

# Welcome!

# Getting Comfortable in Your Patient-Centered Medical Home



UNM

Sandoval Regional  
Medical Center, Inc.



# What's in This Book?

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# What Is A Patient-Centered Medical Home?

A medical home or patient-centered medical home (PCMH) is a new and creative way to provide health care to patients. We use teams to give complete and whole-person care. Doctors and nurses and other staff at these clinics work to have close relationships with their patients. The goal for you and your team of providers, nurses, pharmacists, medical assistants, social workers, and community health workers is to help you stay healthy.

- **You are the center of your health care team**
- We want to know what is important to you
- We want to help you learn about your health
- Your care is planned, based on your needs, and coordinated (What does it mean to have your care coordinated? Find out more on page 6)
- You'll get your appointment when you need it
- You will make goals to improve your health and to stay healthy

## Getting Care Is Easy

It should be easy to get care for you and your family. We want you to come to see your primary care provider or another provider on your care team or at your clinic for as much of your care as possible.

We are here for urgent care problems and same-day visits that are not “true emergencies.” This will help you to avoid long waiting times and big bills that come from going to an Urgent Care or Emergency Room.

Please call our main phone number during regular clinic hours if you need to get in to see a doctor immediately. We can help get you scheduled for a visit. If you feel it is a true emergency, please call 911.



**You are the most important person on your health care team**

### Words to Know

**Urgent Care:** this is when you need to see a health care provider right away. You may be feeling very sick, or have a bad injury, but your life is not in danger, so you don't need to go to the Emergency Room.

**The Patient-Centered Medical Home clinic at SRMC offers the following services:**

- Mental Health Counseling
- Health Coaching
- Nurse Visits and Education
- Patient Financial Services
- Diabetes Education
- Help with Quitting Tobacco Use
- Social Work
- Blood Drawing/Laboratory Services
- X-Ray Services
- Outpatient Pharmacy Refill Services



# What Can I Do To Make The Most Out Of My Medical Home?

## Before your visit

- ☑ Get lab tests done or other procedures that your provider ordered
- ☑ Write down a list of questions for your provider
- ☑ Bring a list or the bottles of medicines you are taking. Bring vitamins and non-prescription pills too.
- We will call to remind you of your visit

## During your visit

- ☑ Ask questions. If you don't understand something, let us know.
- ☑ Make a goal plan to help you improve your health
- ☑ Bring a family member with you. A family member can help you to ask questions, make decisions, or remember information.

## After your visit

- ☑ Follow your care plan
- ☑ Take your medicines and get tests
- ☑ Call us if you have any questions
- ☑ Tell us about any changes in your health
- ☑ Call us if you have been in the hospital or used health care services outside of SRMC or UNM Hospitals.

## Take control of your health

- ☑ Exercise and eat well
- ☑ Talk to your health care team
- ☑ Take your medicines
- ☑ Know what places in your community you can go to for help
- ☑ Set health goals
- ☑ Share your goals and the state of your health with family and friends



**Bring your bottles,  
or a list of your  
medicines, including  
vitamins and non-  
prescription pills**



## What Is Care Coordination?

Care coordination means we help you arrange for health care that may happen outside of our clinic if you need it. We don't leave you on your own if you need care that we don't provide. Helping to arrange for all the care you need is an important part of a patient centered medical home. We can help you:

- figure out appointment times that work with your schedule
- figure out where you need to go

### Going to other doctors or specialists

We know that when you are sick and need to see other doctors, it can be hard to arrange this care on your own. The staff members at your patient-centered medical home (PCMH) clinic can:

- help you make these appointments
- call you to see if you need anything
- call you to see if you have any questions about your visit or health

### Going to the hospital or the emergency room

If you are sick and need to go to the emergency room or if you are admitted to the hospital, your primary care team will also still be involved in your care.

You may need to come in to your patient centered medical home clinic for a follow up visit with your provider.

When you get home from the hospital, someone from your patient centered medical home team will call you to see if you have any questions about your health. We will make sure that your primary care provider knows about any problems or concerns you may have about your recent hospital visit.

### Mental health care

Mental health care is an important part of our patient centered medical home primary care clinics. We have mental health care available in all of our primary care clinics. Your primary care provider will work together with you and your mental health care provider to come up with the best treatment plan for you.

