



Your rights as a patient and a parent

Patient rights and responsibilities

In STEPPS is dedicated to helping children and adolescents with autism spectrum disorders (ASD) and other developmental disabilities achieve their full potential in family, community and school life. It is important to us that you and your family members feel welcome at In STEPPS. You should know your child's rights as a patient and your rights and responsibilities as a parent. If you have any questions about these rights and responsibilities, contact your Supervisor.

Your legal rights

You have the right to respect, privacy, emotional support, and confidentiality and security of information that supports you as a family. You have the right to have fair and respectful access to our resources and the facilities necessary for your child's care without regard to age, race, color, religion, culture, language, physical or mental disability, socioeconomic status, sex, gender identity or expression, sexual orientation, or in the case of emergency treatment, source of payment.

- In STEPPS staff will provide reasons/explanations to the patient and/or parent/legal guardian for any clinically necessary or reasonable restrictions or limitations that may be necessary for the patient's care.
- Parents, patients and legal guardians have the right to withdraw or deny consent at any time.
- You have the right to have your child's own physician promptly notified of treatment by In STEPPS and to be informed of the practitioner(s) that have primary responsibility for your child's care, treatment and services while receiving treatment at In STEPPS. You are encouraged to talk openly with your child's program Supervisor in a language you understand and with consideration for any speech and/or hearing impairment, regarding:
 - Your child's diagnosis and prescribed treatment
 - Why treatments and tests are done and who does them
 - Your wish for a consultation or second opinion from another doctor
 - The need to transfer your child to another provider and be told the alternatives to a transfer
 - Your wish to change supervisors or team members
 - Ethical issues about your child's care
 - The financial impact of care choices

You also have the right to:

- Receive an explanation of all papers you are asked to sign.
- Change your mind about any treatment for which you have given consent.
- Refuse to sign a consent form you do not fully understand.
- Refuse treatment and be informed of the medical results of this action.
- Refuse to participate in research projects.
- Receive information and instructions in ways that are understandable to you.
- Receive information about how to access security and child protective services.
- Have accommodations made for your religious preference or spiritual services.
- Take steps to resolve grievances (complaints) by contacting your supervisor and their supervisors who review and respond in writing when needed.
- Have your child be free from restraints and seclusion in any form when used as a means of coercion, discipline, convenience for the staff or retaliation.
- Be free from all forms of abuse and/or harassment.
- Review your child's medical record with their supervisor in attendance.
- Request additions to your child's medical record.
- Patient safety concerns or complaints can be reported to The Joint Commission at www.jointcommission.org, using the "Report a Patient Safety Event" link in the "Action Center" on the home page of the website, by fax to 630-792-5636 or mail to Office of Quality and Patient Safety, The Joint Commission, One Renaissance Boulevard, Oakbrook Terrace, IL 60181.

Playing your part

You and your child have the responsibility to:

- Provide accurate, complete information about present complaints, past illnesses, hospitalizations, medicines and other matters related to your child's health that facilitate their care, treatment and services.
- Produce, upon request, documentation of the right to consent for your child's admission and treatment.
- Ask for an explanation if you do not understand papers you are asked to sign or anything related to your child's care.
- Follow the care prescribed or recommended for your child by the BCBA and other allied healthcare personnel and remember you are responsible for actions if you refuse treatment or do not follow instructions.
- Report unexpected changes in your child's condition to the responsible caregiver.
- Follow the policies, rules and regulations of In STEPPS and clinics that are in place to support quality care and a safe environment for all individuals.

- Keep appointments and call to cancel or change an appointment as soon as possible.
- Respect the rights and privacy of others.
- Support mutual consideration and respect by maintaining civil language and conduct in interactions with staff and licensed independent practitioners.
- Meet the financial responsibilities associated with your child's care.
- Email the billing dept if you have any questions about your bill at billingdept@instepps.com

Patient Rights

As a patient at In STEPPS, I have a right:

- To be told the truth about my treatment and my disability
- To have the BCBA and other team members recognize that I cope and react differently than grown-ups.
- To be treated with courtesy and respect for me and my feelings.
- To have my basic needs met and to be clean, dry, comfortable
- To have all questions answered in words I can understand.
- To make choices whenever possible, so long as they don't interfere with my medical care.
- To have the staff listen to me, because I have important things to say.
- To know the names of my team members and know they respect my privacy.
- To know my treatment is between me, my family and the people caring for me and that it is the business of no one else, unless I say to tell them.

Adult patient rights

Adult patients (18 years of age or older) have the right to consent to, alter or refuse treatment and create an advanced directive (a document that expresses the patient's wishes about care in the event that he becomes unable to communicate). You will receive information about advanced directives on admission, and you may request it at any time during your hospital visit.

Partners in care

You and/or your child should expect:

- Personal privacy to be respected to the fullest extent, consistent with the care prescribed
- Privacy with regard to protected health information
- Personal values and belief systems to be respected
- Records pertaining to care, including the source of payment, to be kept confidential



- Access to records to be granted within a reasonable time frame and only to you or to those persons to whom you grant written permission or who are permitted by law
- To receive an itemized copy of your bills upon request