

Your rights in Hospital



Kids in our Hospital have special rights

Rights are things that you deserve and can expect.

We've listened to what kids want and so when you're in Hospital, you have the right:

- to have the best care
- to know what's going to happen to you before it happens
- to know who is looking after you and what they're going to do
- to be told if it's going to hurt
- to tell us your ideas and ask any questions and we will listen to you
- for staff to talk directly to you, not just your mum or dad*
- to be able to see and talk to the people looking after you
- to be told things in a way you can understand
- to get all the information you need, good or bad
- to tell us if there's something you're not happy about
- to have a choice about what happens to you, as much as possible
- to be able to play and do fun things even if you have to stay in bed
- to be treated nicely
- for your mum or dad to be able to stay with you while you're in hospital and if possible, when you're having treatment
- to have information about you kept private
- for the people looking after you to be gentle with you all the time, especially if you're asleep
- if we can't do what you ask, to be told why
- for us to try to stick to your routine, or to tell you if we can't

**You may have another person staying with you while you're in hospital who isn't your mum or dad. This could be your big brother or sister, carer, grandmother, aunt, uncle or another grown up. As your main caregiver we will treat them like we would your mum or dad.*



At this Hospital, your well-being is the most important thing to us. We also know how important your family is so we will look after them and include them in your care.

Everyone looking after you must protect and respect your rights and those of your family. If there is something you're not happy about, or you think we could do better, we want you to tell us! Talk to the nurses, doctors or other staff looking after you and if you still don't feel happy you can call the Patients' Friend on 02 9845 3535 or 53535 from the phone beside your bed.

When we're looking after you, we'll look after your rights, too!

the children's hospital at Westmead

