to effective communication and to participate in the development and implementation of your plan of care. You have the right to participate in ethical questions that arise in the course of your care, including issues of conflict resolution, withholding resuscitative services, and forgoing or withdrawing life-sustaining treatment.
5. Receive information in a language you understand and prefer, free of charge. If English is not your primary language, language services are available for you. If you have vision, speech, hearing or cognitive impairments, other aids and services, including sign language interpreters, are available for you.
6. Make decisions regarding medical care, and receive as much information about any proposed treatment or procedure as you may need in order to give informed consent or to refuse a course of treatment. Except in emergencies, this information shall include a description of the procedure or treatment, the medically significant risks involved, alternate courses of treatment or non-treatment, the risks involved in each, and the name of the person who will carry out the procedure or treatment.
7. Request or refuse treatment, to the extent permitted by law and hospital policy. However, you do not have the right to demand inappropriate or medically unnecessary treatment or services. You have the right to leave the hospital even against the advice of physicians and members of the medical staff, to the extent permitted by law and hospital policy.
8. Be advised if the hospital/personal physician/licensed health care practitioner acting within the scope of his or her professional licensure proposes to engage in or perform human experimentation affecting your care or treatment. You have the right to refuse to participate in such research projects.
9. Reasonable responses to any reasonable requests made for service.
10. Appropriate assessment and management of your pain, information about pain, pain relief measures and to participate in pain management decisions. You may request or reject the use of any or all modalities to relieve pain, including opiate medication, if you suffer from severe chronic intractable pain. The doctor may refuse to prescribe the opiate medication, but if so, must inform you that there are physicians who specialize in the treatment of pain with methods that include the use of opiates.
11. Formulate advance directives. This includes designating a decision maker if you become incapable of understanding a proposed treatment or become unable to communicate your wishes regarding care. Hospital staff and practitioners who provide care in the hospital shall comply with these directives. All patients' rights apply to the person who has legal responsibility to make decisions regarding medical care on your behalf.
12. Have your family or designated decision maker donate your organs after death as allowed by law.
13. Have personal privacy respected. Case discussion, consultation, examination and treatment are confidential and should be conducted discreetly. You have the right to be told the reason for the presence of any individual. You have the right to have visitors leave prior to an examination and when treatment issues are being discussed. Privacy curtains will be used in semi-private rooms.
14. Confidential treatment of all communications and records pertaining to your care and stay in the hospital. You will receive a separate "Notice of Privacy Practices" that explains your privacy rights in detail and how we may use and disclose your protected health information.

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15. Receive care in a safe setting, free from mental, physical, sexual or verbal abuse and neglect, exploitation or harassment. You have the right to access protective and advocacy services including notifying government agencies of neglect or abuse.
 16. Be free from restraints and seclusion of any form used as a means of coercion, discipline, convenience or retaliation by staff.
 17. Reasonable continuity of care and to know in advance the time and location of appointments as well as the identity of the persons providing the care.
 8. Be informed by the physician, or a delegate of the physician, of continuing health care requirements and options following discharge from the hospital. You have the right to be involved in the development and implementation of your discharge plan. Upon your request, a friend or family member may be provided this information also.
 19. Know which hospital rules and policies apply to your conduct while a patient.
 20. Designate a support person as well as visitors of your choosing, if you have decision-making capacity, whether or not the visitor is related by blood, marriage, or registered domestic partner status, unless:
 - No visitors are allowed.
 - The facility reasonably determines that the presence of a particular visitor would endanger the health or safety of a patient, a member of the health facility staff, or other visitor to the health facility, or would significantly disrupt the operations of the facility.
 - You have told the health facility staff that you no longer want a particular person to visit.However, a health facility may establish reasonable restrictions upon visitation, including restrictions upon the hours of visitation and number of visitors. The health facility must inform you (or your support person, where appropriate) of your visitation rights, including any clinical restrictions or limitations. The health facility is not permitted to restrict, limit, or otherwise deny visitation privileges on the basis of race, color, national origin, religion, sex, gender identity, sexual orientation, or disability.
 21. Have your wishes considered, if you lack decision-making capacity, for the purposes of determining who may visit. The method of that consideration will comply with federal law and will be disclosed in the hospital policy on visitation. At a minimum, the hospital shall include any persons living in your household and any support person pursuant to federal law.
 22. Examine and receive an explanation of the hospital's bill regardless of the source of payment.
 23. Exercise these rights without regard to age, sex, socio-economic status, educational background, race, color, religion, ancestry, national origin, sexual orientation, gender identity/expression, disability, medical condition, marital status, registered domestic partner status, genetic information, citizenship, primary language, immigration status (except as required by federal law) or the source of payment for care.
 24. File a grievance. If you want to file a grievance with this hospital, you may do so by writing or by calling Rady Children's Hospital-San Diego, 3020 Children's Way, San Diego, CA 92123, (858) 576-1700 ext. 4950. The grievance committee will review each grievance and provide you with a written response. The written response will contain the name of a person to contact at the hospital, the steps taken to investigate the grievance, the results of the grievance process, and the date of completion of the grievance process. For Medicare beneficiaries, concerns regarding quality of care or premature discharge will also be referred to the appropriate Utilization and Quality Control Peer Review Organization (PRO).

