

Information on responsibilities and rights

Carta delle responsabilità e dei diritti

This card, which lists rights and rules of conduct, is for children who have been admitted to hospital and for their families. The rights listed are based on those in the universal declaration of human rights by the United Nations and are applied throughout all Italian pediatric hospitals.

Being aware of rights and respecting responsibilities helps everyone, workers and families alike, to act responsibly and with reciprocal trust that results in more efficient care processes, with respect to the spiritual, psycho-social and cultural values of every family unit.

The guidelines in each ward explain the ways in which to ask doctors for clinical information, and nurses for assistance, identifying the times during which the meeting rooms are settings that are respectful of privacy.

Family members and the patients themselves are involved, based on their age and condition, in the decisions and care processes, right from the first evaluation when the care plan is put into place.

The hospital allows for the patients to ask for a second opinion, promoting the release of any necessary healthcare paperwork to external consultants and safeguarding the care procedure.

The hospital management is committed to making Meyer, a public asset that belongs to all the community, a place that is ever safer and more welcoming, aiming to promote kindness and respect for family members, patients and workers, implementing the necessary measures in the case of aggressive or offensive behaviour, be it physical or verbal, or damage to hospital property.

The rights and rules are written in such a way that underlines personal responsibility of each of us, in the awareness that the distance between what is said and what actually happens is the path that we still need to take together.

Rules of Conduct / Regole di comportamento

- I will respect the ward staff and collaborate with them
- I will highlight any eventual dietary requests, or food or pharmaceutical intolerances or allergies
- I will follow all therapeutic, dietary and behavioural indications as agreed with the healthcare staff
- I will not interrupt the healthcare staff while they are administering treatment
- I will respect the hospital environment and keep my space clean and tidy
- I will take special care with hand hygiene at the entrance and during your entire stay at the hospital
- If I have a cold, I will wear a mask before entering the ward
- If I leave the ward, I will let the staff know
- I will respect the privacy and rest of the other patients
- I will avoid making noise, I will speak in a low voice and I will put my phone on silent
- I will limit the number of visitors at my child's bed and I will ask the staff if there are any special precautions to be taken
- I will not smoke in the hospital or in the external areas around the hospital, as per the law.
- I can only take and publish photos of myself and my child.

Children's Rights/ Diritti dei bambini

- I have the right to feel as well as possible
- I have the right to receive care, affection and respect
- I have the right to receive medication
- I must be called by my name
- When possible, I can have a space just for me
- I can have my loved ones close by
- I have the right to know what illness I have
- I can disagree with the treatment I am offered
- I can state whether I want to receive more treatment
- I can say whether or not I feel at ease in hospital
- I must be protected from every form of mistreatment
- I have the right to know about my illness and to know how to take care of myself at home
- I can speak to the doctors on my own
- I have the right to participate in the improvement of the hospital
- I have the right to palliative care.

For information, complaints, suggestions and appreciative remarks:

URP – Public Relations Office

tel 055 566 2332 - e-mail urp@meyer.it

www.meyer.it

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