Rights and Responsibilities
At Seattle Children’s, we strive to provide expert family-centered healthcare in an environment that promotes healing, dignity and trust. We are a teaching hospital whose mission includes training the next generation of providers. We provide team-based care that includes residents, students and other trainees.

We know this can be a stressful time for you, and if you have a concern, we will try to resolve it in a timely and respectful manner. We value compassion, excellence, integrity, collaboration, equity and innovation in support of these efforts.

We expect you to share in the responsibility of creating a therapeutic, trusting and safe environment of care. These Rights and Responsibilities describe how we will partner with you and your family as active members of the care team.
Seattle Children’s staff, patients and families listen to and consider each other’s views, knowledge and concerns. We try to include your knowledge, values, beliefs and cultural and socioeconomic background into care planning and delivery. We aim to support your family’s uniqueness through open communication and mutual respect.

You can expect us to:

• Tell you who we are and explain our role in your care
• Consider how to best meet your care needs when assigning the care team
• Respect your dignity and personal privacy regardless of your race, color, religion (creed), sex, gender identity or expression, sexual orientation, national origin (ancestry), age, disability, or any other status protected by applicable law
• Provide high-quality and safe care by qualified staff in a secure setting free from abuse, neglect or harassment, with access to protective services
• Respect your privacy while discussing your care
• Take actions to relieve your pain using appropriate medicines and other comfort measures
• Not use restraints (including medicines) or seclusion except when there is a safety concern for you or others, or when it is ordered by a provider and allowed by law
• Not limit communication unless there is a safety concern for you or others or as ordered by a provider and allowed by law
• Make reasonable accommodations for people with disabilities
• Try to notify a family member or a person you want to be notified promptly when you are admitted
We expect you to:

• Share your concerns or disagreements with us in a respectful and constructive manner

• Not make threats, act aggressively or use offensive, racist or profane language towards staff

• Limit noise levels and number of visitors to what is allowed so that other patients and families are not affected

• Respect the privacy rights of other patients and families

• Follow Seattle Children’s rules for use of alcohol, tobacco and other drugs, possession of weapons and behavior while on our property. We ask that you:
  • Do not carry weapons (such as guns, knives, and pepper spray)
  • Do not use alcohol or illegal or recreational drugs
  • Limit use of tobacco and e-cigarettes to designated smoking areas only
  • Do not have sexual relations in patient rooms or public areas

• Make sure that your visitors follow our safety rules

• Ask for permission before taking pictures, videos or other recordings of anyone who is not your family member or visitor. This includes all staff, providers and other patients and families.

• Keep appointments, and let us know as soon as possible if you cannot keep an appointment

• Understand that if you do not follow these restrictions you may lose access to or be removed from Seattle Children’s.
Seattle Children’s encourages your participation in care and decision making as much as you are comfortable. You have the right to be involved in all aspects of your care including refusing care and treatment, and resolving problems with care decisions with your care team. We will strive to incorporate patient and family knowledge, values, beliefs and cultural and socioeconomic backgrounds into care planning and delivery.

**You can expect us to:**

- Give you information about treatment options and risks so you can make informed choices and agree to your care. This includes refusing care as allowed by law.

- Strive to respond to your concerns and discuss differences of opinion in a timely and respectful manner. You have the right to discuss any difference of opinion about the plan of care with the care team. If your questions or concerns are not addressed to your satisfaction or if there are confusing or difficult care issues, you may ask for support from Patient and Family Relations, Social Work, Patient Navigation, Interpreter Services, Spiritual Care, or ask for an ethics consultation.

- Help you understand your options if you are or would like to be transferred to another facility

- Respect your right to request no resuscitation or life-sustaining treatment

**We expect you to:**

- Follow your treatment plan at home, or tell us if there are barriers or problems that make it hard for you to follow the plan.

- Tell the nurse or provider if you have a concern. If they are not able to address your concern to your satisfaction, please ask to speak to a supervisor, manager or director.

