



Pediatric Bill of Rights

Developed by
Association for the Care of Children's Health

This Bill of Rights was developed by the Association for the Care of Children's Health (ACCH). ACCH's mission is to ensure that all aspects of children's healthy care are family-centered, psychosocially sound, and developmentally appropriate. ACCH believes that health care systems and practices are most effective when they are planned, coordinated, delivered, and evaluated through meaningful collaboration between families and professionals of all disciplines. This document reflects the philosophy and values of this organization. ©1996, Second Edition.

Bill of Rights for Children and Teens

In this facility you and your family have the right to:

- Respect and personal dignity
- Care that supports you and your family
- Information you can understand
- Quality health care
- Emotional support
- Care that respects your need to grow, play and learn
- Make choices and decisions

Respect and personal dignity

- You are important. We want to get to know you.
- We will tell you who we are, and we will take time to listen to you.
- We won't talk about you in your room or outside your door unless you know what is happening.
- We will honor your privacy

Care that supports you and your family

- You and your family are important. We will work together to make you as safe and comfortable as possible.
- All families are different. We want to learn about what's important to you and your family.
- There will be a place for a member of your family to spend the night with you or near you.

Information you can understand

- We will explain things to you. We will speak in ways you can understand. You can ask about what is happening to you and why.
- Someone who speaks your language will help explain things to you.
- Someone from your family can be with you when people are explaining things to you.

Quality health care

- You will be taken care of by doctors, nurses and other people who know about children and teenagers.
- You have the right to know all of the people who take care of you. You and your family can meet with them to plan what is best for you.
- We will work together with you and your family to make your stay as short and comfortable as possible.

Emotional support

- When you are in our facility, you might feel scared, mad, tired, lonely or sad. You can let people know how you feel. It is okay to cry or complain.
- You can have your family with you as much as possible. When this is not possible, the other people caring for you will explain why.

Care that respects your need to grow, play and learn

- We will consider all your interests and needs, not just those related to your illness or disability.
- You have the right to rest, to play, and to learn. We will make sure that you have places and times for the things children your age need to grow and learn.
- You can make choices and decisions whenever possible. Sometimes you can help decide when and where you get your treatments.

Bill of Rights for Parents

In this facility you and your child have the right to:

- Respect and personal dignity
- Care that supports you as a family
- Information you can understand
- Quality health care
- Emotional support
- Care that respects your child's growth and development
- Make decisions about your child's care

Respect and personal dignity

- You and your child will be treated with courtesy and respect.
- We will introduce ourselves. We will explain our role in your child's care.
- You can help us get to know your child. We can learn from you what is best for your family. We will take the time to listen.
- The things you tell us in confidence will be kept private.
- We will honor your privacy.

Care that supports you as a family

- You and other family members are welcome in the facility because you and your family are the most important people to your child. Being together is important.
- We will provide a place for at least one family member to spend the night near your child.
- If you choose, you can stay with your child during most medical treatments.

Information you can understand

- You have the right to complete information from people helping you care for your child.
- You can ask what is happening to your child and why. Everything will be explained to you honestly, in ways you can understand.
- Someone who speaks your language will help explain things to you.
- You have the right to ask questions about anything that is unclear to you.
- You can ask to have someone from your family or another support person with you when people are explaining things to you.
- You have the right to know about your child's condition and treatment plan. You have the right to see and review your child's medical records with healthcare personnel.
- You have the right to detailed information about your child's bill.
- You have the right to know the policies, procedures, and routines of our facility.
- You have the right to know our process for taking care of your concerns and complaints.

Quality health care

- There may be many people who take care of your child. You have the right to know who they are and what they do.
- You can expect to have your child cared for by doctors, nurses and others who know how to care for children and youth.
- You are an important member of your child's healthcare team. You know your child best. The information you have is important. Please share this information with us so that together we can plan what is best for your child.
- You have the right to know of treatment options for your child.
- You have the right to know if your child's treatment is experimental or educational. You can refuse this treatment, and the staff will still take good care of your child.
- Before your child leaves, we will teach you about the care your child will need. We will tell you about people and places in your community that can help you.

Emotional support

- When your child is in our facility you might feel afraid, angry, guilty, sad, lonely or tired. You can talk with health professionals about your feelings, questions, problems or concerns. They will listen to you and respect your feelings.
- If you want help, you can decide who you want to help you.
- We can help you meet other families who have had experiences like yours.

Care that respects your child's growth and development

- We will consider all of your child's interests and needs, not just those related to illness or disability.
- Your child will be cared for by people who understand the needs and concerns of children and teenagers.
- We will try to keep your child's schedule and activities as normal as possible. This includes uninterrupted sleep, quiet times, play times, school and the comfort of family and friends.

Make decisions about your child's care

- You have the right to any information that you need to make decisions about your child's case.
- We will work in partnership with you to make decisions about your child's care.
- We will explain all options so that you can understand the risks and know what the choices are for your child's care.
- You may refuse treatment as permitted by law.
- You can change your mind about care for your child even if you have already given permission.
- You can ask for a second opinion from another doctor. You can ask for a specialist to see your child.
- You can ask to change facilities.
- If it is necessary to transfer your child to another facility, we will make every effort not to move your child until you have been told why.

Family Responsibilities

In this facility, you have the responsibility to:

- Provide information
- Provide appropriate care
- Meet financial obligations
- Respect and consider the rights of others

Provide information

- You have important information on your child's health. We need to know about symptoms, treatments, medicines and other illnesses.
- You should tell us what you want for your child.
- It is important for you to tell us how you want to take part in your child's care.
- You should tell us if you don't understand something about your child's care.
- If you are not satisfied with your child's care, please tell us.

Provide appropriate care

- You and the other members of the health care team work together to plan your child's care.

Meet financial obligations

- You should help to make sure that your child's bill is paid as promptly as possible.

Respect and consider the rights of others

- Your family is expected to respect the rights of other children, families and facility personnel.