

FAMILY RESPONSIBILITIES

PROVIDING INFORMATION

- Information you know about your child's health is important to us. Please make us aware of symptoms, illnesses, past hospitalization, medicine, treatments and advance directives.
- Please notify us if your child's condition changes unexpectedly.
- You should tell us if there is something you do not understand about your child's care.
- Please tell us if you are not satisfied with your child's care.

PROVIDING APPROPRIATE CARE

- You are an important part of the health care team. You are responsible for working with the team to plan your child's care.
- You are responsible for doing the things you agreed to do in your child's plan of care.
- If you do not understand the plan or do not feel you can follow it for whatever reason, please tell us. In such a case, every effort will be made to adapt the plan if doing so will not be harmful to your child.
- You are responsible for your child's outcome if you refuse treatment or do not follow the instructions given.

RESPECT FOR OTHERS

- You and your family are responsible for being considerate to the rights of other patients and staff of the hospital.
- You and your family are responsible for abiding by hospital policies concerning noise, smoking and number of visitors.

TO HELP US CARE FOR YOU

- Tell us when you don't understand something.
- Tell us if you are hurting or not feeling well.
- Please make every effort to do what the staff members ask you to do, or let them know you cannot or don't understand what to do.
- Be kind and respectful of others.



TEXAS
SCOTTISH RITE HOSPITAL
FOR CHILDREN

2222 Welborn Street
Dallas, Texas 75219-3993
(214) 559-5000

YOUR RIGHTS AND RESPONSIBILITIES AS A PATIENT



TEXAS
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PATIENT'S AND FAMILY RIGHTS

RESPECT

- We want to learn what is important to you and your family, and will take your wishes into consideration in caring for you.
- As much as possible, your meals will have foods to which you are accustomed.
- The chaplain is here to visit with and support you and your family as needed.

INFORMATION YOU CAN UNDERSTAND

- We will explain things to you in ways you can understand. We want you to ask any questions you may have about what is happening to you and why.
- Someone will explain things to you in your language whenever possible.

CHOICES AND DECISIONS

- Your ideas and feelings are important. We will work in partnership with you and your family to make decisions about your care.
- You can make choices whenever possible. You and your family can refuse treatment. You will be told how this refusal would affect your health.
- You and your family can say if you want medical care withdrawn or withheld, as allowed by law. No matter what your decision is, we always will try to help you be as comfortable as possible.

- Your parents or legal guardians have the right to make decisions for you if you are younger than age 18 or are not able to understand the treatment plan.

QUALITY HEALTH CARE

- We will work with you and your family to ensure that you receive the care you need within the mission and abilities of the hospital. We will strive to provide that care in an accurate and timely manner.

PAIN CONTROL

- Since you are the one who knows best about your level of pain, we will listen to you and take measures to keep you as comfortable as possible.

RESEARCH

- Your doctor will tell you if he or she wants you to take part in research or educational projects. If you choose not to do this, it will not affect the care you receive from the hospital staff.

PRIVACY AND CONFIDENTIALITY

- We will protect your privacy. Information and discussions about your care will involve only those who need to know. You or your parent may read and review your medical records with the assistance of health care staff.

CARE THAT SUPPORTS YOU AND YOUR FAMILY

- You and your family are important and will be treated with courtesy and consideration.
- You may talk to the person in charge and/or an administrator if you have concerns or complaints about the quality of care. Dial "0" and the hospital operator will assist you with the call.
- You can ask to change hospitals if this hospital cannot meet your needs or requests.
- If it is necessary to transfer you to another hospital because the care you need cannot be provided here, we will make every effort not to move you until you and your family have been told why.

