

# Patient Bill of Rights and Responsibilities



At Kennedy Krieger Institute, we respect the rights of patients and their families. We believe in treating everyone with kindness and respect. We make sure to inform and educate patients and families about the care we provide. We understand that each person has their own cultural identity, and we aim to respect personal values, and spiritual beliefs.

At Kennedy Krieger, we are dedicated to fair treatment for everyone. We encourage patients and families to take an active role in their care. This means asking questions, finding resources, and speaking up for their needs. These rights and responsibilities apply to patients and others involved in their care, such as parents, guardians, and healthcare decision-makers.

If you experience a medical emergency while at Kennedy Krieger, a prompt and safe transfer to a higher level of care will be arranged, when necessary.

## You have the right to...

### Respectful and Safe Care

**Kennedy Krieger staff will:**

- Give compassionate care in a safe setting.
- Provide access to protective and advocacy services.
- Treat you fairly regardless of things like race, color, culture, ethnicity, national origin, age, language spoken, accent, marital status, veteran or military status, immigration status, socioeconomic status (i.e., access to resources), physical or mental disability, genetic information, religion, pregnancy status, sex, sexual orientation, and gender, gender identity or expression. This statement is based on guidance from accreditation organizations and regulatory agencies.
- Make sure you do not experience neglect, mistreatment, or verbal, mental, physical or sexual abuse.
- Only use restraints or seclusion when needed for safety.

### Information About Your Care

**Kennedy Krieger staff will:**

- Keep you updated about your care, diagnosis, test results, outcomes and care plan, and unanticipated outcomes of care. Have your provider and/or a family notified when you are admitted, transferred or discharged from the hospital.
- Communicate in a way that you can understand. Staff members will meet your communication needs, with any support you may require—such as interpreters and/or vision, speech and hearing assistance—provided at no cost to you.
- Provide you with instructions for accessing your medical records.

### Participate in Your Care

- You (and others you may choose) may participate in care, treatment, services and discharge decisions.
- You may refuse any care to the extent of the law. If you refuse care, we will still treat you or refer you as needed.
- You will have your pain screened, assessed and managed, as appropriate.
- As an inpatient, you may choose to receive visitors and identify who may visit.
- To ensure the health and safety of all, we may need to limit or restrict visitors, to the extent of the law.

### Make Informed Decisions About Your Care

**The informed consent process includes discussing:**

- Your proposed care, treatment and services.
- Potential benefits and risks.
- Desired outcomes.
- Possible difficulties.
- Alternative options, with their benefits and risks.

### Decide if You Want to Participate in Research

- If you choose to participate in research, you will be given detailed information about the purpose of the research, the time required to participate, any procedures involved, and the potential benefits, risks, discomfort and side effects. You will also be informed about alternative care, treatment and services.
- You can refuse to take part in research or withdraw from research at any time.
- If you refuse to take part in research, your care will not be affected.

### Make or Change an Advance Directive

**If you are 18 years of age or older:**

- You can make healthcare decisions for yourself ahead of time with an advance directive.
- If you do not have an advance directive, we can help you complete one. Contact our Social Work Department at **443-923-2800** for assistance.

### Know Who Is on Your Healthcare Team

- You will be provided with the names and roles of everyone involved in your care.
- Your care team will coordinate your treatment throughout the hospital.
- You may refuse observations by others not directly on your care team.

### Know What Your Care Will Cost

- By receiving an estimate of hospital charges before care is provided, as long as care is not delayed.

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For help with or more information about these rights and responsibilities, you may contact Kennedy Krieger's Patient Relations at **443-923-2777**.

## Privacy & Confidentiality.

### Kennedy Krieger staff will:

- Offer you a copy of the HIPAA Notice of Privacy Practices.
- Protect your privacy and confidentiality during care discussions, exams, and treatments.
- Keep communications about your care and records confidential to the extent of the law.
- Share your health record only with those whom you request it shared. You may change this list at any time.
- Ask for your permission to take photos of you for purposes other than assisting in evaluation, treatment, and record documentation.

## Review Your Medical Record

- Your provider will review your medical record with you upon request.
- You may ask to correct or add information, according to Maryland law.
- You may request a copy of your medical record from our Health Information Management department at **ReleaseOfInformation@KennedyKrieger.org** or **443-923-1825**.

## Consult With Our Ethics Committee

- You may seek guidance and advice regarding challenging decisions about your care, treatment and services.
- Contact the Ethics Committee at **443-923-7686** for more information.

## Express Concerns About Your Care

- Contact Patient Relations at **443-923-2777** for help.
- If you voice your concerns, your care will not be affected.
- If you are not satisfied with the solutions you may also contact:

### Maryland Department of Health

Office of Health Care Quality  
7120 Samuel Morse Drive  
Columbia, MD 21046  
410-402-8015 (or 800-735-2258 for TTY users)  
[health.maryland.gov/ohcq/Pages/home.aspx](http://health.maryland.gov/ohcq/Pages/home.aspx)

### The Joint Commission

Office of Quality and Patient Safety  
1 Renaissance Boulevard  
Oakbrook Terrace, IL 60181  
[jointcommission.org/resources/patient-safety-topics/report-a-patient-safety-concern-or-complaint/](http://jointcommission.org/resources/patient-safety-topics/report-a-patient-safety-concern-or-complaint/)

### State of Maryland Commission on Civil Rights

6 Saint Paul Street, Suite 900  
Baltimore, MD 21202-1631  
800-637-6247 (or Maryland Relay 711)  
[mccr.maryland.gov/Pages/default.aspx](http://mccr.maryland.gov/Pages/default.aspx)

### Livanta, Maryland's Quality Improvement Organization (QIO)

1-888-396-4646 (or 1-888-985-2660 for TTY users)  
[livantaqio.com](http://livantaqio.com)

## You have the responsibility to:

### Be Honest, Respectful and Responsible

- Kennedy Krieger expects you to follow hospital rules and instructions and honor financial commitments.
- Mutual respect encourages good communication.
- Mutual respect also helps ensure safe, high-quality care.

### Communicate and Share Information

- Share complete information about your health and other requested information.
- Speak openly with your healthcare team.
- Ask questions if there is anything you do not understand.
- Give us a copy of your advance directive or ask for help with preparing one.

### Respect Appointments and Treatments

- Be on time for appointments, and call as soon as possible if you need to cancel.
- Follow your treatment plan.
- Pay for any services for which you are responsible.

### Show Consideration for Others

- Show consideration for hospital staff members, as well as for other patients and their family members and belongings.
- Respect the privacy of others by not sharing information you may have overheard, and by not talking about what you may have seen regarding other patients and their family members.
- Do not take photos, videos or recordings of—or post on social media about—staff members or other patients and their family members and visitors.
- Refrain from unacceptable language and behaviors that are disruptive or which pose a threat to the rights or safety of other patients, visitors and staff members.
- Violators may be escorted out of the facility and may be subject to the loss of privileges.

### Leave Valuables at Home

- Kennedy Krieger is not—and cannot be—responsible for any valuables brought on-site.

**Thank you for trusting Kennedy Krieger with your care!**



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