Let's Talk About...

Patient and family rights

Intermountain Healthcare is dedicated to meeting your health care needs, and treating you and your child with the respect and consideration you deserve.

You and your child have the following rights:

- To receive health care, regardless of your age, race, color, ethnicity or national origin, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation, gender identity or expression, veteran status, and/or the ability to pay.
- To be treated with courtesy, respect, and consideration at all times and under all circumstances.
- To have privacy (including visual and auditory privacy), safety, and security maintained.
- To receive pastoral care or other spiritual services that is respectful of your personal values and spiritual beliefs.
- To be informed about your child's current diagnosis, treatment, and any known outcome.
- To participate in your child's plan of care and other decisions about your child's health care, including informed consent and decisions about managing your child's pain.
- To participate in your child's physical care, as appropriate.
- To make decisions, in collaboration with your physician, to accept or refuse medical care as permitted by law, and to be informed of the medical consequences and risks of such refusals.
- To have pain assessed and treated individually, effectively, and as promptly as possible.
- To receive necessary information in words you understand and, if you wish, to have a designated representative involved. This may also include interpreter services and/or use of assistive devices.
- To access information contained in your child's medical record, in a timely fashion, and within the limits of the law.
- To have all your child's personal and medical information and records kept confidential.
- To have the child's parent/guardian and (if you request) your child's doctor notified promptly when your child is admitted to the hospital.
- To have all persons who have contact with you clearly identified by name and function.
- To be free from mental and physical abuse and to access Protective Services if you think you or your child have experienced abuse or neglect in the hospital.
- To not have your child secluded or restrained, except to prevent injury to themselves or others, or in cases when they have to be protected from interfering with the delivery of their medical care.
- To be told if any proposed treatment is for the purpose of research, and to be able to consent or refuse to participate without your decision affecting your child's care.
- To participate in the consideration of ethical issues about care decisions.
- To have advance directives (a living will, special power of attorney, or medical treatment plan) honored and followed, as formulated by patients 18 years and older. Medical treatment plans can be formulated for patients less than 18 by their parents, with their physician.
- To participate in decisions about withholding resuscitative services or withdrawing life sustaining treatment and care at the end of life, as limited by law and your child's condition.
- To receive, upon request and in a timely manner, a copy of your itemized bill, an explanation of the bill, and assistance in filing insurance forms and arranging for financial payment options.

- To be informed of hospital rules that apply to you and your child.
- To request, at your expense, additional professional opinions about your child's care.
- To have contact with people from outside the hospital as visitors or by phone or mail.
- To have visitation rights which include the right to receive designated visitors according to facility and unit specific procedures.
- To receive information on how to express a concern or complaint about care or service.

You and your child have the following responsibilities:

- To cooperate with all persons providing your care and treatment.
- To respect the property, comfort, environment and privacy of other patients.
- To try to understand and follow instructions concerning your treatment and ask questions if you do not understand or need an explanation.
- To provide accurate and complete information regarding your child's health problems and medical history by answering all questions as truthfully and completely as you can.
- To be responsible in your payment for treatment and to be cooperative and timely in providing insurance information.
- To inform the nurse of any medication brought from home.
- To accept responsibility for consequences following a decision to refuse treatment or instructions.

How to resolve problems with your child's care...

Expressing your concerns will not negatively impact your child's care in any way. Our goal is to resolve these concerns during the hospital visit. May we suggest the following process to address your concerns.

1. If you have concerns about the care or service, talk directly to one of the following: your nurse; your physician or other involved care provider; the unit charge nurse, manager or director; the nursing supervisor; or the medical social worker.
2. If your concerns are not resolved, please contact Primary Children's Quality Resource Department at ext 26315 (801.662.6315).
3. You may also file a compliant or grievance about any licensed healthcare facility or provider (doctor or nurse, etc.) by contacting: Utah Bureau of Health Facility Licensing at 1.800.662.4157.
4. Primary Children's Medical Center is proud to be accredited by The Joint Commission. This accreditation shows our commitment to follow high standards of quality of care and patient safety. To tell them about your concerns, call 1.800.994.6610.

How to resolve ethical problems related to your child's care

If you face an ethical issue regarding the care of your child, you are welcome to contact the hospital's Ethics Committee for guidance and support. Please call the hospital operator and ask to speak to the ethics consultant on call.

Intermountain
Primary Children's
Medical Center
The Child First and Always®

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Pediatric Education Services, 801.662.3500 | LTA520407988 (07/12) | *Available in Spanish*