

## **Polytrauma Rehabilitation Center Family Rights and Responsibilities**

At the Department of Veteran's Affairs *Polytrauma Rehabilitation Center* our primary responsibilities are to provide quality care to our patients and families and to treat them with compassion and respect. We are pleased you have selected us for the rehabilitative care of your family member. Listed below is a summary of family rights and responsibilities to guide you during your stay at the Polytrauma Rehabilitation Center. Please talk with a member of the Polytrauma treatment team or a patient advocate if you have any questions or would like more information about your rights.

### ***Family Rights:***

#### ***You and your family member can expect:***

- Competent and compassionate care
- Respect for your personal privacy
- Respect for your family's cultural, social, spiritual beliefs and values
- The PRC team to listen to your needs, concerns and opinions
- An active role in planning and implementation of your family member's care
- Support in how you choose to participate in the rehabilitation process
- Communication tailored to your needs and preferences
- Timely access to information about your family member's care
  - By standards to which all hospitals are held, medical records may be accessed through written request
- Opportunities to participate in current research projects; the choice to participate is yours and will *not* affect the quality of your family member's care
- An important role in planning for your family member's transition to the next level of care

## ***Family Responsibilities:***

### ***We request that you:***

- Provide candid and complete information about your family member's medical history
- Participate in discussions and decisions about your family member's medical care and rehabilitation
- Inform a member of the rehabilitation team whenever you feel that your family member's condition has changed
- Collaborate with the team on proposed changes to the rehabilitation plan
- Follow the PRC team's recommendations for your family member's rehabilitation plan; communicate with them if you feel that you are unable to do so
- Respect the privacy of other patients, family members and staff
- Show consideration and respect toward other patients, family members and staff
- Follow hospital and PRC guidelines about patient, family and visitor conduct
- Seek help from your rehabilitation team and/or a patient advocate if you have problems or complaints.
  - Each hospital has a well defined system to hear your concerns
  - Concerns may be communicated verbally or in writing. Expressing your concerns will not affect the quality of your family member's care