If you are seen any care providers, including mental health providers, outside of the UNM Health System, please let someone on your medical care team know. We can help to coordinate these appointments with you and that provider. This helps us to give you better care.



## What if I am a new patient or I am seen outside of the UNM Health System?

We will help you transfer your medical records from another healthcare institution to our facility. Here are the steps.

1. You will need to fill out a **Release of Information Form**
2. Our clinic will fax the form to the outside clinic/doctor that you saw
3. That outside clinic/doctor will return your health information to our clinic
4. It will be reviewed by your Primary Care Provider here. Then our staff will scan the most important health information into your SRMC/UNMH Electronic Medical Record.

If there are services that you need but are not available at your patient centered medical home clinic, **your team can still help you to get these resources.** Please let us know.

**AUTHORIZATION TO USE OR DISCLOSE HEALTH INFORMATION**

Patient Name: \_\_\_\_\_ Date of Birth: \_\_\_\_\_ Medical Record #: \_\_\_\_\_  
 I hereby authorize the UNM Health System Center to disclose information from my health record at:  
☐ University Hospital ☐ Mental Health Center ☐ Cancer Research & Treatment Center ☐ Carle Tingley Hospital  
☐ Children's Psychiatric Hospital ☐ Ambulatory Care Center

To: Name: \_\_\_\_\_ Address: \_\_\_\_\_

For the purpose of: \_\_\_\_\_

Information to be disclosed:  
☐ most recent visit/admission history & physical exam  
☐ initial assessment  
☐ consultative report  
☐ discharge summary  
☐ Other (please specify): \_\_\_\_\_

Covering the period(s) of healthcare: \_\_\_\_\_

I authorize the release of information relating to (initial if applicable):  
☐ yes ☐ no acquired immunodeficiency syndrome (AIDS) or human immunodeficiency virus (HIV) infection  
☐ yes ☐ no behavioral health services/psychiatric care  
☐ yes ☐ no genetic test results and related patient information  
☐ yes ☐ no other sexually transmitted diseases  
☐ yes ☐ no treatment for alcohol and/or drug abuse

4. I understand that I have a right to revoke this authorization at any time. I understand that if I revoke this authorization, I must do so in writing and present my written revocation to the Health Information Management Department. I understand that the revocation will not apply to my insurance company when the law provides my contact a claim under my policy. Unless otherwise revoked, this authorization will expire on the condition: \_\_\_\_\_ (Date)

5. I understand that once the above information is disclosed, it may be redisclosed by the recipient, may not be protected by federal privacy laws or regulations. (Date)

6. I understand that authorizing the disclosure of this health information is voluntary. I can refuse to sign this authorization. I need not sign this form in order to obtain healthcare treatment. (Date)

Signature, Patient or legal representative \_\_\_\_\_ (Relationship to patient)  
 Signature of Witness \_\_\_\_\_ (Parent, if CPH/PPC&A patient over 14)

**PROHIBITION OF REDISCLOSURE:** Federal Law (42 CFR Part 2) and state laws (NMSA 1978 Section 24-1-9.5 (1999), NMSA 1978 Section 24-2A-5 (1999), NMSA 1978 Section 24-2A-5 (1997)) prohibit further disclosure of HIV/AIDS and other sexually transmitted diseases, and mental health and alcohol abuse and drug abuse information to any person or agency without securing another proper written authorization for that purpose, or as otherwise permitted by Federal regulations or state law.

Filling out forms can be hard. We're here to help.

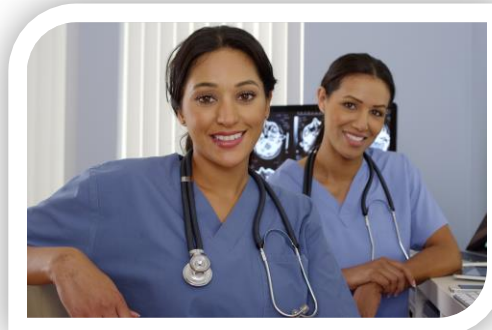
## Who Is My Care Team?

It used to be that when you went to a clinic or a hospital, nurses and doctors were the main people who took care of you. Now there are many different kinds of people trained to help take care of your health. That's why we use the word "provider" instead of "doctor." Here are the members of your care team at your medical home.

