



# Patient Bill of Rights



At Connecticut Children's Medical Center, children and their parents or guardians have the right:

- To receive quality care that is emotionally supportive and family-centered.
- To know the names of doctors, nurses, and other healthcare workers, and the role they play in the care of you/your child
- To be treated with consideration and respect regardless of your race, ethnic or cultural background, religion, sexual orientation, economic status, education, or illness.
- To have your doctor explain to you in words you understand about your child's illness, plan for treatment, and prospects for recovery.
- To receive accurate information and explanations of care from all of your healthcare providers.
- To be given as much information as you need to make an informed decision about treatments or procedures.
- To be actively involved in the development and implementation of a plan of care.
- To be as free of pain as possible.

- To be free from use of restraints that are not medically necessary.
- To make an informed decision, to the extent the law allows, about refusal or discontinuation of care.
- To have personal health information kept private and confidential.
- To receive care in an environment that is free from harassment or abuse.
- To have reasonable, timely access to your child's medical record.
- To receive a clear explanation of any outcomes of treatments or procedures that were unexpected.

- To receive a timely response to any reasonable request for meeting special needs, including translation services and assistance for the deaf and hard of hearing.
- To understand the plans for your child's care after discharge from the hospital.
- To receive a copy of your child's medical expenses and an explanation of the charges.
- To be informed in the event the hospital finds it necessary to seek legal action to provide treatment for your child.
- To remove your child from the hospital even when the doctors advise against it, to the extent permitted by law.
- To know about any business relationships between CCMC and other institutions that concern the care of your child.

- To agree to or refuse to allow your child to participate in a research project.
- Request a consultation from the hospital's Ethics Committee to resolve disagreements over your child's plan of care.
- To make a complaint to the department Manager or hospital Administration if you are dissatisfied with or concerned about your child's care.
- To file a grievance with the CCMC Grievance Hotline at 800-545-8552, if your complaint is not satisfactorily handled.
- To file a complaint with the Department of Public Health at 860-509-8000.
- In the event of death, you are entitled to certain rights regarding an autopsy. These rights are outlined in our brochure entitled, "Rights Concerning an Autopsy for a Family Member." You may obtain a copy by asking your doctor or nurse.

- ### Patients and their parents or legal guardians have the responsibility to:
- Provide an accurate and complete health history for your child.
  - Follow the plan of care recommended by your child's health care team.
  - Ask questions about any aspect of care you/your child don't understand.
  - When appropriate, and to the extent permitted by law, formulate an advance directive and discuss it with your child's primary doctor.
  - Be considerate of the rights of other patients and their families.
  - Comply with the policies of CCMC concerning patient care and visitor conduct.
  - Pay for services rendered, and/or provide the necessary insurance information to submit a claim.
- To request financial counseling, if necessary, from the Financial Counselor.