- Ask for information about treatment options and risks so you can make informed choices about your care. This includes refusing care as allowed by law.
You may also:

• Request to have an additional staff member in the room during exams or procedures

• Receive visitors of your choice:
  • Parents, legal guardians, spouses and domestic partners (including same-sex domestic partners) can be with you anytime, unless there is a safety concern for you or others, or when it is ordered by a provider and allowed by law.
  • We will provide a place for one of them or an adult they name to spend the night near you.
  • Other family members and friends can visit from 8 a.m. to 8 p.m.
  • We may restrict or limit visitors for care reasons such as infection risk, limited space or safety reasons.
  • We do not restrict, limit or deny visitors based on race, color, national origin, religion, sex, gender identity, sexual orientation or disability.
  • Change your mind about whether to receive a visitor at any time
  • Choose or refuse to take part in a research project. Your decision will not affect the quality of care you receive, and you may stop your participation at any time.
  • Ask for religious or spiritual services

• Make plans for end-of-life care and learn about options for organ and tissue donation. If you are 18 or older, we will offer you written information about advance directives. We will follow these advance directives.

• Designate another person as a decision-maker for when you cannot make decisions about care, as allowed by law.

• Choose or refuse to take part in organ and tissue donation with medical staff input and direction by family or surrogate decision makers. Your decision will not affect the quality of care you receive, and you can change your mind at any time.

• Ask for help in getting the opinion of another provider
Seattle Children’s, patients and families will strive to communicate information with each other in a timely, compassionate and useful manner so that all are effective partners in care and decision-making. We will promote and value the competency and expertise we all bring to the healthcare team by listening to understand each other’s perspectives and concerns.

You can expect us to:

• Explain your health status including diagnosis, treatment and prognosis in terms you can understand
• Provide information about unanticipated outcomes to you, your family, and any surrogate decision makers
• Contact your primary care provider. This includes notifying the provider promptly of hospital admission and other important changes in care
• Provide education about follow-up care you will need before you go home or are transferred
• Give you a copy of our “Notice of Privacy Practices,” which explains your health information rights and how we use your information
• Explain how you can apply for financial assistance, even if you have insurance
• Connect you with community resources for care and information
• Help you get a copy of your medical records within a reasonable time if you request them. If access is not restricted, we will also share them with another provider if you request that we do so.

We expect you to:

• Share complete and correct information about your health and medical history
• Tell us right away if there are changes in your/ your child’s condition
Financial Obligations

You can expect Seattle Children’s to:

• Provide information on our website about billing, financial assistance, and resources to assist you
• Give you a copy of “About Your Hospital Bill”
• Provide an estimated cost for services when you ask for it before we provide non-emergency care
• Explain how you can apply for Seattle Children’s financial assistance, even if you have insurance

We will expect you to:

• Pay your bill or work with your insurance company and our financial counselors to do so
• Follow your health insurance requirements such as responding promptly to letters if they request more information from you
• Get a referral before scheduling non-urgent care if you are a member of a health system that requires approval to seek care outside of the health system
Seattle Children’s works hard to always improve and learn, and your suggestions are very important to us. We hope you will tell us when we do a good job and when we do not meet your expectations. You have the right to submit a complaint about your care or treatment without fear of retribution or denial of care. Here are the ways you can give us your feedback:

- **Speak** with your provider or nurse in the moment about your concerns. If they are not able to help, ask to speak with a charge nurse or manager.
- **Call** Patient and Family Relations at 206-987-2550. If you would like to speak to someone in your own language, call 1-866-583-1527 and ask to be connected to Patient and Family Relations.
- **Fill out** a comment card and give it to a staff member. Cards are at the hospital and all clinic locations.
- **Submit online** www.seattlechildrens.org/familyfeedback or email family.feedback@seattlechildrens.org
- **Write** to:
  Seattle Children’s Hospital
  Patient and Family Relations
  PO Box 5371, RB.7.420
  Seattle, WA 98145-5005

If you call Patient and Family Relations about a grievance, you can expect acknowledgement of your concern in 7 to 10 days and an estimated date for a final response.

**Ways to file a complaint outside of Seattle Children’s**

You may file a complaint directly with the Washington State Department of Health:

- **By calling** 1-800-633-6828 or 360-236-4700
- **By writing:**
  HSQA Complaint Intake
  PO Box 47857
  Olympia, WA 98504-7857
- **By email:**
  HSQAComplaintIntake@doh.wa.gov
You may also contact DNV GL Healthcare, which is the agency that surveys Children’s:

