

Client Bill of Rights

Every client will be given the opportunity to read the Client Bill of Rights at registration. This document affirms the client's rights to:

1. Receive a listing of the services provided by BBC and a description of other levels of maternal/fetal services available in the community;
2. Be informed of the policy and procedures for admission and discharge;
3. Be informed of the definition of a low risk maternal client, the benefits and risks of out-of-hospital labor and birth and complete a written informed consent, prior to the onset of labor that shall include, but not be limited to, evidence of an explanation by personnel of the birth services offered and potential risks and emergency transfer and transport procedures;
4. Be informed of what constitutes being ineligible for birth center services and the transfer policy and procedures of clients who, during the course of pregnancy or labor or recovery, are determined to be ineligible, including the birth center's plan for provisions of emergency and nonemergency care in the event of complications to mother and newborn;
5. Be informed that unexpected neonatal emergencies requiring complex resuscitation are rare, but can occur. Be informed that the birth center staff is prepared to provide initial steps of newborn resuscitation (upper airway clearance with a bulb or mechanical suction) and provide bag-and-mask ventilation until emergency medical service providers arrive to provide complete resuscitation procedures if required;
6. Participate in decisions relating to the plan for management of care and all changes in that plan once established including consultation, referral and transfer to other practitioners or other levels of care;
7. Be informed of the policy and procedures for consultation, referral, transfer of care and transport of a newborn and maternal client to a hospital where appropriate care is available;
8. Be informed of prenatal screening under chapter [70.54 RCW](#) and chapter [246-680 WAC](#);
9. Be informed of newborn screening requirements under chapter [70.83 RCW](#) and chapter [246-650 WAC](#), including a provision of a copy of the parent information pamphlet "*Newborn Screening Tests and Your Baby*" which is available from the department's newborn screening program;
10. Be informed that rapid HIV testing is available for all maternal clients without a documented history of HIV testing during prenatal care;
11. Be informed of prophylactic treatment of the eyes of the newborn in accordance with WAC [246-100-206 \(6\)\(b\)](#);
12. Be informed that vitamin K administration for the newborn is available;
13. Be informed that newborn hearing screening tests are offered in most hospitals;
14. Be given a description of the process for submitting and addressing complaints;
15. Submit complaints without retaliation and to have the complaint addressed by the licensee;

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~ Policy and Procedure Manual ~

16. Be informed of the state complaint hotline number 1-800-633-6828;
17. Be treated with courtesy, dignity, respect, privacy, and freedom from abuse and discrimination;
18. Refuse treatment or services;
19. Privacy of personal information and confidentiality of health care records;
20. Be cared for by properly trained personnel, contractors, students and volunteers and be informed of the qualifications of clinical staff, consultants and related services and institutions;
21. Be informed of all diagnostic procedures and reports, recommendations and treatments;
22. A fully itemized billing statement upon request, including the date of each service and the charge;
23. Be informed about advanced directives and the licensee's responsibility to implement them;
24. Be informed of the client's right with regards to participation in research or student education programs;
25. Be informed of the liability insurance coverage of practitioners on request; and
26. Be informed of child passenger restraint systems to be used when transporting children in motor vehicles, including information describing the risks of death or serious injury associated with the failure to use a child passenger restraint system.