

**YOUR RIGHTS AS A PATIENT****You Have the Right to Be Treated in These Ways**

There are many things we must do when you come to us for health care.

Here are the things WE must do:

- Treat you with dignity and respect. We must also keep you safe and protect you from harm.
- Give you privacy during your care.
- Ask if you are in pain. If you are, we must also tell you about your choices for treating it.
- Keep your body from moving if it's needed to keep you safe. We may use restraints for this.
- Keep your medical record and health information private. We can only share your information for treatment, billing, hospital business, or when the law says we have to.

You Have These Rights with Language, Culture, Religion, Gender, Disability, Race, Sex, Sexual Orientation, Gender Identity or Spousal Affiliation

- We must give you the healthcare you need. We may not treat you differently because of your race, creed, age, color, or disability. We must treat you the same no matter your beliefs, home country, gender, gender identity, sexual orientation, religion, or marital status. And we must treat you the same no matter who pays for your care.
- We must offer you an interpreter if you do not understand or speak English.
- You can ask for help if you have problems with your sight or your hearing.
- You may express your religious and cultural beliefs. You may do this as long as you do not harm others or interfere with others' health care or rights.

You Have the Right to This Information

- You may ask us to tell a family member, your doctor, or someone else when you are admitted to the hospital. We must tell someone if you ask us to.
- You have the right to know who is on your healthcare team.
- You have the right to know what we think is wrong with you. You also have the right to know your treatment choices. This includes knowing the risks, benefits, and results you may expect.
- You may ask a second doctor for his or her point of view. This is called a "second opinion."
- You have the right to learn about any care you may get when you go home.
- You have the right to see your medical record and get copies.
- You have the right to know why we move you to a new doctor at a different hospital. You also have the right to know what care you can expect there.

Also...

- We must explain your bill and our services to you, if you ask.
- You may get a copy of this Patient Bill of Rights and Responsibilities.

You Have the Right to Decide on These Things

- You decide who may visit you in the hospital, based on hospital rules.
- You decide about your care together with your healthcare team.
- You may say "no" to care as long as the law permits it.
- You decide who can make decisions about your care if you can't decide or speak for yourself.
- You can sign an "advance directive." This tells your doctors what care you want if you are near death and can't tell them yourself.
- You can decide if you want to be in a research study. You can choose whether or not to help test a new kind of care.

You Have the Right to Question What We Do and to File a Complaint

- If you think we have done something wrong or unfair or you have a complaint about your care, you can file a complaint. This is called a "grievance." You can do any of these things:
 - Talk to the nurse in charge, the department director, or your doctor.
 - Call the Patient Assistance Coordinator at 272-2121.
 - Ask to speak to someone on the Ethics Committee.
 - Call the NM Department of Health at 1-800-752-8649.
 - Call the Joint Commission at 1-800-994-6610.
- You may also write to: NM Department of Health
Division of Health Improvement Incident Management
P.O. Box 26110, Santa Fe, NM 87502-6110

YOUR RESPONSIBILITIES AS A PATIENT

There are things we need to do as your caregivers. But there are also things you must do as a patient.

Here are the things YOU need to do:

1. Give correct and complete facts to your healthcare team.
2. Tell your doctor about any changes in your health.
3. Ask questions when you don't understand what your doctor or nurse tell you.
4. Sign a consent form for your care, except in emergencies.
5. Follow your care plan. If you can't follow it, tell your doctor or nurse why.
6. Cancel appointments that you can't keep.
7. Follow hospital rules.
8. Make sure someone pays your bills.
9. Tell us your thoughts and concerns in a helpful way. And tell the right people. This means your doctor, your nurse, or the Patient Assistance Coordinator.
10. Treat other patients, hospital staff, and other people's things with respect.

STATEMENT OF NONDISCRIMINATION

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