- **By calling:** 1-866-496-9647
- **By writing:**
  
  ATTN: Hospital Complaints  
  400 Techne Center Drive #100  
  Milford, OH 45150
- **By email:** hospitalcomplaint@dnvgl.com
Main hospital number 206-987-2000
Medical records 206-987-2173
Patient privacy 206-987-1200 or privacy.questions@seattlechildrens.org
Security concerns 206-987-2030
Child abuse and neglect 206-987-2194
Disability access 206-987-2550
Deaf and hard-of-hearing services 206-987-5010
Billing/Financial assistance
  Hospital and provider bills 206-987-5770
  Financial assistance 206-987-3333
Help making difficult medical decisions (Ethics consult) 206-987-2000
  (ask operator for ethics consultant)
Religious or spiritual services 206-987-2000
  (ask operator for chaplain.)
Advance directives 206-987-2167
Comments and concerns 206-987-2550
  1-866-987-2000 Toll-free
Discrimination is against the law
Seattle Children’s complies with applicable federal and other civil rights laws and does not discriminate, exclude people or treat them differently based on race, color, religion (creed), sex, gender identity or expression, sexual orientation, national origin (ancestry), age, disability, or any other status protected by applicable federal, state or local law.

Free aids and services for people with disabilities
Seattle Children’s provides these free aids and services to help people with disabilities, such as patients and caregivers, communicate effectively with us:

- Qualified sign language interpreters
- Written information in other formats (e.g., large print, audio, accessible electronic formats)

Free language services
Seattle Children’s provides these free language services to people, such as patients and caregivers, whose primary language is not English:

- Qualified interpreters
- Information written in other languages

If you need these services, tell the person helping you that you need assistance, or contact the Family Resource Center at 206-987-2201.

Complaints?
If you believe Seattle Children’s has failed to provide these services or discriminated in any way, you can file a formal complaint (grievance) with Patient and Family Relations:
Seattle Children's Patient and Family Relations
• Online: www.seattlechildrens.org/familyfeedback
• Email: family.feedback@seattlechildrens.org
• Mail: Seattle Children’s Hospital
  M/S RB.7.420
  PO Box 5371
  Seattle, WA 98145-5005

If you need help filing a formal complaint (grievance), call the Patient and Family Relations number above and someone will help you.

OR

U.S. Department of Health and Human Services, Office for Civil Rights
You also can file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights:
• Online: https://ocrportal.hhs.gov/ocr/portal/lobby.jsf
• Phone: 1-800-368-1019
  1-800-537-7697 (TDD)
• Mail (Complaint forms are available at www.hhs.gov/ocr/office/file/index.html):
  Centralized Case Management Operations
  U.S. Department of Health and Human Services
  200 Independence Avenue SW
  Room 509F HHH Bldg.
  Washington, D.C. 20201
If you do not speak English, or if you are Deaf, hard of hearing or Deaf/blind, we will provide interpretation services for you at no charge. Tell the person helping you that you need an interpreter or call the Family Resource Center at 206-987-2201. TTY: 206-987-0391
If you do not speak English, or you have a hearing, speech or language impairment, we will provide free interpretation services.

TTY: 206-987-0391.
If you do not speak English, or if you are Deaf, hard of hearing or Deaf/blind, we provide free interpretation services.

- Inside the hospital: Ask the person helping you for an interpreter or call the Family Resource Center at 206-987-2201.
- Outside the hospital: Call the toll-free Family Interpreting Line, 1-866-583-1527. Tell the interpreter the name or extension you need.
- For Deaf and hard of hearing callers: Call 206-987-0391 (TTY).

Si usted no habla inglés, es sordo, hipoacúsico o sordo/ciego, tenemos servicio gratuito de interpretación.

- En el hospital: Pídale la persona que lo atiende por un intérprete o llame al Centro de Recursos para la Familia al 206-987-2201.
- Fuera del hospital: llame a la línea gratuita de intérprete: 1-866-583-1527. Mencionele al intérprete el nombre de la persona o extensión que necesita.
- Para personas sordas o con pérdida auditiva: 206-987-0391 (TTY).

Haddii aadan ku hadlin ingiriisiga, ama haddii aad dhagoole tahay, maqalku kugo adag yahay, ama dhagoole/indhoole tahay, waxaad heli kartaa in laguu turjumaano adiga oon wax lacag ah bixiin.

- Markaad joogto isbitaalka: U sheeg qofka ku caawinaya inaad u baahan tahay turjumaan ama wac 206-987-2201 xarunta khayraadka qoska.
- Markaad joogto waxa ka baxan isbitaalka, u soo wac khadka turjumaad qoyska ee lacag la’aanta ah. 1-866-583-1527. U sheeg tujumaanka magaca iyo khadka gaarka ah ee aad rabto.
- Soo wacayaasha maqal-la’aanta ah iyo kuwa u maqal ku adag yahay 206-987-0391 (TTY).