

Personal Care

You have the right to:

- Personal privacy, private conversations.
- Request and have a chaperone present during examinations and treatments and during certain intimate examinations and treatments.
- An emotional support person with you unless prohibited by policy.
- Be notified if something goes wrong and when there is a change in treatment or care.
- Be treated with respect and dignity in a setting that promotes health and well-being.
- Know the names and jobs of the people who care for you.
- Have your advance directive or end-of-life care wishes respected, followed and conflicts addressed.
- Receive visitors of your choice to include but not limited to spouse, domestic partner including same sex partners, family member, or friend without discrimination unless you are provided with an explanation for safety or medical reasons. You can refuse visitors at any time.
- Receive assessment and appropriate treatment for your pain.
- Refuse to allow photographs, videos, films, recordings, or other images of you for purposes other than providing medical care.
- Accept or refuse participation in research and care by students.

You or your representative have the responsibility to:

- Share accurate and complete health and contact information, including your advance directives or living will.
- Ask questions when you do not understand your condition, treatment, or you do not plan to follow your doctor's advice.
- Be kind, respectful, and considerate of other patients and hospital property and staff.
- Send your valuables home.
- Let us know if you have concerns or questions about your treatment plan and the need for follow up care.
- Make arrangements for meeting your financial responsibilities, provide accurate health insurance information or payment information for billing purposes.
- Inform staff of ways we can improve services or make your family or visitors feel more welcome.

If you feel these rights have been violated, you want to share a care concern or file a grievance, or if we do not live up to your expectations, please contact our patient advocate at **575.556.6339**.

To share a concern with us about the privacy of your health information, please contact our privacy officer at **575.532.4434**

You may also contact any of the following agencies to share a care concern:

Care concerns – The Joint Commission
Officer of Quality and Patient Safety
One Renaissance Boulevard, Oakbrook Terrace, IL 60181
Submit online at www.jointcommission.org

OR New Mexico Department of Health: 1.800.752.8649

Quality concerns for Medicare Beneficiaries – **Kepro: 1.888.315.0636**

Privacy concerns – Office for Civil Rights
Email: OCRMail@hhs.gov
Phone: 1-800-368-1019, TDD: 1-800-537-7697.
Submit online at hhs.gov