

Expressing a Concern or Making a Complaint

- ◆ Staff have been trained to receive a concern or complaint about service delivery or a staff member. Comments and suggestions are welcomed.
- ◆ Comments and complaints can be made to any staff member or by completing the appropriate form.
- ◆ Resolving a concern or complaint: A form is readily available (located near the reception desk) which outlines a process for resolving all concerns and complaints.
- ◆ Each concern or complaint is responded to in a timely manner.
- ◆ You may request a support person or advocate to assist in making a complaint.

Contact Details

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Executive Director of Nursing

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Chief Executive Officer

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Mission Statement

Allowah Presbyterian Children's Hospital exists to provide quality care and support to children with disabilities as well as their families.

At all times we will strive to achieve excellence in medical and care practices.

We also commit ourselves to treating our clientele with respect and dignity, and providing them with emotional and spiritual support within a Christian environment which maximizes their quality of life.



PATIENTS AND PARENTS RIGHTS AND RESPONSIBILITIES



Allowah aims to:

- ◆ Provide the highest quality of skilled care.
- ◆ Enable each child to develop and achieve his or her potential by providing individual programs.
- ◆ Ensure that each child is treated with dignity and respect, and their right to privacy, and confidentiality is observed.
- ◆ Provide supportive care so that the child is able to be part of the family unit.
- ◆ Provide holistic care for the child.
- ◆ Provide integrated family/hospital care.

PATIENTS, PARENTS, AND CARERS HAVE RIGHTS AND RESPONSIBILITIES WHEN THEIR CHILD IS AT ALLOWAH

RIGHTS

- ◆ To privacy, dignity, safety, and confidentiality.
- ◆ To independent advocacy.
- ◆ To complain/make suggestions and receive feedback.
- ◆ To be fully informed about your child's state of health and available treatments.
- ◆ To choose or decline treatment.
- ◆ To pastoral care.
- ◆ To visit your child at any time, by negotiation.
- ◆ To access your child's medical records.
- ◆ To be fully informed of all costs that will be incurred during each admission.
- ◆ To remove your child from our care.
- ◆ To interpreter service.
- ◆ To participate in service delivery.

RESPONSIBILITIES

- ◆ To provide staff with the full medical history of your child.
- ◆ To inform staff of any changes in your child's health status or equipment. This includes changes to medication, providing documentation regarding medication changes, feeding regimes, equipment, and therapy programs.
- ◆ To complete an admission process for every admission. When not accompanying your child, to provide all relevant (written) information.
- ◆ To ensure that all personal items are labeled with name tags sewn on to each article of clothing.
- ◆ To abide by admission and discharge times, avoiding meal time admissions and discharges.

(7:00-8:30am, 12:00-1:30pm, 5:00-6:30pm)

RESPONSIBILITIES (cont)

- ◆ To pay accounts on time, including Health Fund Premiums.
- ◆ To be aware of and follow the Hospital policies on:
 - * Occupational Health and Safety
 - * Safety and Emergency Procedures
 - * Smoking.
- ◆ To take your child to all appointments/meetings and to and from your child's eight nights out.
- ◆ To arrange or provide transport when your child needs consultation at another agency.
- ◆ For all communication with your child's school, signing consent forms.
- ◆ To attend meetings regarding your child, eg IFSP Clinics or Case Conferences.

