

Your Rights as a Patient

Here Are the Things WE Have to Do:

- Treat you with dignity and respect.
- Keep you safe and protect you from harm.
- Make sure that discussion, consultation, and exams will be done as privately as possible. We will try to make sure only people directly involved with your care are within hearing or sight. Our goal is to give you the most reasonable privacy possible.
- Ask if you are in pain. If you are, we will talk about treatment options.
- Keep your body still if needed for care or safety.
- Make sure you are able to see your medical record, and get copies at no cost. You can get your record either on paper at our Medical Records office or on the internet in your patient portal account.
- Keep your medical record and health information private. We would only share any information if we had to by law.
- Make sure your medical record follows you where you go for care.

You Have Rights Related to Your Care:

- To get the health care you need whether or not you can pay.
- To know the name(s) of the health care provider(s) mainly responsible for your care, treatment, or services
- To wear religious and symbolic items as long as they do not get in the way of your care.
- To be offered a trained interpreter if your preferred language is not English.
- To be offered appropriate resources if you have vision, speech, hearing, or cognitive needs.
- To have your legal medical decision maker present during tests and procedures, if it is safe.
- To know about our policy on informed consent.
- To ask us to tell a person of your choice when you are admitted to the hospital.

We Do Not Discriminate

- University of New Mexico Hospitals (UNMH) follows federal and state civil rights laws. We do not discriminate on the basis of race, ethnicity, religion, culture, language, physical or mental disability, socioeconomic status, color, national origin, age, sex, sexual orientation, gender identity and expression, or marriage status

You Have the Right to this Information:

- You have the right to know who is on your health care team.
- You have the right to know of your health problems and diagnosis.
- You have the right to know your treatment choices, including the risks, benefits, and results you may expect.
- You have the right to ask questions.
- You have the right to a second opinion.
- You have the right to learn about additional care you may need
- 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.
- You may ask for an explanation of your bill and our services.
- To ask for a copy of the Patient Rights and Responsibilities.

You Have the Right to Decide on these Things:

- Say who can visit you in the hospital, based on hospital and unit policy.
- Make decisions about your care, treatment and services, together with your health care team.
- Refuse care, treatment, and services, according to state and federal laws and regulations.
- Say who may make medical decisions about your care, when you are unable to speak for yourself.
- Sign an "Advance Directive." This form helps you say what you would want if you ever became too sick to make choices for yourself.
- Decide whether or not to be a part of research studies or clinical trials.

You Have the Right to Question What We Do and to Make a Complaint or File a Grievance:

- Make a complaint or file a grievance if you think we have done something wrong or unfair or are concerned about your care.
- Talk to the nurse in charge, the department leadership, or your doctor.
- Call the Patient Advocate at 505-272-2121.

- Call the UNMH Ethics Committee at 505-272-6663.
- Call the NM Department of Health (NMDOH) at 1-800-752-8649
- You may also write to the:

NMDOH

Division of Health Improvement
P.O. Box 26110,
Santa Fe, NM 87502-6110

- Call The Joint Commission (TJC) at 1-800-994-6610.
- You may also write to TJC:

Office of Quality and Patient Safety The Joint Commission

One Renaissance Boulevard
Oakbrook Terrace, Illinois 60181

- For UNM Medical Group Clinics Call:
Accreditation Association for Ambulatory Health Care (AAHC) at 1-847-853-6060 or submit a complaint online to complaints@aaahc.org.

Your Responsibilities as a Patient

Here Are the Things YOU Need to Do:

- Give correct and complete information about your health to your health care team.
- Tell your doctor about any changes in your health.
- You and your health care team have talked about what you need to do to get better. We call this your care plan. Follow the plan, and if you think you cannot, tell your team why.
- Cancel appointments that you can't keep.
- Make sure your medical bills are paid.
- Tell us your thoughts and concerns.
- Treat other patients, hospital staff and property with respect.