

Advanced Care Hospital of Southern New Mexico

4451 Lohman Ave.
Las Cruces, NM 88011
(575) 521-6600

Patient's Rights

The Advanced Care Hospital of Southern New Mexico has adopted the following statement of patient rights. This list shall include, but not be limited to the patient's right to:

- ❖ To access care regardless of the patient's race, creed, color, national origin, religion, sex, sexual orientation, marital status, age, or disability;
- ❖ To considerate, respectful care which is free of all forms of abuse and harassment, and which recognizes their personal privacy, individuality, psychosocial, spiritual and cultural needs as long as the exercise of these needs do not harm others or interfere with medical treatment or the rights of others;
- ❖ To be free from mental, physical, sexual and/or verbal abuse;
- ❖ To have a family member or representative of their choice and their own physician notified promptly of their admission to the hospital;
- ❖ To select a doula of the patient's choice to accompany the patient within the facility's premises for the purposes of providing services during pregnancy, childbirth and the twelve-month postpartum period;
- ❖ To make informed decisions, including to refuse recommended treatment to the extent allowed by law, based upon complete information about their illness, risks, benefits, alternatives and outlook for recovery in terms, manner and language they or their legally authorized decision-maker understands;
- ❖ To know the name of their attending physician, and the names and professional status of all staff who are participating in their care;
- ❖ To participate to the fullest extent possible in development of their treatment plan including follow-up care after discharge;
- ❖ To formulate advance directives and to have those advance directives respected and honored to the extent allowed by law;
- ❖ To request a ethics consultation in consideration of ethical issues relating to their care;
- ❖ When asked to participate in research or clinical trials, to be fully informed of the expected benefits, potential discomforts, risks, alternative treatments that might be beneficial to the patient, and a full explanation of experimental procedures to be followed prior to giving informed consent for the research or clinical trials;
- ❖ To refuse to participate in a research project or clinical trial without compromising their access to any other available and effective care and treatment;
- ❖ To receive information/education in a manner that is understandable;
- ❖ To receive care in an environment that is conducive to the patient's privacy, confidentiality, and security;
- ❖ Prior to transfer (except in emergencies), to be given a full explanation of the reason for a transfer to another facility, to have provisions made for continuing care, and to be accepted by the other facility;
- ❖ To be free of all physical and chemical restraints of any form imposed as a means of coercion, discipline, convenience, or retaliation by staff, and to have restraints for medical and surgical care, and restraints and seclusion for behavioral management used only in accordance with law and hospital policies and procedures;
- ❖ To have their pain managed;
- ❖ To access protective services including to have a guardian appointed if appropriate, and to contact child and adult protective services;
- ❖ To have their identifiable paper or electronic medical records maintained by the hospital in a confidential manner without disclosure to another individual or entity except to the extent authorized by the patient, or when disclosure is required or permitted by law;
- ❖ To have access to their medical records within a reasonable time and at a reasonable cost, except when access is limited or prohibited by law;
- ❖ To examine and receive an explanation of their hospital bill regardless of who pays the bill;
- ❖ To designate who may be permitted to visit them during their hospital stay in accordance with hospital policy;
- ❖ To be informed of the existence of business relationships among the hospital, educational institutions, other health care providers or payers that may influence the patient's treatment and care.
- ❖ To file a grievance regarding their care according to the hospital Grievance Policy and Procedure, and to receive Notice

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of Right to File a Grievance.

Patient's Responsibilities

- ❖ To comply with hospital rules and regulations;
- ❖ To advise staff of their need for language or speech interpreters, hearing or other assisting devices at the earliest time possible;
- ❖ To provide accurate information about their health, including past illness, hospital stays, allergies, and use of prescribed and over-the-counter medications, herbal and vitamin supplements, alcohol, and illegal substances;
- ❖ To ask questions or request additional information when they do not understand information or instructions;
- ❖ To cooperate with caregivers to implement their treatment plan;
- ❖ To be considerate of other patients, families, and staff, and to limit the number of visitors and noise level;
- ❖ To advise hospital staff if they bring any medications or supplements into the hospital, to refrain from taking any medications or supplements while in the hospital except as authorized by their physician, and to refrain from using, bringing into the hospital, or having brought in any illegal substances or alcohol;
- ❖ To request access to or copies of their medical records in accordance with hospital policy;
- ❖ To do as much for themselves as is compatible with their illness, knowing that this is better than unnecessary dependency, and to accept the responsibility for learning how to care for themselves after discharge;
- ❖ To report to their physician any unexpected changes in their condition after discharge;
- ❖ To keep appointments and to cancel or reschedule appointments in a timely manner;
- ❖ To provide accurate health insurance information and/or to make other appropriate arrangements for reimbursement for care, including providing necessary information for financial assistance; and
- ❖ To bring concerns or complaints to the attention of hospital personnel, and to file grievances in accordance with the Patient Complaint/Grievance Policy, in a timely fashion.

