

Patient and Parent Rights and Responsibilities



Our Promises to Children

We will:

Be truthful with you in all our communications.

Explain your care in ways you can understand.

Tell you who we are, what we do, why we are in your room and what we think will help you.

Listen to you, and let you talk freely with any of us. What you say will not be repeated to anyone unless it's important to your care and safety.

Make you as comfortable as possible if you are in pain.

Remind you that it is OK to be afraid, sad, angry or lonely, and that it is OK to cry.

Teach you and your parents how to take care of you when you leave here.

Explain your right to have an advance directive if you're 18 or older, and help you develop one if you ask.

What Parents Can Expect from Us

Medical care for your child regardless of gender, race, national origin, religion, sexual orientation, gender identity, disability or sources of payment for care.

To be included in all aspects of your child's care and have it explained in ways you can understand.

Sign language and foreign language interpreters if needed at no cost to you.

A friendly, respectful and medically safe environment that protects the privacy of you and your child.

Discussions with you about your child's pain levels and pain management options.

Respect for your cultural and spiritual traditions, as well as your personal values.

Clear instructions on how to care for your child at home.

Answers to your financial and insurance questions.

Help with making a decision about going elsewhere for care if that is a safe option.

During your hospital stay:

- You may have visits from anyone you designate when it is medically safe for your child, without regard to race, national origin, religion, sexual orientation, gender identity or disability.
- CHKD supports your right to address any problems or complaints you may have. You may call Patient Relations at (757) 668-9744 or our Comfort Line at (757) 668-8888.

If your concern is not resolved, you may contact these agencies:

Virginia Department of Health
9960 Mayland Drive, Suite 300
Henrico, VA 23233-1463
(800) 955-1819

Joint Commission at (800) 994-6610
TDD for the hearing-impaired: (800) 828-1120

What We Need from Parents

Complete and accurate information about your child's medical history, medicines, allergies and complementary or herbal remedies.

Anything you'd like us to know about your family's religious, spiritual and cultural beliefs.

Details about what makes your child sad, angry, afraid or worried.

Questions or concerns you have about your child's care, medications or services performed.

Respect for the people taking care of your child and for the other children and families here.

Assurance that you'll follow recommended treatments, or that you understand what could happen if you don't.

Agreement to pay for your child's care. If you have concerns about doing so, let us know.

The opportunity to satisfy you and your child as best we can.



**Children's Hospital
of The King's Daughters**

Health System

Feel free to ask any member of your health care team for assistance. If that person cannot help you, you may contact our manager or call our Comfort Line: (757) 668-8888.