



# Burkhart Pediatric & Adolescent Dermatology

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## Patient and Family Bill of Rights

Burkhart Pediatric & Adolescent Dermatology is committed to respecting and protecting the rights of its patients and families. We strive to provide care that is sensitive to culture, race, religion, gender, sex, gender identity, sexual orientation, marital status, disability, national origin and source of payment. This bill of rights provides information about our commitment to you and your family.

### Bill of Rights for Children and Adolescents

At Burkhart Pediatric & Adolescent Dermatology you and your family/legal guardian have the right to:

#### Access to care

- Receive unbiased medical care regardless of culture, race, religion, gender, sex, gender identity, sexual orientation, marital status, disability, national origin, or source of payment.

#### Respect

- Have people tell you their names, their roles in the clinic, what is going on, and why.
- Feel lots of different feelings, and for people to understand that sometimes you may need to cry if you feel afraid or hurt.

#### Privacy

- Have people honor your privacy, as long as it is safe for you.
- Have your information shared only with people who need to know so they can assist in your care.

#### Information

- Get information about your care in a language you can understand.
- Tell us about yourself and what you need and feel.
- Ask questions.

#### Support

- Talk or play with people who know how to help when you have questions or problems.
- Spend as little time waiting and go home as quickly as possible.
- Be as comfortable and have as little pain as possible.

#### Family-centered Care

- Have your healthcare team meet with you and your family to plan what is best for you.
- Hold onto things that help you feel safe and comfortable, like your favorite toy from home or your own clothing whenever possible.

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## **Burkhart Pediatric & Adolescent Dermatology**

### **Patient and Family Bill of Rights - page 2**

- Have your family help take care of you, stay near you, and be with you when things about your care are explained to you.

#### **Choices**

- Choose what you want when possible and have us support your choices

#### **Flexibility**

- We will consider your interests and needs, not just those related to illness or disability.
- Time to rest, to play and to learn in ways that help you feel your best.

### **Bill of Rights for Family Members or Legal Guardians**

At Burkhart Pediatric & Adolescent Dermatology, you and your child have the right to:

#### **Access to Care**

- Receive unbiased medical care regardless of culture, race, religion, gender, sex, gender identity, sexual orientation, marital status, disability, national origin, or source of payment.

#### **Respect**

- We promise to respect patient confidentiality, privacy and diversity.
- We will introduce ourselves. We will explain our role in your child's care.
- We recognize you are the experts in your child's care. We promise to stop, listen and acknowledge your needs and what is best for your family.

#### **Privacy**

- We will keep the things you tell us in confidence private as long as it is consistent with the law and safe for you and your child. We promise to report any patient safety issues and take prompt action.
- You can review our practice's Notice of Privacy Practices on our website at [www.burkhartpediatricdermatology.com](http://www.burkhartpediatricdermatology.com).

#### **Information**

- Have the services/treatments explained to you in detail by someone who speaks your language, including a certified medical interpreter if needed, and we will welcome your questions. You can ask to have someone from your family or another support person with you when we are explaining things to you.
- Know about your child's condition and treatment plan. You have the right to ask to review your child's medical record with healthcare personnel.
- Detailed information about your child's medical bill, including information about the availability of financial assistance for those who qualify.
- Information on local health insurance enrollment specialists
- Know the process for taking care of your concerns or complaints.

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## **Patient and Family Bill of Rights - page 3**

### **Support**

- If you choose, you can stay with your child during most medical treatments.
- If your child has a surgery in our office, we will provide a place for at least one family member to stay near your child.
- You can talk with health professionals about your feelings, questions, problems, or concerns. They will listen to you and respect your feelings.
- We can help you connect with other families who have had experiences like yours.

### **Family-Centered Care**

- There are many people who take care of your child in the healthcare setting. You have the right to know who they are and what they do.
- You can expect to have your child cared for by doctors, nurses, and other professionals who are trained in caring for children and youth.
- You can expect all healthcare providers to make patient safety and quality care their priority.
- We respect that you know your child best and welcome your ideas and concerns. We will encourage you to participate in the planning and care of your child at whatever level is most comfortable to you.
- Teaching will be provided to you before you leave our office and will include all the information you need to take care of your child at home. We will also provide you with follow-up appointment dates/times and who to call in case of an emergency.
- If your child does not currently have a primary care physician, a health care provider will provide you with a list and help you make a choice before leaving our clinic.

We will tell you about people and places in your community that can help you.

### **Choices**

- We will work in partnership with you to make decisions about your child's treatment options and care.
- You may refuse treatments as permitted by law.
- You can change your mind about care for your child even if you have already given permission.
- You can request a second opinion from another doctor. You can also request that another specialist see your child.

### **Flexibility**

- We will consider all your child's interests and needs, not just those related to illness or disability.
- Your child will be cared for by people who understand the needs and concerns of children and teenagers.
- We will try to make sure therapy decisions keep your child's schedule and activities as normal as possible.