

AS A PATIENT, YOU HAVE THE RIGHT TO:

- Receive the healthcare you need regardless of your race, creed, age, color, beliefs, national origin, gender, gender identity, sexual orientation, religion, disability, marital status, or source of payment.
- Be treated with dignity and respect of your individuality in a safe environment, free of threat and harm and with privacy in treatment.
- Have qualified interpreter services available if you do not understand or speak English.
- Request assistance if you are vision and/or hearing impaired.
- Express your religious and cultural beliefs as long as the exercise of these beliefs does not harm others or interfere with the medical treatment or the rights of others.
- Sign an advanced directive so your providers know what care you want if you should be near death and unable to communicate your wishes.
- Decide who can make decisions about your care and treatment if you aren't able to communicate your wishes.
- File a dispute or grievance for any issues like care or access that you haven't been able to resolve with your doctor or nurse. You can file a grievance by calling:
 - The Patient Assistance Coordinator at 272-2121
 - The NM Department of Health at 1-800-752-8649
 - Or the Joint Commission at 1-800-994-6610

You may also contact the Department of Health by mail at:
New Mexico Department of Health, Division of Health Improvement, Incident Management, P.O. Box 26110, Santa Fe, NM 87502-6110.

- Speak to a member of the Ethics Committee when there are ethical issues about your care.
- Have a family member, representative, or physician notified when you are admitted to the hospital.
- Know the members of your healthcare team providing your care.
- Get information you can understand about what is thought to be wrong with you, and the risks, benefits, prognosis and choices of treatment.
- Participate with the treatment team in making decisions about your care and treatment.
- Refuse treatment to the extent permitted by law.

- Get a second opinion.
- Get information about being transferred to another doctor at another hospital including the reason for transfer and care offered at the receiving hospital or doctor.
- Have your pain assessed, and treated.
- Be free from restraints unless they are necessary to keep you safe and when other less restrictive interventions have not worked.
- Decide who may visit you in the hospital according to hospital policy.
- Get information about follow-up care when you are discharged.
- Choose whether or not to participate in a research project or experimental treatment.
- Look at your medical record and get copies.
- Have your medical record and health information kept private except when used for treatment, billing, or hospital business, or when required by law.
- Get an explanation of your bill and the services provided to you.
- Receive a copy of this Patient Bill of Rights and Responsibilities.

JUST AS A PATIENT HAS CERTAIN RIGHTS, A PATIENT ALSO HAS THE RESPONSIBILITY TO:

- Sign a consent for treatment, except in emergencies.
- Treat other patients, hospital staff and the property of others with respect.
- Give correct and complete information to your treatment team.
- Ask questions or request more information when you do not understand information or instructions.
- Follow your treatment plan, or tell your healthcare team member why you cannot follow it.
- Tell your doctor about any changes in your health.
- Cancel appointments you cannot keep.
- Follow hospital rules and regulations.
- Meet your financial obligations.
- Give your opinions and concerns in a helpful way to the right people, including your doctor, your nurse or the Patient Assistance Coordinator.

Nondiscrimination Policy

As a recipient of Federal financial assistance, the University of New Mexico Hospitals does not exclude, deny benefits to, or otherwise discriminate against any person on the ground of race, color, or national origin¹, or on the basis of disability² or age³ in admission to, participation in, or receipt of the services and benefits under any of its programs and activities, whether carried out by the University of New Mexico Hospitals directly or through a contractor or any other entity which the University of New Mexico Hospitals arranges to carry out its programs and activities.

In case of questions, please contact: University of New Mexico Hospitals' Patient Assistance Coordinator at (505) 272-2121 or Fax at (505) 272-1827. TDD or State Relay number: 505-889-0420.

¹ This statement is in accordance with the provisions of Title VI of the Civil Rights Act of 1964, 42 U.S.C. § 2000d, and its implementing regulations at 45 C.F.R. Part 80.

² This statement is in accordance with the provisions of Section 504 of the Rehabilitation Act of 1973, 29 U.S.C. § 794, and its implementing regulations at 45 C.F.R. Part 84

³ This statement is in accordance with the provisions of the Age Discrimination Act of 1975, 42 U.S.C. 6101 et seq., and its implementing regulations at 45 C.F.R. Part 91.