

Please talk with your child's nurse or doctor if you do not feel your rights have been respected. You also may call Children's Hospital of Wisconsin Patient Relations at 414-266-7848 during regular business hours. After hours, call the hospital operator at 414-266-2000 and ask for the Patient Care Manager on call.

Please contact Children's Hospital Patient Relations to file a complaint:

Children's Hospital of Wisconsin
Patient Relations
PO Box 1997, MS 939
Milwaukee, WI 53201
Email: PatientRelations@chw.org
414-266-7848

If you feel your concerns have not been addressed by Children's Hospital, call:

Wisconsin Department of Health Services
Division of Quality Assurance
PO Box 2969
Madison, WI 53701-2060
Email: dhswebmaildqa@wisconsin.gov
1-800-642-6552

The Joint Commission
Office of Quality Monitoring
One Renaissance Boulevard
Oakbrook Terrace, IL 60181
Email: complaint@jointcommission.org
1-800-994-6610

Office of Medicare Beneficiary Ombudsman
7500 Security Boulevard
Baltimore, MD 21244
1-800-633-4227
1-877-486-2048 (TTY)

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Milwaukee, WI 53201
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Patient and Family Rights and Responsibilities



Kids deserve the best.

If you have questions or trouble reading, someone will explain these points to you.

You or your child has the right to:

- Medical care without prejudice.
- Care that respects you or your child's age, cultural and social needs.
 - Meet your religious or other spiritual needs.
 - Care in a setting free from harassment, neglect or abuse.
- Make a living will if 18 years of age or older. This means you may express your health care wishes ahead of time.
- Choose a person to carry out your patient rights, if you are 18 years of age or older. This would include signing documents, even if you are competent.
- Create a visitor list.
- Get information about special services such as guardianship, advocacy and child or adult protective services.
- Privacy about your health care as explained in our Joint Notice of Privacy Practices.
- Participate in care, care planning and consent.
- Say no to care, treatment, or services (as allowed by law) and be told of possible medical consequences.
- Be told of unexpected results of care, treatment or services.
- Know who is in charge of you or your child's care.

- Have a doctor and a family member told of the admission.
- Information about research or education projects affecting you or your child's care. You can say yes or no to be in these projects.
- We will check on your or your child's pain and give you relief options.
- Be free from restraints or seclusion unless medically or behaviorally necessary.
- Ask to see your bill and ask questions about financial assistance and charges.
- Express concerns. You or your child will be cared for even if you have a complaint.



You or your child is responsible to:

- Give truthful and complete health information.
- Tell the doctor or nurse if you do not understand any part of your or your child's care.
- Help with your or your child's care as you have agreed to.
- Follow the care plan and instructions.
- Pay medical bills for care provided.
- Follow the rules.
- Respect the rights of other patients, families, staff and property.
- Only take pictures or video of your child; photos or video of other people, staff or patients are not allowed.
- Know that the use of tobacco, illegal drugs, alcohol, guns or weapons of any kind are not allowed.