

Gillette Children’s Patient Rights

General Rights and Safety

- Our doctors and staff will treat patients and their families or caregivers with courtesy and respect.
- We'll provide a prompt response to questions and requests from you or your child.
- We'll provide language interpretation and translation services at no charge to you or your family.
- You or your child will receive care in a safe setting—free from verbal or physical abuse, harassment, humiliation or neglect.
- No one may mistreat you or your child while you're at Gillette.
- No one may restrain you or your child, except during an emergency or if a doctor has ordered restraints for a limited time. We'll use restraints only to protect you, your child or others from injury.
- You or your child may bring and use clothing and belongings from home, if space permits.
- We won't ask you or your child to perform any services for Gillette in exchange for care.

Your Health Care

- You or your child will receive appropriate medical and personal care based on individual needs and tailored to age, language, and ability to understand.
- You (and your child, if appropriate) will be involved in discussions about care. We encourage parents and legal guardians to allow their children to participate in making their own health care decisions.
- Your health care provider will give you complete, current information about diagnoses, treatment plans and treatment options—including the risks and expected results of each option.
- Your primary care provider will be notified of your admission or your child's admission to Gillette unless you tell us to do otherwise.
- Your provider will give you complete information about treatment or care that might be needed after discharge.
- You or your child may refuse any unwanted care.
- If you're unable to make medical decisions, or if your right to refuse care is legally limited, your provider will write that in your medical record.
- You or your legal guardian may create a health care directive that tells us what kinds of care you or your child would like to receive. If you have a health care directive, Gillette providers and staff will follow it. If you don't have a health care directive, we'll provide treatment that we believe is in the best interest of you or your child.
- You or your child may participate in experimental treatments, or you may refuse such treatments. We'll

tell you about their potential risks and results. Before you or your child takes an experimental medicine

- or has an experimental procedure, we'll obtain your informed consent.
- During a hospital stay, our staff will assess, acknowledge, address and/or treat needs related to pain experienced by you or your child.
- Gillette staff will help you understand and exercise your rights as a patient. You also may contact other people and organizations that can protect you or your child and help you understand and use your patient rights. We've listed the names and contact information of some of those organizations under Making Complaints and Grievances.
- Gillette has affiliations with, and provides clinical training opportunities for, students from accredited colleges and universities.

Bills and Insurance Coverage

- If requested, we'll tell you the cost of Gillette's basic daily room rate (per diem).
- If requested, we'll let you know that other services are available at additional charges.
- If requested, we'll make every effort to help you find out whether Medicare, Medicaid or other government programs will pay for care provided to you or your child.
- Gillette's Twin Cities clinics are designated as outpatient hospital facilities. As a result, copayments might be higher at Gillette than they would be at clinics unaffiliated with hospitals.
- In addition to outpatient hospital charges, you might receive bills for professional fees from your doctors, surgeon, psychologist, anesthesiologist and/or radiologist.

Your Privacy

- While you're at Gillette—as an inpatient or for outpatient care—you are welcome to have visitors. As a parent or legal guardian, you may allow anyone you wish to visit.
- Sometimes, medical status or schedule will affect when a patient can have visitors. If a patient has had surgery, for example, we might need to restrict visitors so the patient has enough time to rest and receive care. If you or your child is in a therapy session, we might ask visitors to wait until that session is complete. Please ask your nurse if you have questions.
- You may discuss treatments and procedures with any member of Gillette's medical staff.
- If you or your child can't communicate when arriving at Gillette, we'll make every reasonable effort to contact a member of your family or your guardian.
- You or your child will have medical and personal privacy during your

stay at Gillette. We'll respect your family's personal, religious and cultural beliefs.

- You have a right to respect and privacy as it relates to medical and personal care provided to you or your child at Gillette. Case discussions, consultations, examinations and treatments are confidential. We'll conduct them discreetly.
- We'll respect the privacy of you or your child during toileting, bathing and other activities of personal hygiene, except as needed for safety or assistance.
- You may keep medical records and personal information about you or your child confidential. You must give us permission before we can release medical records.
- You may ask for copies of medical records for you
- or your child. If you do, we'll provide a copy within a reasonable amount of time.
- You or your child may talk privately with, send letters to, and talk on the telephone with anyone you choose. We'll provide access to a telephone and stationery.
- You may select people to accompany you or your child to appointments and to help in making health care decisions. Only you or the person legally responsible for making health care decisions for you or your child can sign consent forms. You may decide whether you
- want callers or visitors to know that
- you or your child is receiving care at Gillette.
- You may decide whether to take phone calls or allow visitors. We won't give callers or visitors information unless you say it's OK for us to release it. (In some cases, federal law prohibits us from disclosing such information, even if you give us permission.)

Making Complaints and Grievances

- At Gillette, we strive to continually improve our services. We welcome your comments, compliments and concerns.
- You may complain or make suggestions about any part of care received at Gillette.
- We'll respond to your complaints in a timely manner.
- If you need help making a complaint, ask any member of Gillette's staff for assistance. No one will threaten you, punish you or stop providing care because you complain or express concerns.
- Gillette's staff members are trained to respond to many patient and family complaints. Often, the best way to express a concern is to talk to someone who provides the service you're concerned about. For example, if you have a concern about nursing care, talk to a Gillette nurse.

- If you don't feel comfortable talking to a staff member who provides care for you or your child, ask to speak with a manager or supervisor.
- We also have a patient representative available to address your concerns. To speak with the representative, call 651-578-5218.

If you prefer, you may seek help about your concerns from agencies outside Gillette, including:

Minnesota Board of Medical Practice
335 Randolph Ave, St. Paul, MN 55102
612-617-2130 or
800-657-3709 (toll-free)
medical.board@state.mn.us

**Office of Health Facility Complaints
Minnesota Department of Health**
P.O. Box 64975
St. Paul, MN 55164-0975
651-201-5000
888-345-0823 (toll-free)
health.ohfc-complaints@state.mn.us

**The Joint Commission
Office of Quality and Patient Safety**
1 Renaissance Blvd.
Oakbrook Terrace, IL 60181
800-994-6610 (toll-free)
patientsafetyreport@jointcommission.org

**Office of Ombudsman
for Long-Term Care
Minnesota Board on Aging**
P.O. Box 64971
St. Paul, MN 55164-0971
651-431-2555
or 800-657-3591 (toll-free)

**Office of Ombudsman for
Older Minnesotans**
P.O. Box 64971
St. Paul, MN 55164-0971
651-431-2555
or 800-657-3591 (toll-free)

**Medicare Quality Improvement
Organization (QIO)**
Livanta – BFCC QIO
10820 Guilford Rd Ste 202,
Annapolis Junction, MD 20701-1262
1-888-524-9900 or TTY
1-888-985-8775
www.livantaqio.com