Excellence in treatment, caring and privacy is our goal. If you have any comments or concerns during your stay, please contact the Director of Quality at (575) 521-6600.

Marijuana and Illegal Substances

Patients are not permitted to bring into the hospital marijuana and/or extracts from the cannabis plant, regardless of the form, and whether or not legal in this state. Additionally, patients are not permitted to bring into the hospital any other illegal substance and/or paraphernalia. If any of these items are brought in, the patient or patient's representative will be required to remove and/or dispose of such items.

Emergency Care and Services

In the event that you require emergency care services during your treatment at the hospital, our staff is trained and qualified to provide emergency care which includes at a minimum first aid and cardiopulmonary resuscitation. Although a physician may not be present 24 hours a day/ 7 days a week, there is a physician on call at all times to assist with any treatment needs that you may have. The medical staff has developed interventions and treatments that staff may immediately implement in case of an emergency. Should your condition require treatment and services not provided by this hospital, emergency transfer will be arranged and your condition communicated to a hospital that provides the services required for your emergency condition. If you have any questions regarding this, please contact the administrator of the hospital.

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Visitors

In order to promote an environment that supports healing, you are encouraged to have friends and family visit while a patient at the hospital. Visiting hours are posted as 9 am until 9 pm every day, but when desired or needed by you, visitors are welcome at all times to participate in therapies, treatments, and conferences regarding your care. We will encourage, but not require, family and friends to seek adequate rest during overnight hours and leave after 9 pm.

Based on the treatment being rendered and your personal preference, visitors may be allowed and encouraged to be present during your care and treatment. Visitors that are encouraged include any person designated including, but not limited to a spouse, a domestic partner (including same-sex domestic partners), another family member, and/or a friend. The hospital will not restrict, limit, or otherwise deny visitation on the basis of race, color, national origin, religion, sex, gender identity, sexual orientation, or disability. We may restrict visitation when it is clinically necessary or required in order to ensure we can care for all patients in a manner that is safe and allows for the privacy and well-being of all the patients of the hospital. There are three types of activities that may occur that might restrict visitors from visiting you including times you are receiving care interventions, when there may be infection control issues, and when visitation may interfere with the care of other patients. Although it is impossible to list each and every situation, we have provided you a list of some examples of when visitors may be limited.

- When you prefer privacy during interventions/treatments or your need to rest
- When your visitors may not be prepared to witness the physical aspects of some patient care interventions and procedures
- When the physical space in the area of treatment makes it difficult to complete the treatment
- During the performance of an intervention or procedure that require aseptic/sterile technique that may be compromised with visitors present
- When visitor activities may present a direct risk or threat to the you, other patients, hospital staff, or others in the immediate environment
- When any visitor has disruptive, threatening, or violent behavior of any kind
- When you have more visitors than your room or other rooms available can accommodate safely
- When there is a risk of infection for you from the visitor
- When there is a risk of infection for the visitor from you
- When there are infections in the community that may endanger you or other patients if brought into the hospital
- When the privacy or rest of other patients is needed and may be disturbed by your visitors

SECTION 504 NOTICE OF PROGRAM ACCESSIBILITY

Advanced Care Hospital of Southern New Mexico and all of its programs and activities are accessible to and useable by disabled persons, including persons with impaired hearing and vision. Access features include:

- Convenient off-street parking designated specifically for disabled persons.
- Curb cuts and ramps between parking areas and buildings.
- Level access into the hospital
- Fully accessible offices, meeting rooms, bathrooms, public waiting areas, cafeteria, patient treatment areas, including examining rooms and patient wards.
- A full range of assistive and communication aids provided to persons with impaired hearing, vision, speech, or manual skills, without additional charge for such aids:

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Some of these aids include:

- Qualified sign language interpreters for the deaf.
- A twenty-four hour (24) telecommunication device and/or relay service for the deaf (TTY/TDD) which can connect the caller to all extensions within the hospital for use by hearing or speech impaired patients/clients.
- Readers and taped material for the blind and large print materials for the visually impaired.
- Flash Cards, Alphabet boards and other communication boards.
- Assistive devices for persons with impaired manual skills.

