

# **PATIENTS' BILL OF RIGHTS AND RESPONSIBILITIES: NEONATES/PARENTS OF NEONATES**

## **RIGHTS**

- 1. Medical Care.** The right to quality care and treatment. Parent/guardian has the right to refuse treatment of the neonate to the extent permitted by law and to be informed of the medical and legal consequences of their decision. When concerned about the care received, they have the right to request review of the adequacy of care. They also have the right to expect reasonable continuity of care.
- 2. Alleviation of pain.** The right to available techniques for the alleviation of pain and discomfort to the maximal extent consistent with proven safety and benefit.
- 3. Minimal Separation.** The right to minimal physical separation from the time of birth through discharge from the hospital. Separation of the infant from the parent(s) shall be only for specifically indicated medical or nursing evaluation or therapy.
- 4. Respectful Treatment.** The right to considerate and respectful care, with recognition of the infant's personal dignity.
- 5. Informed Consent.** The right to be advised in non-clinical terms of information needed to make knowledgeable decisions on consent or refusal for treatments. Such information should include significant complications, risk, benefits, and alternative treatment available.
- 6. Emotional support.** The parent(s) of children with special conditions has the right to emotional support from the Naval Hospital Camp Lejeune staff, including social work, psychiatric, and religious/spiritual counseling.
- 7. Identity.** Parent(s) have the right to know, at all times the identity, professional status, and professional credentials of health care personnel, as well as the name of the health care provider primarily responsible for the care of neonatal patients.
- 8. Safe Environment.** The right to care and treatment in a safe environment.
- 9. Privacy and Confidentiality.** The right, within law and military regulations, to privacy and confidentiality concerning medical care and all treatment records maintained.
- 10. Explanation of care.** The right to an explanation concerning the infant's diagnosis, treatment, procedures and prognosis of illness in terms they can be expected to understand. The right to examine and receive an explanation of hospital charges regardless of the source of payment.
- 11. Medical Treatment Facility (MTF) Rules and Regulations.** Parent(s) are entitled to information about the mechanism for initiation, review and resolution of complaints concerning any aspect of care.
- 12. Advance Directive.** Under North Carolina law, the parent(s) have the ability to make sure the wishes regarding their neonate's health care will be known. Parent(s) have the right to formulate advance directives and to make health care decisions on the neonate's behalf to the extent permitted by the law.

## **RESPONSIBILITIES**

- 1. Providing Information.** The parent(s) of a Neonatal patient has the responsibility to provide full medical and psychosocial information regarding the infant, the mother, the father, and the family.
- 2. Visitation.** Parent(s) are expected to visit their infant regularly and to ensure that the staff is aware of how they may be contacted in the event of an emergency.
- 3. Compliance with Medical Care.** Parent(s) are expected to comply with mutually agreed upon treatment plans.
- 4. Respect and Consideration.** Parent(s) have the responsibility for being considerate of the rights of other patients and MTF health care personnel and for assisting in the control of noise, smoking, and the number of visitors. Parent(s) are responsible for being respectful of the property of other persons and of the medical treatment facility.
- 5. Financial Obligations.** Parent(s) are responsible for assuring that the financial obligations incurred for their child's health care are fulfilled as promptly as possible.
- 6. Reporting of Complaints.** Parent(s) have the responsibility for helping the MTF Commander provide the best care possible to all patients. The parents' recommendations, questions or complaints should be reported to the Area Patient Relations Representative or Patient Relations Office promptly.