- **Primary Care Provider (PCP)**- a doctor or a nurse practitioner (NP or CNP) or physician's assistant (PA). **All** of these medical people can provide primary care.
  - **Nurse Practitioner**- a registered nurse who has received advanced training to care for patients independently
- **Team Nurse**- a registered nurse who leads the medical assistants in how they will provide care for you and works with your provider to make sure your needs are met. They will also do some medical education for you to help you better understand your health.
- **Medical Assistant**- someone trained to help the providers with clinical tasks and office duties
- **Psychiatrist**- a medical doctor who specializes in mental health and behavioral disorders. They prescribe medicines and also provide counseling
- **Psychologist**- a highly-trained, non-medical doctor who provides mental and behavioral health counseling services. They cannot usually prescribe medicines
- **Social Worker**- a person who is trained to deal with helping patients and families connect with services in the community
- **Community Health Workers**- members of the community who are trained to teach and advise patients about ways to take care of their health. They also help patients access health services.

### Words to Know

**Primary care:** the day-to-day care given by a health care provider



# How Can I Pay For My Health Care?

**Your patient centered medical home clinic cares for all patients:**

- whether or not they have health insurance
- whether or not they can afford to pay at the time they are seen

We want to make it as easy as possible for you to take care of paying for your health care.

We have staff members ready to help patients apply for financial help and health insurance at many of the patient centered medical home clinics at SRMC. If no financial services staff members are at your clinic, we can help you make an appointment with someone at a different UNMH clinic.

**The main department numbers for SRMC Financial Services are:**

- 505-994-7157
- Free at 1-866-756-8347
- Services in multiple languages are available.

Some of the common insurance plans that are used by patients at the PCMH clinics are:

- Medicare
- Medicaid (Centennial Care)
- New Mexico Health Exchange program
- Private Insurance like Blue Cross Blue Shield
- Supplemental UNM Care
- SRMC Care

If you have **Presbyterian Health Insurance** – you will need to call the number on your insurance card to see if you can be seen at a UNMH or SRMC clinic.

We also have patients who pay themselves or are uninsured

**If you have medical costs that are not covered by insurance, you may also be able to make monthly payments on your bill to make it easier to pay.**

**Please ask someone on your Team or at the Front Desk for help with your payment or with getting health insurance coverage.**

# MyHealthUNM: Your Patient Portal

## What is MyHealthUNM?

MyHealthUNM is a website that lets you see your Electronic Medical Record.

## What is an Electronic Medical Record?

Doctors used to write notes about your visits on paper and they were kept in folders in the doctor's office or the hospital. Now, health care providers keep notes about your health care on computers. The notes are called your Electronic Medical Record (or EMR).

Just like paper notes, your EMR helps providers keep track of all the details of your health care. It also helps the care team members know what other team members have done and said.

A website that lets you see these records is also sometimes called a Patient Portal.

**The patient portal allows you, the most important member of your health care team, to have the information in your medical record, too.**

MyHealthUNM gives you a way to:

- Get messages to your doctors and nurses
- Keep track of vaccine records
- Look at your lab results
- See your own list of medicines
- Print a copy of your medical record
- Find clinic phone numbers
- Use a tool called "Find A Doctor"
- Look at your information in a safe, private, easy-to-use way, anytime, anywhere

## Who can sign up for MyHealthUNM?

- ☑ Any of our patients who are 18 years or older
- ☑ Parents/Guardians of children 10 years or younger
- ☑ Parents/Guardians of dependent adults

