

## 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

2829 University Ave. SE, Suite 500  
Minneapolis, MN 55414-3246  
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 64970  
St. Paul, MN 55164-0970  
651-201-4201 or 800-369-7994 (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)

## Patient Responsibilities

In addition to having rights, Gillette patients have responsibilities. Following these steps helps us ensure that you or your child receives the best care possible.

### Give Us Information

- Provide Gillette with a complete and accurate medical history. This history includes all prescribed and over-the-counter medicines (such as vitamins, homeopathic remedies and herbal substances) you or your child is taking.
- Tell us about all current treatments, whether at Gillette or elsewhere.
- Tell us if you have any advanced planning documents that might limit the care you want us to provide to you or your child.
- Give us correct information about how bills for your care or your child's care will be paid.
- Provide us with changes of address and telephone numbers so we can reach you.

### Call Us

- If your—or your child's—condition worsens or doesn't follow the expected course, call your provider or nurse right away.
- If you need to refill prescription medicines, tell your provider or nurse five to seven days before you're going to run out of medicine.
- If you're dissatisfied with any aspect of care provided to you or your child, inform any of your Gillette health care providers—or talk to our patient representative. (See *Making Complaints and Grievances*, left.)
- If you can't keep a scheduled appointment, call us as soon as possible at 651-290-8707. That will let us offer the time to another patient.

### Be Involved in Your Health Care

- Take part in planning for care and discharge of you or your child.
- Let us know if you don't clearly understand the plan of care for you or your child, including how to carry it out.
- Ask questions if you don't understand the information you're given.

### Help Us Help You

- Give prescription and over-the-counter medicines as directed.
- Never share with others medicine prescribed for you or your child.
- Make and keep track of appointments.
- Arrive at appointments on time.
- Follow Gillette's rules and regulations at our hospital and clinics.
- Be considerate of the rights of other patients and of Gillette staff and property.

## Our Mission

Gillette Children's Specialty Healthcare provides specialized health care for people who have short-term or long-term disabilities that began during childhood. We help children, adults and their families improve their health, achieve greater well-being and enjoy life.



St. Paul (Main) Campus  
200 University Ave. E.  
St. Paul, MN 55101  
651-291-2848  
800-719-4040 (toll-free)

Brainerd Lakes Clinic  
15860 Audubon Way  
Baxter, MN 56401  
218-824-5001  
800-578-4266 (toll-free)

Burnsville Clinic  
305 E. Nicollet Blvd.  
Burnsville, MN 55337  
952-223-3400  
866-881-7386 (toll-free)

Duluth Clinic  
Lakewalk Center, Suite 210  
1420 London Rd.  
Duluth, MN 55805  
218-728-6160  
800-903-7111 (toll-free)

Gillette Mankato Clinic  
1421 Premier Dr.  
Mankato, MN 56001  
507-207-2700  
844-207-2700 (toll-free)



435 Phalen Blvd.  
1st Floor  
St. Paul, MN 55130  
651-636-9443  
800-578-4266 (toll-free)

Maple Grove Clinic  
9550 Upland Ln. N.  
Maple Grove, MN 55369  
763-496-6000  
888-218-0642 (toll-free)

Minnetonka Clinic  
6060 Clearwater Dr.  
Minnetonka, MN 55343  
952-936-0977  
800-277-1250 (toll-free)

Minnetonka Therapies  
12400 Whitewater Dr., Suite 2030  
Minnetonka, MN 55343  
952-908-1500  
855-908-1500 (toll-free)

Phalen Clinic  
435 Phalen Blvd.  
2nd floor  
St. Paul, MN 55130  
651-228-6400  
800-578-4266 (toll-free)

Willmar Clinic  
1303 1st Street South, Suite 1  
Willmar, MN 56201  
651-290-8707  
800-578-4266 (toll-free)

Outreach Clinics  
For locations and schedules:  
651-290-8707  
800-578-4266 (toll-free)  
gillettechildrens.org

[gillettechildrens.org](http://gillettechildrens.org)

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Gillette Children's Specialty Healthcare is named in honor of orthopedic surgeon Arthur Gillette, M.D., who helped found the nation's first hospital for children who have disabilities. We are an independent, not-for-profit children's hospital, and our organization has no affiliation with the Gillette Company or the Gillette brand of personal care products.

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# UNDERSTANDING

## Patient Rights and Responsibilities



## 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.

### Your Gillette Doctors and Others Who Provide Care

- We'll give you (in writing) the name, business address, telephone number and medical specialty of the doctor in charge of care for you or your child.
- If you request the information, we'll tell you if Gillette or your child's doctor is associated with other health care facilities. For example, if your child sees a doctor whose main practice is outside Gillette, and you request the information, we'll give you that doctor's name and address, and we'll describe the services that doctor will provide for 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*. (See reverse side.)
- 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.)

*This brochure uses simple language to help Gillette patients understand their rights and responsibilities. It's a summary, not a legal document. For a copy of the Minnesota Health Care Bill of Rights § 144.651 or Federal Regulations 42 CFR § 482.13, please visit [www.gillettechildrens.org/RightsandRecords](http://www.gillettechildrens.org/RightsandRecords). You may also email [Publications@gillettechildrens.com](mailto:Publications@gillettechildrens.com), or call Gillette Communications and Advertising at 651-229-1773.*