If the concerns cannot be resolved through the hospital, the patient/family may contact the Joint Commission Office of Quality Monitoring by either calling 1-800-994-6610 or emailing complaint@JointCommission.org.
 25. File a complaint with the California Department of Public Health (CDPH) services regardless of whether you use the hospital's grievance process. The CDPH's phone number and address is: California Department of Health, San Diego North District Office, 7575 Metropolitan Drive, Suite 104, San Diego, CA 92108-4402
Phone: 619-278-3700.

This Patient Rights document incorporates the requirements of The Joint Commission; Title 22, California Code of Regulations, Section 70707; Health and Safety Code Sections 1262.6, 1288.4, and 124960; and 42 C.F.R. Section 482.13 (Medicare Conditions of Participation).

Language Assistance Services, free of charge, are available to you. Call (858) 966-4096.

You and your family have the responsibility to:

1. Provide accurate and complete information about your/your child's health.
2. Provide accurate and complete information about your/your family's health insurance.
3. Participate actively in care decisions.
4. Know your/your child's healthcare requirements following discharge from the hospital, and follow the instructions given you/your family.
5. Be considerate of other patients, families, and staff and follow hospital rules affecting patient/family conduct.
6. Voice questions or concerns about care or service by communicating with the appropriate staff.
7. Respect hospital property.

Patient and Guardian Fact Sheet

20 Steps You Can Take To Help Ensure That Your Child Receives The Best Possible Health Care

Rady Children's Hospital - San Diego (RCHSD) is committed to delivering medical care of the highest possible quality. In order to achieve this goal, RCHSD physicians and staff have identified 20 specific ways in which patients and their guardians can help. Experience and research have both shown that patients and guardians who are actively involved can favorably impact the care that is provided.

As a Parent or Guardian, What Can You Do?

1. **Be Involved In Your Child's Health Care!** The single most important way you can help to prevent errors is to be an active member of your child's health care team. That means taking part in every decision about your child's health care. Research shows that parents who are more involved with their child's care tend to receive better results. Some specific tips, based on the latest scientific evidence about what works best, follow.
2. Make sure that all of your child's doctors know about everything your child is taking and his or her weight. This includes prescription and over-the-counter medicines, and dietary supplements such as vitamins and herbs. At least once a year, bring all of your child's medicines and supplements with you to the doctor. "Brown bagging" your child's medicines can help you and your doctor talk about them and find out if there are any problems. Knowing your child's medication history and weight can help your doctor keep your child's records up to date, which can help your child receive better quality care.
3. Make sure your child's doctor knows any allergies and how your child reacts to medicines. This can help you avoid getting a medicine that can harm your child.
4. When your child's doctor writes you a prescription, make sure you can read it. If you can't read the doctor's handwriting, your pharmacist might not be able to read it either. Ask the doctor to use block letters to print the name of the drug.
5. When you pick up your child's medicine from the pharmacy, ask: Is this the medicine that my child's doctor prescribed? A study by the Massachusetts College of Pharmacy and Allied Health Sciences found that 88% of medicine errors involved the wrong drug or the wrong dose.
6. Ask for information about your child's medicines in terms you can understand-both when the medicines are prescribed and when you receive them at the hospital or pharmacy.
 - What is the name of the medicine?
 - What is the medicine for?
 - Is the dose of this medicine appropriate for my child based on his or her weight?
 - How often is my child supposed to take it, and for how long?
 - What side effects are likely? What do I do if they occur?
 - Is this medicine safe for my child to take with other medicines or dietary supplements?
 - What food, drink, or activities should my child avoid while taking this medicine?

