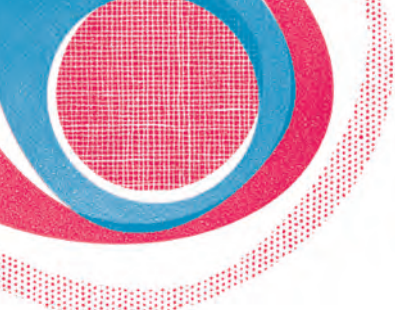




childserve®  
Believing in the spirit of a child.



## OUR PROMISES

**We promise these things to every child:**

- We will make sure you are *safe*.
- We will give you *choices*.
- We will tell you the *truth*.
- We will *listen* to you.
- We will have *fun* together!
- We will be *nice*.

**We'll even pinky-swear!**

(THAT'S HOW MUCH WE MEAN IT!)



# Your Rights and Responsibilities

We partner with families to help children with special healthcare needs live a *great* life.

## Rights

### YOU SHOULD KNOW...

Rights can be limited only with your permission or the permission of a legal representative. Limitation of rights must be based on an identified need and documented in your care plan. Limitations will be reviewed on a periodic basis to determine if each limitation should continue. Any violation of rights will be investigated for resolution.

## Participation in Care Planning

### YOU HAVE THE RIGHT TO:

- Be involved in the development of the care plan from admission to discharge.
- Know in advance the services to be received and about any changes in those services.
- Receive reasonable continuity of care.
- Be informed of the nature and purpose of any procedure to be performed.
- Be referred to other organizations and agencies upon your request.
- Be informed in a reasonable time of anticipated termination of services.

## Self Determination

### YOU HAVE THE RIGHT TO:

- Know the choices that are available.
- Make independent personal decisions.
- Enter into contracts as needed for care.
- Refuse all or part of our services to the extent permitted by law, and to be informed of the expected consequences of your actions.
- Refuse to participate in research or experimental treatment.
- Participate in the discussion of ethical issues.
- Have input regarding the staff on your service delivery team.

## Concerns

### YOU HAVE THE RIGHT TO:

- Provide feedback and share concerns about the care provided or denied to your child.
- Appeal any care decisions made by ChildServe.
- Due process.
- Freedom from barriers to services or retaliation for making complaints.
- Have referral to legal assistance and advocacy

## Information

### YOU HAVE THE RIGHT TO BE FULLY INFORMED OF:

- Your health condition.
- The services and supports appropriate for your needs including self-help, advocacy and legal.
- Our policies regarding care and communication.
- How payment for services may be covered.
- Changes in coverage within 30 days of the date we are made aware of those changes.

## Respect, Freedom and Dignity

### YOU HAVE THE RIGHT TO:

- Be treated with consideration, respect and the fullest measure of dignity.
- Have our staff communicate in a manner that is understandable to you.
- Be free from emotional, mental and physical abuse or neglect, humiliation and financial or other exploitation.
- Be free from any physical or chemical restraints not authorized by the plan of care.

## Privacy and Confidentiality

### YOU HAVE THE RIGHT TO:

- Privacy during the time you are in our care.
- Confidentiality of your records in accordance with legal and regulatory requirements.
- Determine who we will share care information with.

## Partnership and Responsibilities

### PARTNERING WITH CHILDSERVE...

ChildServe's mission is to partner with families to help children with special health care needs live a great life.

### TOGETHER WE ARE RESPONSIBLE TO:

- Treat each other with dignity and respect.
- Resolve concerns in ways that build a positive relationship.
- Share essential information to understand needs.
- Develop a plan of care that will meet the priority needs.
- Keep each other informed of any changes in health or any circumstances that would affect the services received from us.
- Notify each other in advance of any scheduling changes.
- Utilize available resources in a responsible way.