

## PEDIATRIC BILL OF RIGHTS FOR PATIENTS

At TGH, I have the right to:

- Be called by my name.
- Be treated with respect and dignity.
- Know the names of my doctors, nurses, therapists and others who help care for me.
- Be taken care of by staff who knows how to provide age-appropriate interventions.
- Care that includes consideration of the psychological, emotional, spiritual and cultural variables that influence my perception of the illness and/or disability.
- Have as normal a schedule as possible, which includes uninterrupted sleep.
- Have my pain assessed and appropriately addressed during this rehab stay.
- Receive care in a safe setting.
- Be told what is happening to me, and to have my questions answered honestly in words I can understand.
- Make choices and decisions whenever possible. (When possible, I can choose where and when I get my treatments.)
- Privacy and confidentiality about the reason for my hospital admissions.
- As short and comfortable a stay as possible.

## PEDIATRIC BILL OF RIGHTS FOR FAMILIES AND CAREGIVERS

At TGH, your family/caregiver has the right to:

- Be treated with respect and personal dignity.
- Receive information you can understand from those caring for your family member.
- Know about the policies, procedures and routines of the hospital care, which includes consideration of the psychological, emotional, spiritual and cultural variables that influence your perception of the illness and/or disability.
- Know what support services are available, including whether an interpreter is available.
- Know who is providing medical services and who is responsible for such services.
- Receive information that will help you and others at home take care of the patient after you leave the Inpatient Pediatric Rehabilitation Program. The materials you get will include information about community resources.

If you have an issue regarding care you receive at TGH, you are encouraged to contact a hospital employee — if you are still in the hospital. The employee will refer your issue to the appropriate department manager/director if unable to resolve the issue(s). All efforts will be made to resolve your issue(s) by the hospital. You may also choose to contact the hospital risk manager at (813) 844-7666; AHCA (Agency for Health Care Administration) at (888) 419-3456; FMQAI (Florida Medicare Quality Improvement Organization): The Florida ESRD Network at (800) 826-3773 for a formal grievance involving end-stage renal disease services; or The Joint Commission at (630) 792-5000 when your issue(s) cannot be resolved.