

## STATEMENT OF PEDIATRIC PATIENT RIGHTS & RESPONSIBILITIES

### YOU HAVE THE RIGHT TO:

- Be treated and cared for with respect, consideration, and dignity regardless of race, age, sex, gender, gender identification, creed, ethnic background, religion, sexual orientation, disability, HIV status, source of payment, or political beliefs.
- Receive care and services that comply with the Americans with Disabilities Act of 1990.
- A reasonably safe and secure environment. Therefore, no weapons are allowed in our buildings or on our properties.
- Choose a healthcare provider and change your healthcare provider.
- Choose a pharmacy even if it is outside of Valley View Health Center.
- Know the names of all staff members who are providing care.
- Hear from your child's care team in a language you understand.
- Receive information necessary to give informed consent prior to the start of any procedure and/or treatment.
- Refuse services or treatment, or any part of it, or to stop services or treatment for child (for non-confidential services) when you request and be informed of the consequences resulting from your refusal.
- Expect reasonable continuity of care when appropriate for your child.
- Request a consultation or second opinion from another provider.
- Expect privacy & confidentiality of all information regarding the care of your child.
  - Please note some services have confidential and legal protections that enable youth between the ages of 13-17 to receive services independent of a parent or guardian. Your child's provider may ask you to step out of the exam room to have confidential conversation directly with your youth if they are between the ages of 13-17.
- Review all records pertaining to your child's care and have the information explained or interpreted as necessary, except when restricted by law (example: confidential services for youth ages 13-17).
- Know the charges for all services. Essential and emergency care will not be denied due to inability to pay. Ability to pay is based on Family Size and Income. And if you are uninsured, receive a Good Faith Estimate of charges, in advance, where you have requested such an estimate in accordance with the "No Surprises Act."
- Receive an explanation if something non-routine happens.
- Express concerns about any services by contacting the Regional Administrator, COO, or CEO.
- Appeal Valley View's policies or decisions regarding your child's care by submitting a written appeal to the CAO at Valley View Health Center, 2690 NE Kresky Avenue, Chehalis, WA 98532 or by emailing [administration@vvhc.org](mailto:administration@vvhc.org)

### YOUR RESPONSIBILITIES ARE TO:

- Behave with respect towards staff, other patients, and our property while at Valley View.
- Respect confidentiality, and privacy of others.
- Take an active role in your child's health care.
  - Provide to the best of your knowledge, accurate information about your child's present complaints, past illnesses, hospitalizations, medications, allergies, dietary supplements, and other pertinent matters relating to your care.
  - Cooperate with the treatment plan that you and your care team agree upon.
  - Tell your team if you are not able to follow your child's care plan, regardless of the reason.
- Keep scheduled appointments and give at least 24-hour notice when canceling appointments.
- Maintain a current account if services require payment. Payment is due at time of service or within 30 days from date of service. Payment plans and a discount plan are available for eligible patients.
- Share accurate family income and dependent information to allow us to determine if you are eligible for services such as the discount sliding fee schedule and state insurance enrollment.
- Supervise and maintain the safety of your children. (Please do not ask VVHC staff to tend to your children.)
- Not bring pets with you to our clinics. Service animals are welcome.
- Let us know if you feel you are treated unfairly.
- Ask questions about anything you do not understand.
- Let us know when you need an interpreter and provide as much information as possible concerning primary language preferences.
- Abide by Valley View's policies as well as directions provided by staff.

Valley View has zero tolerance for aggressive, verbally abusive, sexually inappropriate, racially inappropriate, or threatening behavior towards employees and other patients. We reserve the right to dismiss a patient from our practice should a patient fail to comply with the Patient Rights and Responsibilities as outlined above.