

While under our care, you have the following responsibilities:

1. To comfort and support your child, as much as possible, in the special way that only families can provide.
2. To work with the health care team to ensure the best possible treatment, rehabilitation and discharge planning.
3. To provide, to the best of your ability, accurate and complete information about past and present matters related to the health of your child.
4. To be available to your child's health care team either personally or by telephone.
5. To voice any concerns about your child's care to the health care team or Patient Relations department.
6. To let your child's health care team know if you do not understand or cannot follow the health care instructions.
7. To follow the prescribed treatment plans and keep appointments. If you are unable to keep appointments, you must notify the hospital or office. You are responsible for the medical consequences if you refuse or do not follow the treatment prescribed for your child.
8. To recognize that the needs of other patients and families may sometimes be more urgent than your or your child's needs.
9. To treat staff and other families in a considerate, courteous and cooperative manner.
10. To respect the cultures, values, beliefs, privacy and confidentiality of other patients and families receiving care.
11. To ensure that your behavior and the behavior of your child and visitors is reasonable, responsible and considerate of the rights of other patients and staff.
12. To follow hospital and practice site rules affecting patient care and conduct. (For example, visitor smoking is not permitted in any building or in certain outside locations. Patients are not permitted to smoke.)

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13. To understand the Alfred I. duPont Hospital for Children's, Nemours Pediatrics and its affiliate practice locations' role as teaching and research facilities and to cooperate with the staff in their training of health care professionals.
14. To take care of your personal property and valuables and to respect the property of the hospital or practice location.
15. To provide complete and accurate insurance information at the time of your child's visit or hospital admission.
16. To assure that financial obligations are fulfilled as promptly as possible.

Ethics Committee

An Ethics Committee is available to consult with families who may face difficult choices in the care and treatment of their children. Any time there is a difference of opinion between families and care providers, or the family is unsure about the course of treatment, the Ethics Committee can be called upon to mediate the discussion and make suggestions. The Committee provides an objective viewpoint, rather than a binding recommendation. Some situations in which the Ethics Committee might be helpful include: when an insurer denies approval for a particular aspect of patient care, concerns regarding decisions on termination of life support, individuals' rights to make decisions related to their care, and cultural or social issues affecting the care provided to a patient.

Any patient or family member may reach the Ethics Committee by contacting the Medical Staff Services Office, extension 5910, during routine business hours or, for inpatient care issues, the patient's primary nurse should be advised that an ethics consult is requested.



1600 Rockland Road • P.O. Box 269 • Wilmington, DE 19899
302-651-4000 • Nemours.org

Form #20306 (Rev. 11/05)

Rights and Responsibilities of Parents and Children



Alfred I. duPont
Hospital for Children

Nemours
Children's Clinic



Rights and Responsibilities of Parents and Children

The Alfred I. duPont Hospital for Children and Nemours Pediatric sites serve many purposes. We work to improve children's health; treat children with injury and disease; educate doctors, health professionals, patients and community members; and improve understanding of health and disease. In carrying out our mission, the organization works to respect the rights, values and dignity of patients and their families at all times.

While under our care, you and your child have the following rights:

1. To be granted access to care and treatment that is available and medically necessary, regardless of race, creed, sex, national origin, disability or sources of payment for care.
2. To be treated with respect and courtesy.
3. To receive care that supports your child's emotional, educational, pastoral care and developmental needs.
4. To receive from your child's caregivers an explanation of any procedures or treatment, so that you may give informed consent. You should be told about the plan of care, medical risks, benefits and alternative methods of treatment, if they exist. (In a life-threatening emergency, this may occur after treatment is provided.)
5. To obtain complete and current information about your child's diagnosis, treatment and proposed future health care needs from the patient's care provider in language you can understand. You have a right to participate in care decisions.
6. To be informed of and consent to participate in any experimental treatments or research studies that may directly affect your child's care and the potential risks, benefits, discomforts and alternatives.

7. To have pain assessed and to participate in how the pain is managed.
8. To refuse treatment in accordance with the law and to be informed of the medical consequences of that refusal.
9. To know about the organization's processes to help you resolve problems or concerns about your child's hospital stay and/or care. You may express your concerns to your attending physician, or any member of our healthcare team. You may also contact our Patient Relations Department at extension x4799. Any patient or family member may share their concerns with the State of Delaware by contacting:

Office of Health and Licensing
 2055 Limestone Road
 Suite 200
 Wilmington, DE 19808
 302-995-8521
 800-942-7373

As a Joint Commission-accredited hospital, quality or safety concerns can also be addressed to:

Office of Quality Monitoring,
 Joint Commission on Accreditation
 of Healthcare Organizations
 1 Renaissance Boulevard
 Oakbrook Terrace, IL 60181
 800-994-6610

10. To know the names and qualifications of your child's caregivers. You also have the right to know if the organization has relationships with outside parties that impact your child's treatment and care. These relationships may be with educational institutions, other health care providers or insurers.
11. To have your child's medical record information treated confidentially, as described in the Nemours Notice of Privacy Practice.

12. To expect that your child's visit will be as safe and comfortable as possible and that any form of restraint will be used only when medically necessary.
13. To have family and others visit with you and your child during normal visiting hours and as much as possible.
14. To designate a family spokesperson to work with the staff if ethical issues arise in the care of your child.
15. To not be transferred to another facility unless the need for transfer and the alternatives to the transfer are completely explained to you. The transfer will occur only if acceptable to you and the receiving facility.
16. To examine and receive an explanation of your charges regardless of payment source.
17. To be informed at time of admission or outpatient treatment about your rights and responsibilities and as needed thereafter.
18. To be told about access to child and adult protective services if the need for those services is apparent.
19. To be told about advance directives if 18 years of age or older.
20. To have a child's family member or representative of choice and his or her own physician notified promptly at the time of admission to the hospital if requested.
21. To be informed about the outcomes of care, treatment and services, including unanticipated outcomes.