If you require any of the aids listed above, please let the receptionist or your nurse know.

Nondiscrimination Policy

As a recipient of Federal financial assistance, the Advanced Care Hospital of Southern New Mexico does not exclude, deny benefits to, or otherwise discriminate against any person on the ground of race, color, or national origin, or on the basis of disability or age in admission to, participation in, or receipt of the services and benefits of any of its programs and activities or in employment therein, whether carried out by Advanced Care Hospital of Southern New Mexico directly or through a contractor or any other entity with whom the Advanced Care Hospital of Southern New Mexico arranges to carry out its programs and activities.

This statement is in accordance with the provisions of Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, the Age Discrimination Act of 1975, and Regulations of the U.S. Department of Health and Human Services issued pursuant to the Acts, Title 45 Code of Federal Regulations Part 80, 84, and 91. (Other Federal Laws and Regulations provide similar protection against discrimination on grounds of sex and creed.)

SECTION 1557 OF THE AFFORDABLE HEALTHCARE ACT OF 2010

Nondiscrimination Statement:

Discrimination is Against the Law

Advanced Care Hospital of Southern New Mexico complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Advanced Care Hospital of Southern New Mexico does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Advanced Care Hospital of Southern New Mexico

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
 - Qualified sign language interpreters
 - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as:
 - Qualified interpreters
 - Information written in other languages

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If you need these services, contact our Civil Rights Coordinator/Hospital Director of Compliance located below:

Director of Compliance
4451 East Lohman Avenue
Las Cruces, New Mexico 88011
575.521.6600

If you believe that Advanced Care Hospital of Southern New Mexico has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with the Civil Rights Coordinator/Hospital Director of Compliance. You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, the Civil Rights Coordinator is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services
200 Independence Avenue, SW
Room 509F, HHH Building
Washington, D.C. 20201
1.800.368.1019, 800.537.7697 (TDD)

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

Questions, inquiries or complaints can also be directed to the Corporate Civil Rights Officer:

Ernest Health
1024 N. Galloway Avenue, Suite 102
Mesquite, TX 75149
www.ernesthealth.com
Corporate Civil Rights Officer: 717.858.4225
Email: CivilRights@ernesthealth.com

SPANISH

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 575.521.6600 (TTY: 1.800.659.8331)

NAVAJO

Díí baa akó nínííín: Díí saad bee yánítí'go Diné Bizaad, saad bee áká'ánídá'áwo'déé', t'áá jiiik'eh, éí ná hóló, koló, kojí' hódíílnih 575.521.6600 (TTY: 1.800.659.8331)

VIETNAMESE

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 575.521.6600 (TTY: 1.800.659.8331)

GERMAN

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ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 575.521.6600 (TTY: 1.800.659.8331)

CHINESE

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 575.521.6600 (TTY: 1.800.659.8331)

ARABIC

برقم اتصل. بالمجان لك تتوافر اللغوية المساعدة خدمات فإن، اللغة اذكر تتحدث كنت إذا: ملحوظة -575.521.6600 (رقم والبكم الصم هاتف -1.800.659.8331).

KOREAN

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 575.521.6600 번으로 전화해 주십시오. (TTY: 1.800.659.8331)

TAGALOG

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 575.521.6600 (TTY: 1.800.659.8331)

JAPANESE

注意事項：日本語を話される場合、無料の言語支援をご利用いただけます575.521.6600 まで、お電話にてご連絡ください。(TTY: 1.800.659.8331)

FRENCH

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 575.521.6600 (AST: 1.800.659.8331)

ITALIAN

ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero: 575.521.6600 (TTY: 1.800.659.8331)

RUSSIAN

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 575.521.6600 (телетайп: 1.800.659.8331)

HINDI

ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। 575.521.6600 कॉल करें। телетайп:

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PERSIAN (FARSI)

شما برای رایگان بصورت زبانی تسهیلات، کنید می گفتگو فارسی زبان به. اگر توجه
575.521.6600 (TTY: 1.800.659.8331) فراهم می باشد با. بگیریید تماس با.

