St. Louis Children’s Hospital cares about the rights of its patients and families. The information outlined here serves to inform you of these rights, and helps guide hospital staff to ensure all children and parents have their rights supported.

**PATIENT RIGHTS**

You and yours refer to the patient or, if the patient is a minor, the parent/guardian acting on the behalf of the minor patient.

Every patient has the right to participate in the development and implementation of his or her plan of care. Specifically, the right:

- To be told about your care. All information relating to your care will be communicated in terms that you can understand. When it is not medically advisable to provide information to the patient, the information will be made available to a legally authorized individual. You have the right to review your medical record. You have the right to know the professional credentials of the people taking care of you. You may not be transferred to another hospital unless the need for and options to such a transfer have been explained to you. You will be told of any options, such as home care, when hospital care is no longer needed. Staff will also help you and your family in planning to leave the hospital.

- To have a family member or your family doctor told of your admission to the hospital. We will make every effort to tell a family member or your family doctor of your admission to the hospital, unless you request that this not be done. You have the right to receive visitors you designate including, but not limited to a spouse, domestic partner, another family member or a friend regardless of race, color, national origin, religion, sex, gender identity, sexual orientation or disability. You have the right to withdraw or deny visitation privileges based on your preferences.

- To make decisions about your care. St. Louis Children’s Hospital respects your right to make decisions about your care. You have the right to receive information to help you fully understand your diagnosis, treatment(s) and prognosis. Talk over concerns with your doctor and family. You may refuse care, treatment and services in accordance with law. If you decide to say “no” to a treatment or procedure, think about your decision carefully so that you understand the full effect on your health.

- Your right to complain. You have the right to complain about concerns that you have during your stay at St. Louis Children’s Hospital. The hospital will make every effort to resolve any concerns reported and uses all reports as opportunities to improve the care/service provided. Everyone, regardless of age, race, creed, sex or national origin will have access to accommodations or treatment that is available and medically indicated. If you feel you have been discriminated against due to age, race, creed, sex or national origin, you have the right to file a complaint, which the hospital will investigate.

To file a complaint with the hospital please use one of the following processes:

1. Contact a staff member and voice your concerns with him/her.
2. Submit your complaint in writing to: St. Louis Children’s Hospital Office of Pediatric Quality Management One Children’s Place St. Louis, MO 63110
3. Email us at slchcomplaints@bjc.org
4. Call us at 314.454.6000

Please request the Office of Pediatric Quality Management.

The hospital will acknowledge your complaint within two days of receiving it. All complaints will be addressed as quickly as possible. After investigating the complaint, the hospital will provide you with a written response addressing your complaint. This should occur: 

**PATIENT RIGHTS AND RESPONSIBILITIES**

St. Louis Children’s Hospital is committed to providing care that is safe, effective, patient-centered and respectful. We value your input and feedback, and we are committed to continuously improving our care. If you have any concerns about your care, please let us know. We will do our best to address your concerns and work towards a resolution.

If you have concerns about discrimination or retaliation, you have the right to file a complaint with the hospital. The hospital will take reasonable steps to protect your confidentiality and to provide a fair and impartial investigation of your complaint.

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• Your right to confidentiality of clinical records. You have the right to expect the discussion of your illness, any exam or treatment, and your condition. It is wise to think about who you would like to speak for you if you were unconscious or otherwise unable to speak for yourself. It is important that you let your doctor, other staff and your family and friends know whom you have chosen to be your spokesperson(s). It is also important that you discuss your health care wishes with this/these person(s), so they may carry them out should you be unable to speak for yourself. You have the right to a written document, which expresses your wishes regarding accepting or refusing stated treatments or ending life-prolonging treatment, is called a living will or health care directive. Your family, doctors and hospital staff would refer to this document within 10 business days, depending on the complexity of the complaint. If you are not satisfied with the outcome of your complaint, we ask that you contact the Office of Pediatric Quality Management at 314.454.6000. In addition to the internal complaint processes available to you, external complaint processes are also available through the Missouri Department of Health & Senior Services and Joint Commission. To contact these organizations call or write:

Missouri Department of Health & Senior Services
Bureau of Health Facility Regulation
PO Box 570
Jefferson City, MO 65102
573.751.6303

Joint Commission
One Renaissance Boulevard
Oakdale, TX 75161
630.792.5900

• Your right to be informed about your hospital bills. You have the right to a written document if you so choose. A written document, which expresses your wishes regarding accepting or refusing stated treatments or ending life-prolonging treatment, is called a living will or health care directive. Your family, doctors and hospital staff would refer to this document if you were unable to tell them your wishes. You might like to choose someone to speak for you by completing a Durable Power of Attorney for Healthcare. Alternatively, be sure to talk with the person holding your Durable Power of Attorney for Healthcare regarding your values particularly about end of life issues.

• Your right to speak up if you feel at risk for harm. Speak up if something does not seem right! You know your child best. We invite you to tell us if something doesn’t look or feel right. Provide us with a list of current medications, the dosages and how often they are taken. Ask questions and get answers that you understand. Expect staff to:
  - Introduce themselves and explain what they are doing and why.
  - Check your child’s identification wristband frequently.
  - Ask about possible allergies and medication reactions.
  - Wash their hands frequently to prevent the spread of infection.
  - Introduce themselves and explain what they are doing and why.
  - Look at your child’s identification wristband frequently.
  - Ask about possible allergies and medication reactions.
  - Wash their hands frequently to prevent the spread of infection.
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