## Who *cannot* sign up for MyHealthUNM?

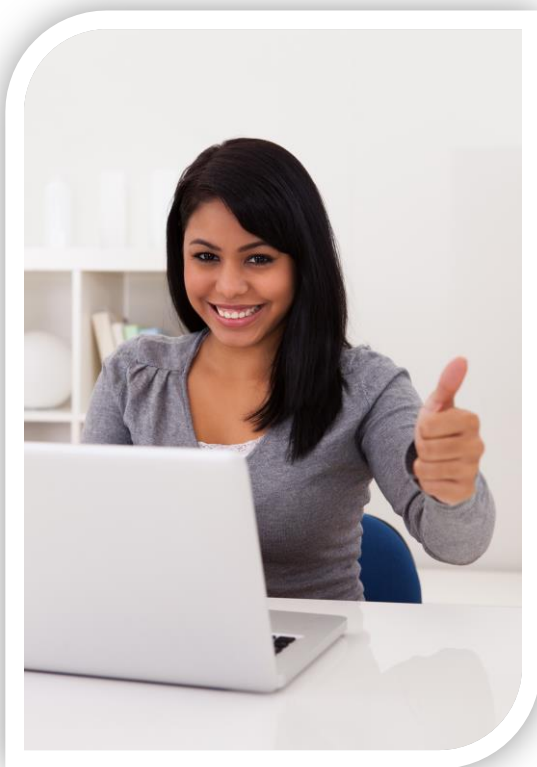
- ✗ Children ages 11-17 years old

## Can I get to MyHealthUNM on my cell phone?

Yes! Depending on what type of phone you have, you might be able to get an app that makes it even easier.

## How do I get MyHealthUNM?

Just let one of your medical staff know you are interested during your visit. They will get you signed up today.





# Take Charge of Your Health!

## You are the most important member of your Medical Home team.

So what **you** do to take care of your health really matters! Here are some ways we can help you take charge of your health:

### Ask Questions!

- We are here to help you understand your health.
- Talk to your team members if you have **any** questions.

### Come to a Group Visit

- Learn about how to take care of your health with others who have needs like yours.
- There is always a health care provider there to help you. And you will get support from others who share your concerns.

### Attend a Class

- Our education classes can teach you how to manage your health better.
- We have classes about diabetes, taking care of your heart, eating a diet that is right for you, and more. Ask your clinic team what classes might be right for you.

### Schedule a Goal Planning Visit with Your Team Nurse

- We will help you figure out what you want to change about your health.
- You'll make a plan to reach your goals that's right for you!

### Learn About Your Health Online

- Here are some easy-to-use websites
  - [www.healthfinder.gov](http://www.healthfinder.gov)
  - [www.health.gov](http://www.health.gov)
  - [www.nihseniorhealth.gov](http://www.nihseniorhealth.gov)



- You can also go to the Health Information/Education page on the UNMH website
  - <http://hospitals.unm.edu/health/>



## Want to help make your clinic better for you and other patients?

Ask your clinic manager about joining your clinic's Patient Advisory Board.

## Talk with Your Health Care Providers

Health information can be complicated and hard to understand. And sometimes there is a lot to remember. What can you do?

### Ask your provider:

- Can you say that again please?
- Can you please explain that word to me?
- Can you speak more slowly please?

### Repeat what you heard the provider say. Try this:

I want to make sure I understand. This is what I heard you say:<sup>1</sup>

- I have \_\_\_\_\_.
- You would like me to \_\_\_\_\_.
- I should do this because \_\_\_\_\_.

### Take notes and write down your questions here:

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<sup>1</sup>Adapted from Ask Me 3





## What To Do If You Are Sick

### If you have any of these:

- ☑ Fever
- ☑ Earache
- ☑ Cold or flu
- ☑ Sore throat or cough
- ☑ Vomiting or diarrhea
- ☑ Nausea or feeling ill
- ☑ Mild stomach pains
- ☑ Mild injuries or cuts
- ☑ Rashes without fever
- ☑ Pain or burning when you pee

### You can:

#### Call your Primary Care Clinic

Your Primary Care Provider (PCP) is the right person to see **first** for most health problems. We might be able to see you the same day or next day. If your problem is serious, your PCP may ask you to go to Urgent Care. You can call 505-994-7397 and ask to speak to a nurse about any urgent health problems.

OR

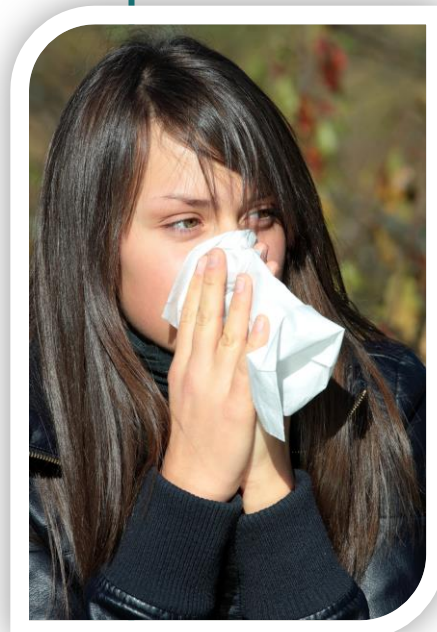
#### Go to an Urgent Care Clinic

The Urgent Care clinic is for times when **you need care right away but it is not an emergency**. Most Urgent Care clinics are open evenings and weekends. An Urgent Care center might be closer and can take less time than a trip to the hospital Emergency Room (ER).

