

Pediatric Patients

Provision for self-esteem needs which will be met by attempts to give the child: The reassuring presence of a caring person, especially a parent; freedom to express feelings or fears with appropriate reactions; as much control as possible, over both self and situation; Opportunities to work through experience before and after they occur, verbally, in play or in other appropriate ways. Recognition and reward for coping well during difficult situations.

Provision of varied and normal stimuli of life which contributes to cognitive, social, emotional and physical developmental needs: play, educational and social activities essential to all children and adolescents. Information about what to expect prior to, during and following procedure/ experience and support in coping with it.

Participation of children/families in decisions affecting their own medical treatment.

Minimization of hospital stay duration by recognizing discharge planning needs.

Family Responsibility

Parents/family* shall have the responsibility

for: Continuing their parenting role to the extent of their ability. Being available to participate in decision-making and providing staff with knowledge of parents/family whereabouts.

*The family consists of those individuals responsible for physical and emotional care of the child on a continuous basis, regardless of whether they are related or as determined by legal guardianship. You are responsible for what happens to your health if you refuse medical treatment or leave the hospital against medical advice.

Patient Responsibilities

As a patient at **Prosser Memorial Health**, both pediatric and adult, you have responsibilities. These are your responsibilities:

Provision of Information

To give doctors and hospital staff all information about your illness. This includes your current complaints, past illnesses, hospitalizations, and all the medicines you take. This also includes spiritual, religious, or cultural values as well as lifestyle choices that affect your treatment. You should tell your doctor or nurse when you are in pain and participate in your pain relief plan.

To be responsible for making it known whether you clearly comprehend the course of your medical treatment and what is expected of you. To ask questions if you do not understand treatment and illness. When educational classes, reading material or video programs are offered?

To learn what you need to know to make choices about your health care.

To give the hospital a copy of your Directive to Physicians (Living Will) or Medical Power of Attorney if you have one. To make choices about your treatment plan, recommended by your doctor and hospital staff, and then to be responsible for following the treatment plan as established by you and your physician. This plan may include taking medications, follow-up appointments, or instructions of nurses and other health care professionals as they carry out the physician's orders.

To inform your doctor, nurse, or other staff if you cannot, or will not, be able to follow the treatment plan, established by you and your physician. Other treatment plans will be suggested, if possible.

To be responsible for keeping appointments and for notifying the hospital or physician when you are unable to do so.

To communicate, in some form, your need for an interpreter if you do not speak or understand English, or additional accommodations if you are hearing or sight impaired.

Respect and Consideration

To follow hospital policies, procedures as well as rules and regulations about patient and visitor behavior, including visiting hours, diet rules, no smoking rules, and keeping the hospital and clinics clean, quiet and safe.

To be polite to other patients, visitors and staff. You are expected to honor the dignity, worth, and value of other people. You are expected to respect the property of other persons and of this medical facility.

Hospital Charges

To pay for services and supplies you receive while a patient. You must pay your bill yourself or through your insurance. If you are eligible for help with your hospital bill, you must truthfully give the Business Office all needed information.

Patient Rights & Responsibilities



Prosser
Memorial Health

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Patient Rights

At **Prosser Memorial Health**, our goal is to always treat you and your children with dignity. We believe each patient and parent of pediatric patients share in the responsibility of their care. To better accomplish this goal, we encourage open communication and encourage you to participate in all decisions regarding your or your child's care and treatment. Prosser Memorial Health and medical staff have adopted the following statement of patient rights based on WAC 246-320-141.

This list shall include but not be limited to the patient's right to:

Respect and Dignity

To have your personal dignity respected including consideration of emotional, social, spiritual, and cultural needs. To know about hospital rules, policies, practices that have to do with your care, treatment and responsibilities.

