

Patient Rights

When you are a Patient at Gila Regional Medical Center, You Have the Right To:

1. Be called by your proper name and receive considerate, respectful, safe and compassionate care regardless of your age, race, national origin, religion, sexual orientation or disabilities.
2. Have your own doctor and a family member/representative notified promptly of your admission to the hospital, as respected.
3. Know who is responsible for your care (doctors, nurses, and other health caregivers) and their role here, including relationships they may have to other health care providers or educational institutions.
4. A clear, concise explanation of your condition and proposed treatment.
5. Have your pain managed in the safest way possible.
6. Be free from restraints and seclusion of any form that are not medically required.
7. Be involved in planning your care and discharge; understand what is expected of you during your stay and for follow-up care.
8. Be interviewed, examined, and treated in a safe setting that provides personal privacy.
9. Be free from all forms of abuse or harassment.
10. Refuse treatment as permitted by law and to be informed of the medical consequences of your decisions.
11. Know in advance of any experimental, research or educational activities involved in your treatment. You can refuse to participate in any such activity.
12. Effective communications, regardless of language or other barriers.
13. Create advance directives and have staff comply with them.
14. Have an authorized representative exercise your rights if you are unable to participate in your care or treatment decisions.
15. Receive a copy of your bill after you are discharged. You may request an explanation of charges, regardless of who is paying the bill.
16. See your medical record within the guidelines established by law and have them explained.
17. Transfer to another facility, when medically permissible, if we are unable to meet your request or needs for care.
18. Give or withdraw your consent to reporters or other members of the media to talk to you, record, or photograph.
19. Seek a medical ethics consultation if ethical issues arise.
20. Seek pastoral and other spiritual services.
21. Express any complaints and concerns, including those about patient care and safety, to hospital personnel and/or management.

Please contact our Patient Liaison at (575) 538-4026 or patientadvocate@grmc.org.



Contact the Administration office at (575) 538-4098, by Fax at (575) 538-9714 or at:
Gila Regional Medical Center
Attention: Administration
1313 E. 32nd Street
Silver City, New Mexico 88061

If your concerns and questions can not be resolved at this level, contact
The Joint Commission at 1 (800) 994-6610, by Fax at (630) 792-5636, by e-mail at complaint@jointcommission.org, or by mail at:

Office of Quality Monitoring
The Joint Commission
One Renaissance Boulevard
Oakbrook Terrace, IL 60181

Patient Responsibilities

When you are a Patient at Gila Regional Medical Center, You Have the Responsibility To:

1. Provide accurate and complete information about your personal information, current health, past illnesses, hospitalizations, medicines, written advance directives, and other matters related to your care.
2. Ask questions about specific problems and request information when you do not understand your illness or treatment.
3. Tell your doctor or nurse when you have pain, and let them know what helps you feel better and what doesn't.
4. Follow instructions for your treatment, and hospital rules about your conduct.
5. Be considerate of other patients, help control noise, and limit the number of visitors if needed.
6. Respect hospital property and property of others.
7. Provide complete and accurate information to help us process your bill for insurance. Ultimately, you are responsible for paying your hospital bill.
8. Keep appointments in a timely manner or call your health care provider if you cannot keep your appointments.

Complaints or Suggestions for Improvement

As our patient, your comfort and well being is our primary concern. Each employee is charged with making your stay as pleasant as possible. However, in the event you or your family members have a concern about the care you are receiving, you have the right to voice your concern(s) without fear of reprisal. In fact, if you believe you are not receiving appropriate care or attention, we want you to tell us how we may be more effective and conscientious in our delivery of service to you. We assure you and your family, each concern or suggestion you have will be directed to the appropriate staff, as well as shared with Gila Regional Medical Center's administration. Through this process, our entire health care team can become more effective and responsive to patient needs.



To do this, please notify your caregiver immediately. If your caregiver is unable to meet your needs he/ she will contact the appropriate person to resolve your issues.

You may also contact our Patient Liaison while you are in our facility, or after discharge.
office: (575) 538-4026

Any person may file a concern about a healthcare facility with:

New Mexico Department of Health
Health Facility Licensing & Certification
Complaint Department
1190 S. St Francis Drive
Santa Fe, NM 87502
1-800-752-8649

Joint Commission on Healthcare Accreditation
Office of Quality Monitoring
One Renaissance Boulevard
Oakbrook Terrace, IL 60181
1-800-994-6610

You have the right to receive necessary hospital services covered by Medicare, your Medicare Health Plan (if you are a Plan enrollee, or your Insurance Plan. You have the right to know about any decisions that the hospital, your doctor, your Plan, or anyone else makes about your hospital stay and who will pay for it. Your doctor, your Plan, or the hospital should arrange for services that you will need after you leave the hospital. Medicare, or your Plan, may cover some care in your home (home health care) and other kinds of care, if ordered by your doctor or by your Plan. You have a right to know about these services, who will pay for them, and where you can get them. You have a right to know if your care is not covered by your insurance plan. If you have any questions, talk to your doctor or Plan, or talk to hospital personnel who can assist you. If you stay in the hospital after your planned date of discharge, it is likely that your charges for additional days in the hospital will not be covered by Medicare or your Plan.

Important Message from Medicare Notice of Non-Coverage

You have the right to receive necessary hospital services covered by Medicare, your Medicare Health Plan (if you are a Plan enrollee, or your Insurance Plan. You have the right to know about any decisions that the hospital, your doctor, your Plan, or anyone else makes about your hospital stay and who will pay for it. Your doctor, your Plan, or the hospital should arrange for services that you will need after you leave the hospital. Medicare, or your Plan, may cover some care in your home (home health care) and other kinds of care, if ordered by your doctor or by your Plan. You have a right to know about these services, who will pay for them, and where you can get them. You have a right to know if your care is not covered by your insurance plan. If you have any questions, talk to your doctor or Plan, or talk to hospital personnel who can assist you. If you stay in the hospital after your planned date of discharge, it is likely that your charges for additional days in the hospital will not be covered by Medicare or your Plan.



Right to Appeal Discharge

Your Right to an Immediate Appeal without Financial Risk:
When you are advised of your planned date of discharge, if you think that you are being asked to leave the hospital too soon, you have the right to appeal to your Quality Improvement Organization (also known as QIO). The QIO is authorized by Medicare to provide a second opinion about your readiness to leave. You may call Medicare toll-free, 24 hours a day at 1-800-MEDICARE (1-800-633-4227), or TTY/TTD: 1-877-486-2048

for more information on asking your QIO for a second opinion. If you appeal to the QIO by noon of the day after you receive non-coverage notice, you are not responsible for paying for the days you stay in the hospital during the QIO review, even if the QIO disagrees with you. The QIO will decide within one day after it receives the necessary information. You may ask to speak with a Discharge Planner for assistance.

If you miss the deadline for filing of an immediate appeal, you may still request a review by the QIO (or by your Plan, if you are a Plan enrollee) before you leave the hospital. However, you will have to pay for the costs of additional days in the hospital if the QIO (or your Plan) denies your appeal. You may file for this review at the address or telephone number of the QIO (or your Plan)

Thank you for choosing



**Gila Regional
Medical Center**