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- Is the dose of this medicine appropriate for my child based on his or her weight?
 - When should I see an improvement?
7. If you have any questions about the directions on your child's medicine labels, ask. Medicine labels can be hard to understand. For example, ask if "four doses daily" means taking a dose every 6 hours around the clock or just during regular waking hours.
 8. Ask your pharmacist for the best device to measure your child's liquid medicine. Also, ask questions if you're not sure how to use the device. Research shows that many people do not understand the right way to measure liquid medicines. For example, many use household teaspoons, which often do not hold a true teaspoon of liquid. Special devices, like marked oral syringes, help people to measure the right dose. Being told how to use the devices helps even more.
 9. Ask for written information about the side effects your child's medicine could cause. If you know what might happen, you will be better prepared if it does-or, if something unexpected happens instead. That way, you can report the problem right away and get help before it becomes worse. A study found that written information about medicines can help people recognize problem side effects. If your child experiences side effects, alert the doctor and pharmacist right away.
 10. If you have a choice, choose a hospital at which many children have the procedure or surgery your child needs. Research shows that patients tend to have better results when they are treated in hospitals that have a great deal of experience with their condition. Find out how many of the procedures have been performed at the hospital. While your child is in the hospital, make sure he or she is always wearing an identification bracelet.
 11. If your child is in the hospital, ask all health care workers who have direct contact with your child whether they have washed their hands. Handwashing is an important way to prevent the spread of infections in hospitals. Yet, it is not done regularly or thoroughly enough. A study found that when patients checked whether health care workers washed their hands, the workers washed their hands more often and used more soap.
 12. When your child is being discharged from the hospital, ask his or her doctor to explain the treatment plan you will use at home. This includes learning about your child's medicines and finding out when he or she can return to regular activities. Research shows that at discharge time, doctors think people understand more than they really do about what they should or should not do when they return home.
 13. If your child is having surgery, make sure that you, your child's doctor, and the surgeon all agree and are clear on exactly what will be done. Doing surgery at the wrong site (for example, operating on the left knee instead of the right) is rare-but even once is too often. The good news is that wrong-site surgery is 100 percent preventable. The American Academy of Orthopedic Surgeons urges its members to sign their initials directly on the site to be operated on before the surgery.
 14. Speak up if you have questions or concerns. You have a right to question anyone who is involved with your child's care.
 15. Make sure that you know who (such as your child's pediatrician) is in charge of his or her care. This is especially important if your child has many health problems or is in a hospital.
 16. Make sure that all health professionals involved in your child's care have important health information about him or her. Do not assume that everyone knows everything he or she needs. Don't be afraid to speak up.
 17. Ask a family member or friend to be there with you and to be your advocate. Choose someone who can help get things done and speak up for you if you can't.
 18. Ask why each test or procedure is being done. It is a good idea to find out why a test or treatment is needed and how it can help. Your child could be better without it.
 19. If your child has a test, ask when the results will be available. If you don't hear from the doctor or the lab, call to ask about the test results.
 20. Learn about your child's condition and treatments by asking the doctor and nurse and by using other reliable sources. Ask your child's doctor if his or her treatment is based on the latest scientific evidence. For example, treatment recommendations based on the latest scientific evidence are available from the National Guideline Clearinghouse™ or other Web sites such as healthfinder® at <http://www.healthfinder.gov>.

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