OR

#### Call TriageLogic for Nurse Advice **1-877-925-6877**

Call anytime **day or night** and get advice from a nurse. The nurse can help you decide if you need to see your Primary Care Provider or if you should go to Urgent Care or the Emergency Room.



## Your Primary Care Clinic for Routine and Same Day Care

### Family Practice Clinic UNM Sandoval Regional Medical Center

3001 Broadmoor Blvd NE (505) 994-7397  
Mon-Fri 8:00 am -7:00 pm

## Adult Urgent Care

### Adult Urgent Care may be right for you if you:

- Need medical care right away, but your regular clinic is closed
- Can't get an appointment when you need it
- Have a health problem that is *not* life-or-death

### When to Go to Urgent Care

If you're an adult, 18 years or older, come to Urgent Care when you **can't** get into your regular clinic. But come **only** if your problem is **not** a life-or-death emergency.

Here are some of the problems we treat in Urgent Care:

- Colds and flu, pink eye, sore throats and coughs, ear pain, and tooth pain
- Insect bites, rashes, hay fever, and minor asthma attacks
- Minor cuts and burns, back pain, and sprains
- Sick stomach
- Pain or trouble peeing
- Ingrown toenails
- Some STDs (sexually transmitted diseases)

### When Not to Use Urgent Care

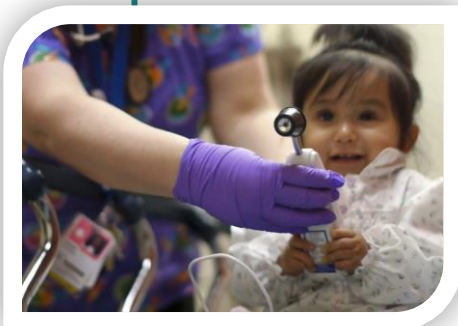
Urgent care is for treating minor problems that can't wait. Please see your regular health care provider for:

- Long-term illnesses
- Mental health problems
- Regular check-ups and tests
- Shots

## What To Do If Your Child Is Sick

### If your child has any of these:

- ☒ Fever or body aches
- ☒ Earache
- ☒ Cold or flu
- ☒ Sore throat or cough
- ☒ Vomiting or runny poop (diarrhea)
- ☒ Feeling sick to your stomach
- ☒ Mild stomach pains
- ☒ Mild injuries or cuts
- ☒ Rashes without fever
- ☒ Pain or burning when peeing



### You can:

#### Call your Primary Care Clinic

Your Primary Care Provider (PCP) is the right person to see **first** for most health problems. We might be able to see you the same day or next day. If your problem is serious, your PCP may ask you to go to Urgent Care. You can call 505-994-7397 and ask to speak to a nurse about any urgent health problems.

OR

#### Go to an Urgent Care Clinic

The Urgent Care clinic is for times when **your child needs care right away but it is not an emergency**. Most Urgent Care clinics are open evenings and weekends. An Urgent Care center might be closer and can take less time than a trip to the hospital Emergency Room (ER).

OR

#### Call TriageLogic for Nurse Advice **1-877-925-6877**

Call anytime **day or night** and get advice from a nurse. The nurse can help you decide if you need to see your Primary Care Provider or if you should go to Urgent Care or the Emergency Room.

