



Client Bill of Rights

Lynden Birth Center (hereafter known as LBC) is a free-standing birth center, not associated with any hospital. As such, LBC offers care only to low-risk clients as defined by the State of Washington and in accordance with the Midwives Association of Washington State Practice Guidelines, during labor, birth and the immediate postpartum (recovery) period.

As a Client at LBC, you may exercise the following rights, at the time of registration, as required by Chapter 246-329-085 in the Washington Administrative Code (WAC) and Chapter 18.46 of the Revised Code of Washington (RCW). The purpose of this *Client Bill of Rights* is to help improve client outcomes by respecting each client and conducting all relationships with clients and the public in an ethical manner. By reading this document, and signing below, you are verifying that you have received, read, and understood this document and the rights of the client. Thank you for taking the time to read your *Client Bill of Rights*.

As a client of LBC, you have the right to:

1. Be informed of the services provided by the birth center and a description of other levels of maternal/fetal services available in the community (see *Informed Consent* for more info);
2. Be informed of the policy and procedures for admission and discharge from LBC;
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, labor, or recovery, are determined to be ineligible, including the birth center's plan for provisions of emergency and non-emergency care in the event of complications with mother and/or 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 and/or DeLee suction device) and provide bag-and-mask ventilation and neonatal resuscitation until emergency medical service providers arrive to provide assistance and transport to 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 entitled "Newborn Screening Tests and Your Baby" which is available from the department's newborn screening program;
10. Be informed that women who are HIV positive are ineligible for delivery out of hospital, therefore HIV testing is required during prenatal care;
11. Be informed that women who are Hepatitis B positive are ineligible for delivery out of hospital, therefore Hepatitis B testing is required during prenatal care;

12. Be informed that for women desiring Hepatitis B immunization for themselves and/or their newborn, the Hepatitis B vaccine or HBIG is NOT currently available at LBC and clients will be counseled and referred to their primary care provider for vaccination as appropriate;
13. Be informed that women who are determined to be non-immune or less than immune to Rubella, the MMR (measles, mumps, rubella) immunization will be recommended between pregnancies. Clients can receive that immunization/booster from their primary physician;
14. Be informed that prophylactic treatment of the eyes of the newborn in accordance with WAC 246-100-206 (6) (b);
15. Be informed that vitamin K administration for the newborn is available;
16. Be informed that newborn hearing screening tests are available at LBC;
17. Be informed that for women who are Rh Negative blood types, she should be counseled and offered to receive RhoGAM within 72 hours of delivery (RhoGAM is available through LBC);
18. Be provided with a description of the process for submitting and addressing complaints;
19. Submit complaint without retaliation and to have the complaint addressed by the licensee;
20. Be informed of the state compliant hotline number: (800) 633-6828;
21. Be treated with courtesy, dignity, respect, privacy, and freedom from abuse and discrimination;
22. Refuse treatment or services;
23. Privacy of personal information and confidentiality of health care records;
24. 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;
25. Be informed of all diagnostic procedures and reports, recommendations and treatments;
26. A full itemized billing statement upon request, including the date of each service and the charge;
27. Be informed about advanced directives and the licensee's responsibility to implement them;
28. Be informed of the client's rights with regards to participation in research or student education programs;
29. Be informed of the liability insurance coverage of practitioners on request; and,
30. 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.

Per the WAC 246-329-120, clients shall receive and sign written *Informed Consent* which shall be obtained prior to the onset of labor and shall include, but not be limited to:

- (a) Evidence of an explanation by personnel of the birth services offered, limitation of services, and potential risks;
- (b) Explanation of the definition of low-risk maternal client;
- (c) Explanation of a client who is ineligible for LBC services;
- (d) Explanation of the LBC policies and procedures for consultation, referral, transfer of care and emergency transfer and transport;

Registering Complaints:

We take your safety and satisfaction seriously. There are two routes for entering a complaint against either your provider or the birth center facility. For more information, see the following resources:

- * Midwives Association of Washington State Quality Management Program
- * Washington State Department of Health

Health Systems Quality Assurance Complaint Intake
PO Box 47857
Olympia, WA 98504-7857
(360) 236-4700
Email: HSQAComplaintIntake@doh.wa.gov

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This information is further elaborated upon in the *Informed Consent*. Please read, sign, and return the *Informed Consent* as an important part of both your learning about childbirth options, facilities and midwifery but also as your Registration process to give birth at Lynden Birth Center.

It is the sincere desire of all of us at the Lynden Birth Center that you and your family enjoy a delightful, powerful, amazing birth experience with a midwife and care team that is knowledgeable, caring, and compassionate. *May it be so.*

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With my signature below, I acknowledge that I have received, read, understand and have questions answered about this Client Bill of Rights. Also, I acknowledge that I have received the Informed Consent document, which outlines many of the topics above.

Printed Client Name

Client Signature

Date

Licensed Midwife Signature

Date