THAI

เรียน: ถ้าคุณพูดภาษาไทยคุณสามารถใช้บริการช่วยเหลือทางภาษาได้ฟรี โทร 928.775.7888 (TTY: 1.800.367.8939)

SECTION 504 GRIEVANCE PROCEDURE

The Advanced Care Hospital of Southern New Mexico has adopted an internal grievance procedure providing for prompt and equitable resolution of complaints alleging any action prohibited by the U.S. Department of Health and Human Services regulations (45 C.F.R. Part 84), implementing Section 504 of the Rehabilitation Act of 1973 as amended (29 U.S.C. 794). Section 504 states, in part, that Any otherwise qualified disabled individual . . . shall solely by reason of his/her disability, will not be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance . . . The law and regulation may be examined in the office of the Hospital Administrator (4451 Lohman Avenue, Las Cruces, NM, 575-521- 6600), who has been designated to coordinate the efforts of the Advanced Care Hospital of Southern New Mexico to comply with the regulations.

- A complaint should be in writing, contain the name and address of the person filing it, and briefly describe the discriminatory act.
- A complaint should be filed in the office of the Section 504 coordinator within 30 days after the person filing the complaint becomes aware of the alleged discriminatory act.
- The Hospital Administrator, or designee, will investigate the complaint. The investigation will be informal but thorough, affording all interested persons and their representatives an opportunity to submit evidence relevant to the complaint.
- The Hospital Administrator shall issue a written decision determining the validity of the complaint no later than 30 days after its filing.
- The Section 504 coordinator shall maintain the files and records relating to all complaints filed. The Section 504 coordinator may assist persons with the preparation and filing of complaints, participate in the investigation of complaints, and advise the Hospital Administrator concerning their resolution.
- An individual who files a complaint may pursue other remedies. This includes filing with:

The Office for Civil Rights
Department of Health and Human Services Office for
Civil Rights
Regional Office VI
1301 Young Street suite 106
Dallas, TX 75202-4324
800-368-1019

- These rules shall be liberally construed to protect the substantial rights of interested persons to meet appropriate due process standards and assure the Advanced Care Hospital of Southern New Mexico compliance with Section 504 and the regulations.

The section 504 coordinator for Advanced Care Hospital of Southern New Mexico is the Hospital Administrator. He may be reached

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at 575-521-6600.

Your Right to File a Grievance

Please let us know...

- ❖ If you have any questions or concerns with any aspect of the care that we have provided, please contact any hospital staff member. Your case manager is best equipped to provide you the needed information.
- ❖ If you wish to file a formal complaint or grievance during or after your discharge, please contact the:

Hospital Administrator
(575) 521-6600

- ❖ The administrator or a member of the administrative team will visit, call, or contact by mail or email you to learn more about your concern and update you on the status of the grievance, the investigation initiated, assigned case manager, and expected time frame for resolution. Every attempt will be made to resolve the issue as quickly as possible, but no later than 28 days from when the grievance was filed.
- ❖ **Please tell us! We want to provide the best care to you and our community!**
- ❖ You may file a complaint or grievance directly with the State Licensing Agency whether or not you have contacted the administrator or other staff member regarding your concern at the number listed below.

New Mexico Health Care Authority
Division of Health Improvement
1190 South Saint Francis Drive
Santa Fe, NM 87502 (800) 752-8649

<https://www.hca.nm.gov/nm-consumer-complaint-form/>

The Joint Commission
One Renaissance Blvd.
Oakbrook Terrace, IL 60181
800-994-6610
complaint@jointcommission.org

Abuse, Neglect, and Misappropriation

Incident Management System and Reporting

Advanced Care Hospital of Southern New Mexico

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- ❖ The Rehabilitation Hospital of Southern New Mexico strives to identify, treat, and report all cases of abuse, neglect, misappropriation, injuries of unknown source. Policies and procedures are in place to ensure the staff are educated to identify and report timely and accurately any incidents or suspected incidents of abuse, neglect or misappropriation (exploitation).
- ❖ Reporting of any abuse is required by law and the notification of New Mexico Incident Management Bureau, and Adult Protective Services within twenty four hours of identification. Case Management will assist with any information or questions you may have regarding incident management or reporting to the state agencies.
- ❖ Posters containing information to assist with reporting incidents are located in the lobby and at the nurses' station. Contact numbers to report are:

New Mexico Department of Health Improvement Reporting Hot Lines:

Telephone	1-800-752-8649
Telephone	1-800-445-6242
Incident Reporting Fax	1-800-584-6057

Online reporting is available at:

<http://dhi.health.state.nm.us/imb/imb-irform.php>

Adult Protective Services 1-800-797-3260