## Primary Care Clinic for Pediatric Routine and Same Day Care

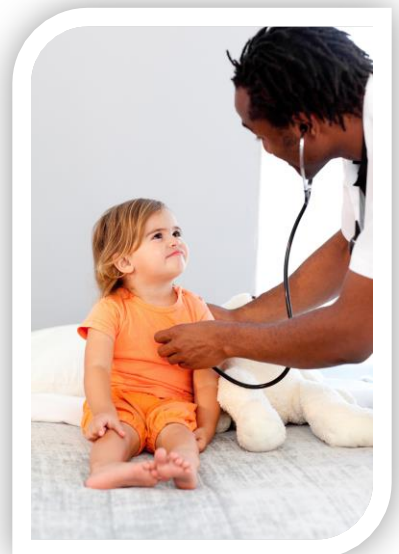
### **Family Practice Clinic UNM Sandoval Regional Medical Center**

3001 Broadmoor Blvd NE (505) 994-7397  
Mon-Fri 8:00 am -7:00 pm

## Other Clinics (If You Cannot Get An Appointment in the Family Practice Clinic)

**Please call for an appointment.**

- **Carrie Tingley Hospital: Pediatric Primary Care**  
1127 University Blvd NE (505) 272-4511 **Hours may vary.**
- **Pediatric Clinic: Primary and Urgent Care**  
2211 Lomas Blvd NE (University Hospital) (505) 272-2345  
Mon-Fri 8:00 am to 7:30 pm Sat 9:00 am to 2:00 pm  
**Walk-ins accepted**
- **Young Children's Health Center**  
306 San Pablo SE  
(505) 272-9242  
Mon-Thu 8:00 am to 7:00 pm  
Except 1:00 pm to 7:00 pm on 1<sup>st</sup> Thursday of the month  
Fri 8:00 am to 5:00 pm  
Sat 9:00 am to 2:00 pm



## Emergency Room

**If You or Your Child Have Any Of These,  
Call 911 Or Go To The ER:**

- ☑ Chest pain
- ☑ Very bad injury
- ☑ Possible broken bones
- ☑ Bleeding that won't stop
- ☑ A really hard time breathing
- ☑ Stroke symptoms :
  - a really bad headache that comes on suddenly-  
"Worst headache of my life"
  - confusion
  - numbness and tingling in part of your body
  - not able to use a part of your body
  - not able to speak, smile or move your face
- ☑ **Or if your child is hard to wake up**



### **Adult Emergency Room and Pediatric Emergency Room**

#### **UNM Sandoval Regional Medical Center**

3001 Broadmoor Blvd. NE

(505) 994-7000

Open 24 hours a day

7 days a week

No appointment needed

#### **UNM Hospital**

2211 Lomas Blvd NE

(505) 272-2411

Open 24 hours a day

7 days a week

No appointment needed



## Call TriageLogic for Nurse Advice

Call anytime **day or night** and get advice from a nurse. The nurse can help you decide if you need to see your Primary Care Provider or if you should go to Urgent Care or the Emergency Room.

### 1-877-925-6877 (Toll Free)

TTY: 1-800-659-8331

- Are you or a loved one sick or hurt?
- Do you wonder if you need medical help?
- Do you need help finding a doctor or clinic?

Call us! You can talk with a registered nurse and get answers. We can also help with:

- What to do about your symptoms now
- Getting a referral to a doctor or specialist if you need it

We will fax follow-up information to your doctor or clinic.

Our registered nurses are licensed and located in NM.

**Call 24 hours a day, 365 days a year**

# 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 around Language, Culture, Religion, Gender, Disability, and Race

- 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. Please let us know when you book an appointment if an interpreter is needed so that we can arrange to have someone available.
- 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. (This is your copy.)

## **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 994-7393
- 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.

SRMC does **not** treat people differently because of their race, color, home country, disability, or age. This includes when you are:

- admitted to the hospital
- treated at the hospital
- taking part in programs or services
- applying for or working in a job here.

For questions, concerns, or to learn more about this policy, contact:

SRMC Patient Advocate

(505) 994-7393

TDD/State Relay 1-800-659-1779

# Your Notes

[illegible]

## Important Phone Numbers

**(505) 994-7397**

UNM Sandoval Regional Medical Center  
Family Medicine

8:00am – 7:00pm, Monday-Friday

**1-877-925-6877**

(TTY: 1-800-659-8331)

TriageLogic for Nurse Advice

Call any day, any time

**(505) 994-7000**

Adult Emergency Room  
and Pediatric Emergency Room  
UNM Sandoval Regional Medical Center

Why do we use the word “home?” Because—

- We want you to feel safe, welcome, and comfortable.
- We want to be a place where you can trust that the stories, facts, and feelings you tell us to help us understand your health are private.
- We want you to feel part of our medical team.

