



25 North Winfield Road  
Winfield, Illinois 60190  
630.315.8000  
TTY for the hearing impaired 630.933.4833

[cadencehealth.org](http://cadencehealth.org)



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#1001210

## A Child's Rights as Our Patient



Always thinking. Always caring.®



At Cadence Health,  
we believe that all  
children – regardless  
of race, creed or  
developmental level –  
have the right to feel  
safe, to be treated with  
dignity and respect  
and to understand  
what is happening to  
them while they are in  
the hospital.

## While you are here, you can be sure of these things

### ACCESS

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You are important to us. We are here to make you better. Please let us know all we can do to help.

### RESPECT AND DIGNITY

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You are a special person. We understand that you may have cultural, religious, emotional and special needs. Please let us know what they are so that we can support you.

You have the right to confidentiality. This means that what you tell us about yourself and what we learn about you will not be told to others unless it is important to your care.

### COORDINATION OF CARE

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You will meet many people during your stay. We will tell you our names and our jobs. We will call you by your name or nickname, whichever you would like.

We will help you find time to play, along with time to learn, rest and sleep.

## INFORMATION, EDUCATION AND COMMUNICATION

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We are committed to helping you understand why you are in the hospital and what needs to be done so that you can get better. If you have any questions or fears about anything that is going to happen to you, we will listen. Please ask us questions, and we will try to answer them in ways that you can understand.

## INVOLVEMENT OF FAMILY AND FRIENDS

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We understand that you are a member of a family. You have the right to have your family with you and involved in your care when safe and possible.

## PHYSICAL COMFORT

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It is important that you know what is done to you in the hospital is NOT done to hurt or punish you. Sometimes we will need to see or touch your body to help you get better, but we will always tell you first. The people in the hospital want you to get better and be able to go home.

Tell us if you are hurting. We will try very hard to make the hurting stop.

## EMOTIONAL SUPPORT

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We want to help you with your feelings. It is okay to feel angry, sad, scared or lonely in the hospital. You can tell us your feelings and we will always listen.

We want you to feel safe.

## TRANSITION AND CONTINUITY

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We will allow you privacy for yourself and your special things from home. You can have your special things with you (like a blanket, toy or radio) if that will make you feel better.



# If you or your parents have a concern

## CONTACT US IF YOU SHOULD HAVE A CONCERN

We encourage you to let us know how we can serve you better. Most of your concerns can be handled by talking with your physician or caregivers. If you would like additional assistance, we welcome calls to Patient Relations at 630.933.5100. TTY for the hearing impaired 630.933.4833.

## GRIEVANCE PROCESS

If you are not satisfied with Patient Relations' response to your concern, you may file an appeal through the grievance process. A patient or patient representative's written request for an appeal review should include the location of care where your concern occurred, a description of your specific concern, details of your dissatisfaction with the current response, as well as a specific statement of what you seek from the appeal review.

Patient Relations will conduct an appeal review of the actions taken in response to your concern as soon as possible, and within thirty (30) days of receipt of a written request. Please send your correspondence to the following address:

**Cadence Health**  
**Patient Relations Committee**  
**25 North Winfield Road**  
**Winfield, IL 60190**

Should you submit a request for appeal review of grievance, you will receive a written response after the completion of the review. While most grievances can be resolved directly with the hospital, you have the right to notify the Illinois Department of Public Health of grievances at 800.252.4343 or in writing at:

**Illinois Department of Public Health – CCR**  
**525 West Jefferson Street, Ground Floor**  
**Springfield, IL 62761**  
**dph.ccr@illinois.gov**

In addition, Medicare recipients who believe that they are being prematurely discharged have the right to contact the IFMC-IL at 800.647.8089 or in writing at:

**IFMC-IL**  
**711 Jorie Boulevard, Suite 301**  
**Oak Brook, IL 60523**

As a patient, you also have the right to notify the:

**Office of Quality Monitoring**  
**The Joint Commission**  
**One Renaissance Boulevard**  
**Oakbrook Terrace, IL 60181**  
**800.994.6610**  
**[www.jointcommission.org](http://www.jointcommission.org)**

## ETHICS CONSULTATION

If you have difficult decisions to make or are facing a healthcare dilemma or situation where issues of human dignity and respect need to be addressed, our Ethics Committee can help. To request a consult, please call 630.933.4100. TTY for the hearing impaired 630.933.4833.