



# Patient and Family Rights and Responsibilities

**We care about the rights of all our patients and families.**

## **Rights**

We know that it is a privilege to care for your child. To make sure that you and your child get the best care, we will:

- Tell you and your child what is going on in a way both you and your child understand.
- Provide interpretive services if you need them.
- Tell you and your child who we are, what job we do, and what role we play in your child's care.
- Listen to you and your child.
- Work as a team with you and your child.
- Encourage you and your child to help create a plan of care that is best for him/her.
- Make you and your child feel at ease. Please talk to us about any concerns, fears, or complaints you may have.
- Provide a safe environment that is free from neglect, harm, and abuse.
- Try to make your child feel better if he/she hurts or is uncomfortable.
- Encourage your family and friends to be with you.
- Support your freedom to observe and celebrate special traditions.
- Respect any request for more information, to refuse care, or to get a second opinion.
- Protect your and your child's privacy and personal health information.
- *Prohibit discrimination based on age, race, ethnicity, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation, and gender identity or expression.*

## **Responsibilities**

We want to do all we can to help your child feel better, but we need your help.

Please:

- Tell us true and complete information about your child's health, symptoms, and any medicine he/she takes.
- Work with our doctors, nurses, and care team to plan the best care for your child.
- Tell us if you do not understand the care plan, diagnosis, or treatment.
- Follow the care plan that you and the care team have agreed upon.
- Give only the medicine the doctor says your child should have.
- Tell us if you have any concerns about your or your child's safety.
- Talk to us about your family's needs, worries, and concerns.
- Ask questions to help us keep you informed.
- Tell us your ideas about how we can meet your and your child's needs.
- Respect the privacy and the rights of other patients, families and staff.
- Help other patients rest by keeping noise at a level that can be heard only inside your room.
- Bring your child's favorite toy or blanket, but leave your other valued items at home.
- Follow Children's Hospital policies involving visiting, use of tobacco products, alcohol, illegal drugs, weapons and firearms.
- Keep track of your personal items and take them with you when you go home.

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Questions/Concerns? You may contact our office of Patient Experience: 865-541-8724 / 865-541-8586.

If you still have concerns after speaking with us, you may contact:

### **Tennessee Department of Health**

Division of Health Care Facilities  
Centralized Complaint Intake Unit  
665 Mainstream Drive, Second Floor  
Nashville, TN 37243  
Phone: 1-877-287-0010

### **Office of Quality and Patient Safety**

The Joint Commission  
One Renaissance Blvd.  
Oakbrook Terrace, IL 60181  
Fax: 630-792-5636  
Email: [complaint@jointcommission.org](mailto:complaint@jointcommission.org)