

Patient and Family Expectations

Thank you for allowing us to care for your child. Our goal is to partner with you to provide the following:

- Excellent medical care and support while your child is hospitalized.
- Ensure that you and your family feel welcomed, cared for, and valued.

Children's Hospital of Philadelphia (CHOP) is a place of healing and compassion. Our staff includes a team of professionals from many different disciplines. We will always strive to ensure that your experience with us is grounded in **respect** and **compassion**. Our team values your input because you know your child best. **We believe you are an essential member of your child's care team.** We hope you will partner with us to achieve this goal.

What you/your family can expect from us:

- You can expect staff to act with **respect, compassion** and **dignity** towards you and your family.
- We are committed to creating a safe, trusting, and inclusive environment of care.
- Clear and concise communication.

What we expect from you/your family:

- Respect for all staff and care team members.
- Mutual partnership by **active participation, information sharing**, and **collaboration** in caring for your child.

The following are not allowed at CHOP:

- Inappropriate language, discriminatory slurs, threats, and aggressive behavior are unacceptable.
- Weapons of any kind are strictly prohibited at all CHOP locations.
- CHOP prohibits the recording of any staff member without their express permission. Talk to your child's healthcare team if you are concerned about care.
- Please ask permission before photographing or filming any staff member delivering care to your loved one.

Our team is here to make sure that you and your child have a positive experience during your visit. However, there may be times when you feel frustrated. When this occurs, please reach out to a team member such as a social worker, the charge nurse, or nursing leadership so that we can quickly identify your needs and make any adjustments needed to the care plan.

There are behaviors that we do not tolerate, such as **rude or disrespectful behaviors, bullying, intimidation, or threats**. If we identify any disruptive behaviors, our social work and leadership teams may meet with you to discuss expectations and guidelines regarding behaviors and interactions between families and staff.

CHOP is a teaching hospital; you will see many people on your child's care team. However, who is on your team can be unclear, so do not hesitate to ask an individual their role. The care team will round and review the treatment plan daily. We invite you to be an active participant during rounds. Talk to your nurse for tips on how to join rounds! Visit <http://www.chop.edu/care-team> for details.

Thank you for choosing CHOP to care for your child. You are a valued member of the CHOP community, and we look forward to partnering with you in the care of your child.