

Patient Rights and Responsibilities

The team members of The Children's Institute of Pittsburgh and its affiliates (The Children's Institute) support these rights, which apply to all patients and clients. These rights also apply to your designated/legal representative if you are unable to exercise them. Our goal is to provide care that is effective and follows all laws and regulations.

PATIENT RIGHTS

You have the right to services without discrimination based upon age, AIDS or HIV status, ancestry, color, culture, disability, education, gender identity, gender expression, income, language, marital status, national origin, race, religious creed, sex, sexual orientation, union membership, or who will pay your bill.

You have the right to be free from abuse or neglect.

You have the right to be spoken to in your own language. If you do not speak English, you should have access where possible to an interpreter.

You have the right to clear information about your diagnosis, treatment, and prognosis, including information about alternative treatments and possible complications. The information will be given on your behalf to your designated/legal representative, if needed. Except in certain limited circumstances, you have the right to provide informed consent prior to the start of your treatment.

You have the right, upon request, to be given the names of all team members directly participating in your care, and the names and professional status of other persons including interns, students, or other trainees having direct contact with you. You have the right to request alternative team members on the treatment team.

You have the right to participate in your care and treatment as much as possible. You have the right, working with team members, to make decisions involving your health care. There are times when this may not be possible. In these situations, your designated/legal representative will be able to use these rights.

You can choose or refuse to take part in any experimental, research, donor program or educational activities, if applicable. If you have chosen to participate, you can refuse to continue in the activity at any time.

Your personal health information will always be treated as private (confidential). This includes written records and verbal information.

You have the right to receive information on how we will use your protected health information. Our *Notice of Privacy Practices* tell you the ways we use your protected health information.

You have the right to ask that we limit the information we use or share, in accordance with our *Notice of Privacy Practices*.

You have the right to ask for a copy of your health record (there may be a fee for the copy of your records). If you feel that your information is wrong, you may ask us to fix the information. You have the right to ask for a list of disclosures we have made of your protected health information. In accordance with our Notice of Privacy Practices, the list will not include disclosures made more than six years prior.

DO YOU NEED A COPY OF YOUR MEDICAL RECORD?

Please contact medical records at 412-420-2538 or visit www.amazingkids.org for more information. You will be asked to complete the Authorization for the Release of Information (ROI) Form.

After we receive the ROI Form, the documents can be picked up or mailed.

You have the right to a detailed explanation of your bill. You have the right to receive full information and counseling on financial resources for your services.

You have the right to report any complaints regarding your services. You should contact the director of the department of which you are receiving services if you have a complaint. You can also contact the Compliance department in writing, phone call, or email.

The Children's Institute

Attn: Compliance Department

1405 Shady Ave. Pittsburgh, PA 15217

Phone 412-420-2400

Or

Compliance Officer

Lynette Deaver

412-420-2193 or lynette.deaver@amazingkids.org

These complaints will be reviewed and, when possible, corrected. Voicing complaints will not result in retaliation or barriers to service. When we get your complaint, you will be contacted via phone or email within two (2) business days to talk about the situation. You will receive a written response (letter or email) detailing your complaint and what was done to address it, within thirty (30) days.

If you feel you are not getting what you need, or you do not want to talk with our team members, you can contact any of the following:

Pennsylvania Department of Health

Health and Welfare Building

8th Floor West

625 Forster Street

Harrisburg, PA 17120

Healthy Kids Line - 1-800-986-KIDS

Home Health Complaints - 1-800-254-5164

Complaint Hotline - 1-877-PA-HEALTH (1-877-724-3258)

<https://www.health.pa.gov/About/Pages/Contact.aspx> (Contact Us Form)

<https://www.health.pa.gov/About/Pages/Customer-Service.aspx> (Facility Complaint Intake Form)

PATIENT RESPONSIBILITIES

To give you the best care, we ask that you do these things:

- You show respect for the team members, visitors, and property of The Children's Institute
- To the best of your ability, you provide truthful and complete information relating to your health history or care for you to receive the best treatment.
- You work with team members to develop your treatment plan/plan of care.

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- You will follow the recommendations of team members and ask questions if you do not understand.
- You comply with the applicable policies and procedures of The Children's Institute, including, but not limited to, participation policies, appointment policies, and other departmental policies, as applicable.
- You assume the responsibility of paying for all services rendered. The payment will either be through third-party payors (your insurance company), or you will be responsible for payments for any services that are not covered by your insurance.
- You will tell team members if you have questions or problems. Please ask if you do not understand any of these rights and responsibilities.

These rights and responsibilities will be given to you at your first visit, and a copy of these rights and responsibilities is posted at the front desk of all campuses and available on our website. You can always ask a team member for a copy or for more information.