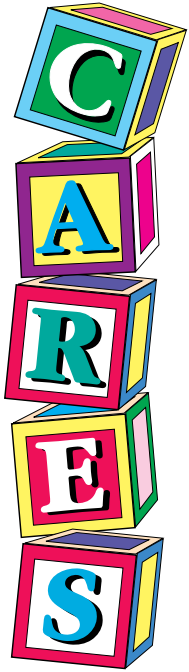


Nationwide Children's Hospital Mission



- Highest, Quality Health **Care** regardless of families ability to pay
- **Advocacy** for children and families
- Pediatric **Research** to ensure our children's future health
- **Education** for patients, families, future providers and community
- Outstanding **Service** to patients, families and all customers

Nationwide Children's Customer Service Principles

- :: Treat each family as my top priority
- :: Treat each other as valued customers
- :: Take the responsibility to resolve customer concerns
- :: Assure that the customers' expectations drive what I do
- :: Continuously improve the quality of services I offer

Child's Bill of Rights

- ⚡ To be identified correctly and called by name
- ⚡ To be given careful evaluation, and courteous, timely treatment
- ⚡ To know the names of those who care for me, and what they do
- ⚡ To have my family present whenever possible
- ⚡ To be free from pain as much as possible
- ⚡ To cry and make noise, or object to anything that hurts me
- ⚡ To have a clean and safe environment
- ⚡ To be without restraint unless absolutely necessary
- ⚡ To have as normal a schedule as possible - uninterrupted sleep, quiet time, playroom, school and the comfort of my family
- ⚡ To have a schedule for my procedures that does not keep me hungry or thirsty any longer than necessary
- ⚡ To be told what is happening to me, and to have my questions answered in words I can understand
- ⚡ To make choices about my care whenever possible
- ⚡ To have privacy and confidentiality about my illness
- ⚡ To have an interpreter for my family whenever needed
- ⚡ To have access to pastoral care or other spiritual choices
- ⚡ To have my individual needs respected
- ⚡ To have my expectations met and my complaints heard and resolved

