



Patient rights and responsibilities

At Cook Children's, our number one concern is you and your child. We are committed to providing the highest quality of care and safety possible and to do everything we can to earn and keep your trust. This is part of how we keep our Promise to you and every family who relies on Cook Children's for care.

In keeping with our Promise, we have created a Patient and Parent Bill of Rights and Responsibilities. Should you have a concern regarding your child's care, please let us know right away. While it's always nice to hear when we're doing a good job, it is every bit as important to know if there is something we can do better.

Rights and responsibilities of the patient management program

Patients have the right to:

- Have personal health information shared with the patient management program only in accordance with state and federal law.
- Identify the program's staff members, including their job title.
- To speak with a staff member's supervisor if needed.
- Speak to a health professional.
- Receive information about the patient management program.
- Decline participation, or disenroll, at any point in time.
- Receive a copy of Patient Rights and Responsibilities. If I cannot understand my rights, the hospital will translate or explain in a language I understand.
- Receive all information I need about my condition in words or a language I understand. This includes tests, procedures, treatment options, possible risks and benefits.
- Give my informed consent for any suggested treatment.
- Be able to access the medical record.
- Receive answers to any questions or concerns I have about treatment.
- Share how I feel about the treatment plan with the health care team.
- Get an explanation from my health care team for each procedure, test or exam that requires contact with the body. Know this care will be as gentle and private as possible.
- Receive medical care regardless of my age, race, gender, religion, cultural, economic, educational background or disability.
- Make decisions, after talking with my doctor, about my medical and general health care. This includes the right to accept or refuse medical care as allowed by law. I will be told in a language I can understand about what will happen if I refuse medical care.
- Participate in decision-making on ethical issues.
- Know that my health care team will check on my pain. They will listen to me and do the best they can to relieve my pain.
- Be involved in developing a plan for pain control.
- Be free from restraints or seclusion for managing behavior unless medically necessary.
- Be treated respectfully regardless of my race, gender, religion, cultural, economic, educational background, or disability.
- Receive care in a safe setting free from harassment or abuse.
- Receive answers to requests for services provided by Cook Children's according to governing laws and regulations.
- Know the names of my health care team members.
- Feel free and comfortable to make a complaint and receive feedback.

- Get angry, cry or express my feelings in a non-threatening manner.
- Have help in contacting protective services, if needed.
- Be told of experiments, research, or educational projects affecting my care or treatment. Be able to refuse to take part in any such project.
- Have a family member, a representative of my choice or my doctor notified of my child's admission.
- Complete an advance directive (living will) for me (if I am a patient) or for my child, if allowed by law. Expect my health care team to follow this directive.
- Receive comfort and respectful care if my child is nearing death. This includes managing pain, recognizing cultural and spiritual concerns and providing compassionate care during our time of grief.
- Have times and places to play and learn.
- Have my family with me as much as I want during Cook Children's established visiting hours.
- Have friends visit my child during visiting hours, when possible.
- Be told if there is any reason for not allowing visitors to see my child.
- Have a phone to make and receive calls while in the hospital.
- Cook Children's will not restrict, limit or deny visitors based on race, national origin, religion, sex, gender identity, sexual orientation or disability.

Patients (or guardians of child patients) have the responsibility to:

- Give accurate clinical and contact information and to notify the patient management program of changes in this information.
- Notify the treating prescriber of their participation in the patient management program.
- Know my responsibilities for ongoing health needs.
- Provide a copy of my current advance directive (Texas Directive to Physicians and Family or Surrogates, Medical Power of Attorney, or Out-of-Hospital DNR), if one exists.
- Ask questions if I do not understand information or instructions.
- Follow the agreed-upon treatment plan. Know and be responsible for any consequences of refusing treatment or not following instructions.
- Give accurate and complete information about all matters relating to health. Report any unexpected changes in my or my child's condition.
- Discuss any pain problems with the doctor or nurse. Work with the medical team to develop plans for controlling pain.
- Keep my appointments and be on time. If I cannot keep my appointment, I will call as soon as possible to schedule a new one.
- Tell my child's doctor, nurse or patient representative if I have concerns or am not happy about the care my child is receiving.
- Act appropriately and be considerate in my attempts to resolve conflicts, if they arise.
- Keep cell phones on silent/vibrate mode when around patients or the health care team.
- Pay the medical bills for which I am responsible.

Patients, families and visitors responsibilities:

- Learn and follow Cook Children's rules and regulations.
- Know that Cook Children's does not allow the use of tobacco, illegal drugs, alcohol, guns and other weapons.
- Not take photos of other people or patients with a cell phone or camera.

- Follow the rules for the number of visitors allowed, when they can visit, and how long they can stay.
- Dress appropriately.
- Not use swearing, threats or any action that interferes with health care.
- Not allow anyone to visit while under the influence of any substance.
- Be thoughtful of the rights of other patients and the health care team by controlling noise levels and the number of visitors.
- Be respectful of the rights and property of other patients and the Cook Children's care team.
- Respect the privacy and confidentiality of all children and families receiving care at Cook Children's.
- Know if I break the Cook Children's rules and regulations, security will be called and we may be escorted off the property.