



The Sydney
children's
Hospitals Network

care, advocacy, research, education

RIGHTS AND RESPONSIBILITIES OF PATIENTS AND FAMILIES

At Sydney Children's Hospitals Network, we are committed to patient and family-centred care. This means we support the rights and responsibilities of everyone – patients, their families and staff.

You can expect us to:

- Introduce ourselves to you and your child and explain our role
- Give your child safe and high quality health care
- Treat your child and your family with respect and dignity
- Give you and your child care that meets your individual, cultural and social needs
- Involve you as an important part of your child's health care team
- Give you clear, understandable information about your child's care
- Listen to your views about your child's care and answer any questions you may have
- Respect the privacy and confidentiality of your child and your family
- Ensure that you have a say in decisions about your child's treatment
- Inform you of opportunities to be involved in research and teaching

We expect you to:

- Tell us if you have concerns about your hospital stay, and help us identify where we can make improvements
- Ask questions if there's anything you don't understand
- Attend appointments or tell us in advance if you need to reschedule
- Let staff know if you plan to leave the ward
- Let staff know of any change in your personal information, including contact numbers
- Follow the instructions for your child's agreed treatment and let us know if there are any problems
- Respect the privacy and dignity of other patients and their families, as well as staff

We want Sydney Children's Hospitals Network to be a safe and supportive place, so we ask all staff, families, patients and visitors to:

- Treat others with kindness and respect
- Respect the Hospitals' policy on smoking and alcohol use
- Behave in a manner that is not aggressive or offensive (physical or verbal abuse of any kind will not be tolerated).
- Take care of personal property and respect Hospital property

If you would like to provide feedback on your hospital stay, please contact the Patient Friend:

- **Sydney Children's Hospital, Randwick**
(02) 9382 0680
- **The Children's Hospital at Westmead**
(02) 9845 3535