Participation in Treatment Planning

To be told honestly about your medical condition, planned treatment, and prospect of recovery in words and a language you can understand,
To refuse care and treatment;
To be informed of unanticipated outcomes;
To receive as much information about any proposed treatment or procedure as you may need in order to give informed consent,
To participate in the development and implementation of your plan of care and actively participate in decisions regarding your care,
To have a legally authorized person make health care choices on your behalf when you are unable to do so for yourself.
To have all these rights apply to the person who may have legal responsibility to make decisions regarding medical care on your behalf.
To receive a quick response to your reports of pain and to have pain relief started,
To have timely responses to any reasonable request you make for service,
To know about the care you will need after your discharge, To complain about care and treatment without fear of retribution or denial of care;
To have timely complaint resolution;
To donate organs and other tissues accordance with applicable laws.

Access to Care

To get appropriate medical care and services regardless of sex, age, cultural, economic, educational, religious background or source of payment for care.
To go to another hospital or health care facility when you ask to, when care by us is no longer needed, when the care is required beyond our scope of practice; however, the other facility and provider must agree to take you before we send you there.

Privacy and Confidentiality

To expect full consideration of your personal privacy concerning your medical care program. This includes visual, written and hearing privacy during medical exams, discussions and treatments.
To have your medical condition and records kept confidential and your medical information kept private. To request a list of many of the disclosures we make of your medical information. To receive such a list, write to our Health Information Management Department. We will provide the first list to you free, but we may charge you for any additional lists you request during the same year. We will tell you in advance what this list will cost.
To know the names and jobs of everyone who is present during discussions, or that examines and/or treats you. To know the name of the doctor who is in charge of your care.
To refuse to talk with or to see anyone not officially connected with the hospital.
To receive visitors of your choosing, unrestricted by the hospital regardless of race, color, national origin, religion, sex, gender identity, sexual orientation or disability, unless your doctor orders otherwise, or you yourself wish to restrict them. If you wish to have visitors limited, or wish your stay to remain confidential, please inform the registration staff or your nurse immediately and we will help to arrange this. Please be aware that if you choose to be "confidential" the hospital will not acknowledge your presence to any caller or visitor.

Personal Safety

To receive care in a safe environment.
To be free from restraints, of any form, that are not medically necessary. When used, restraints cannot be a means of coercion, discipline, and convenience.
To be free from all forms of abuse and harassment, and or neglect.

Ethical Considerations

To be told if any experimental treatments or operations will be used. You have the right to refuse to take part in research.

To formulate Advance Directives regarding your healthcare such as a Directive to Physicians (Living Will) or Medical Power of Attorney, and to have the hospital staff and practitioners comply with these directives (to the extent provided by state laws and regulations). (See Advanced Directives in the Patient Handbook)

To join in discussions of ethical issues which arise during your care.

To have say in "end of life" decisions.

Hospital Rules and Regulations

To be advised of how to work out problems, grievance and how to file a complaint. This process at Prosser Memorial Health is referred to as the Customer Service Action Request Form Process. (See Customer Service Action Request/Grievance process in Patient Handbook)
To contact the Department of Health at any time at the following number: 1-800-633-6828.
To keep some personal items allowed by hospital rules.
To meet and talk with family, friends, and others, to have visitors during visiting hours unless your doctor orders otherwise.
To examine and receive an explanation of your hospital or clinic bill, regardless of source of payment, as well as to be updated when changes will affect your financial liability.
To have the Business Office answer questions about the charges and payment methods. For further information please contact the Business Office Directly at 509-786-6645.
To know how we work with other health care facilities and schools as it concerns your treatment.

Pediatric Patients

In addition to the rights of adult patients, children and adolescents along with their parents/guardians, shall have the following considerations:

Respect for each child and adolescent as a unique individual understanding for the care-taking role and individual response of the parent.
Provision for normal physical and physiological needs of a growing child to include nutrition, rest, sleep, warmth, activity and freedom to move and explore.
Consistent, supportive and nurturing care which meets the emotional and psychosocial needs of the child to foster open communication.