

Parent's Bill of Rights

The hospital views every parent and legal guardian as a valued member of the health care team and encourages you to speak with staff about your child's care.

As a pediatric patient/family in a hospital in New York State, you have the right to:

- 1** Understand and use these rights. If for any reason you do not understand or you need help, the hospital **MUST** give support, including an interpreter.
- 2** Have care, treatment and services free from discrimination related to age, race, ethnicity, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation, gender identity or expression, who pays for care or your ability to pay.
- 3** Be asked for the name of your primary care provider and have this information put in your medical record.
- 4** Be cared for by qualified staff, in the right kind of space with the right-sized equipment needed for the unique needs of patients who are children.
- 5** Know the names of doctors or staff and a person's title or job.
- 6** To the extent possible, have at least one parent/guardian stay with the patient at all times.
- 7** Have your cultural, psychosocial, spiritual, and personal values, beliefs, and preferences respected and to have related services if needed.
- 8** Expect staff to check for pain regularly, to take care of pain issues in a reasonable time and teach you about pain care.
- 9** Privacy while in the hospital and confidentiality of all information and records about your care.
- 10** Have someone from the hospital ask your permission before recording, filming or taking pictures of you or your child.
- 11** Be involved in and make decisions about care, treatment and services. This includes giving information about your child's health problem and helping to make and carry out the treatment plan.
- 12** Have all lab results given to your child's primary care provider.
- 13** Have all test results done during your child's admission or emergency room visit reviewed by a doctor, doctor's assistant or nurse practitioner who knows your child's health condition.
- 14** Not be sent home from the hospital or the emergency room until any tests that could reasonably be expected to give "critical value" results are completed and reviewed by medical staff who talk to you about them as appropriate. Critical value results are results that suggest a life threatening or otherwise significant condition that requires immediate medical attention.
- 15** Be sent home with a written discharge plan, which will also be talked about with other medical decision-makers. This plan will show critical value results of lab or other tests done during your stay and show any other tests that have not yet been finished. It will be discussed with you in a way that makes sure you can look at, talk about, and understand this health information so you can make health decisions that are right for your child.
- 16** Be given, upon discharge, a phone number that you can call for advice in the event that complications or questions arise concerning your child's condition.
- 17** Look over your medical record free of charge. Get a copy of your medical record to keep for which the hospital can charge a small fee. You cannot be denied a copy if you cannot afford to pay.
- 18** Complain without fear of punishment about the care and services you and your family are getting and have the hospital respond. You may have a written response if you ask for one. If you are not satisfied with the hospital's response, you can complain to the New York State Health Department. The hospital must give you the State Health Department telephone number.