

Patient Handbook



***Transforming the
Healthcare Experience
for those we serve***

GENERAL INFORMATION

VISITATION

Family and friends of patients are welcome at Gila Regional Medical Center. Our goal is to create the most optimum healing environment; the number of visitors permitted to visit a patient at any given time will depend upon the condition of the patient and their personal wishes. Visiting hours are from 6 a.m. to 10 p.m., 7 days a week in most areas.

GIFT SHOP

The Auxiliary of GRMC operates the Gift Shop and it offers a wide range of items, such as flowers, balloons, cards, gifts and toiletries.

Hours: Monday – Friday, 8:30 a.m – 4 p.m.

Note: Flowers may not be received in the Special Care Unit.

VOLUNTEERS

Volunteers serve Gila Regional Medical Center by assisting patient, staff and visitor needs. For more information about the many diverse volunteer opportunities at GRMC, call the Auxiliary at (575) 538-4074.

SMOKING REGULATIONS

Smoking is prohibited in all areas of the hospital as well as all locations on GRMC's campus. This includes the adjoining sidewalks, rest areas and our parking lot. Please respect the health status of all community members, especially those with medical issues that have brought them to our hospital.

SPIRITUAL WELLNESS

The chapel at Gila Regional Medical Center is located on the second floor near Med Surg II and is open 24 hours a day.

Pastoral Care

A number of local pastors serve in Gila Regional Medical Center's volunteer, on-call chaplain program as well as a staff chaplain. A chaplain is available to assist you and your family at all times. You may contact a chaplain at (575) 538-3067 from 8 a.m. to 4:30 p.m. Monday through Friday. At night and on the weekend the nursing supervisor will contact the chaplain for you.

GRMC ETHICS COMMITTEE

The GRMC Ethics Committee is a hospital group established by members of the medical staff and the employees of GRMC to assist patients and doctors who are faced with difficult treatment decisions. Patients may request a consultation.

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 that 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 healthcare 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
1-800-752-8649

Joint Commission on Healthcare Accreditation
1-800-994-6610

FINANCIAL INFORMATION

Billing

At Gila Regional Medical Center, we take a proactive approach to patient billing and collections, with respect and professionalism at the forefront of our services. We expect payment at the time of service, and we understand that billing and collections for health care can be confusing. Our admitting and business office staff will work with you to answer your billing questions, set up a payment plan, or qualify you for one of the options available .

Your Hospital Bill

As a routine practice, when appropriate, the hospital attempts to collect all known patient expenses at the time of service. Our initial request for payment will include deductibles, co-pays and co-insurance amounts. However, the amount of all charges may not be known or available at the time of admission or discharge, and it is possible that charges may be added to your bill after discharge. Therefore, calculated co-insurance amounts are based on estimated charges. Any overpayment will be promptly refunded, and we will not charge interest on the balance of your bill that remains after your insurance provider has provided us with their portion of the payment.

TRANSITIONAL HOME CARE INFORMATION

The Transitional Care Department is available to help you make plans to leave the hospital. After your discharge, your doctor may want you to spend some time in another patient care setting such as a rehab facility. A Transitional Care planner can assist you and your family in making such arrangements. Other services that Transitional Care planners can help arrange include ordering wheelchairs, oxygen, sitters, and home health care. We want to ensure you have the information you need. If a discharge plan has not been offered, you have the right to ask for one. If you or your family would like to talk to a Transitional Care planner, please tell your nurse.

BEFORE YOU GO HOME

After your doctor has said that you are well enough to return home, you will be discharged. Do not leave until the nurse has reviewed your Transitional Care instructions and you have received them in writing. They will contain detailed information about things you need to know such as :

- What medicines you need to take when you get home and how, when and why you are taking them
- What problems to watch for
- Who and when to call concerning any problems
- What foods to eat and what foods to avoid
- How to use any medical equipment you might be using at home
- When your next doctor's appointment will be

Please ask questions if you do not understand your Transitional Care instructions. After you get home, you may think of more questions. Please feel free to call us at (575) 538-4019.

TRANSPORTATION HOME

Once you are discharged, if you call a family member or friend to pick you up, please instruct him or her to park in the visitor's parking lot and come up to your room.

If you do not have transportation, the Transitional Care Department will try to arrange transportation for you. Transitional Care Planning can be reached at (575) 538-4019

MEDICAL RECORDS/HEALTH INFORMATION MANAGEMENT

Your medical records are the basis for planning your care and treatment. Each time you see a doctor or nurse, a record of the visit is made. The Medical Records Department maintains records for all patients tested, evaluated and/or treated at Gila Regional Medical Center. In addition, birth certificates are originated in Medical Records and forwarded to the State Health Board. Located on the first floor of GRMC, Medical Records is staffed

Monday through Friday from 8 a.m. – 5 p.m., should you need a copy of any record.

Patient Portal - My Medical Records

24/7 Secure online access to your GRMC Medical Records. This free patient portal empowers all GRMC patients and their families to take a more active role in their care by providing easy, secure access to health information. All information in *My Medical Records* comes from your GRMC electronic health record.

My Medical Records allows you to:

- View laboratory results and radiology reports
- Track your visit history
- Revisit your discharge instructions
- Access Health Summaries

Want to enroll now or ask for a brochure?

If you did not sign up during registration, call or stop by for help:

GRMC Health Information Management Office/Medical Record Department 575-538-4900 Monday - Friday, 8:00 a.m. - 4:30 p.m.

FOOD & NUTRITION SERVICES

The Food & Nutrition Department would like to extend a warm welcome to you during your visit. Our great staff and dietitian will be visiting with you soon to help you with your nutrition plan. Please let your nurse know if there are any immediate needs that you may have. You can also call a Catering Associate at (575) 538-2222 or (575) 538-3333

Our patient meal service will begin:

Breakfast: 7:15 a.m. Lunch: 11:45 a.m. Dinner: 4:45 p.m.



CAFETERIA (THE COURTYARD CAFÉ)

Daily menus offer a variety of entrées, side orders, desserts and drinks. A well-stocked salad bar is also available daily. Vending machines are located in the emergency department waiting area, and between Med Surg I and Med Surg II.

SERVING HOURS:

Breakfast

Monday - Friday:..... 7 a.m. - 10 a.m.

Saturday: 7 a.m. - 10 a.m.

Sunday: 7 a.m. - 9:30 a.m.

Lunch/Dinner

Monday - Friday:..... 11 a.m. - 5 p.m.

Saturday: 11 a.m. - 2 p.m.

Sunday Brunch: 10 a.m. - 2 p.m.

TELEVISION

TELEPHONE SERVICE &

WIRELESS INTERNET SERVICE

Television

For a written list of local and cable stations, please ask your hospital caregiver.

Wi-Fi

Public wireless internet is available 24 hours a day. Ask your nurse for the current login and password.

Telephone

Incoming callers should call (575) 538-4000 and ask to be connected to the patient's room number.

- To place a call to an in-hospital number, you only need to use the 4 digit extension.
- Local Calls: Dial "9" for an outside line + number
- "800" numbers: 9 + 1 + 800 + number

For long distance calls, please ask a team member for assistance.

TRANSLATIONS & COMMUNICATION ASSISTANCE

At the beginning of your stay you will be asked what your preferred method of communication is, including language preference.

If a translator is needed, one will be provided to the best of GRMC's ability. Language assistance may be provided by AT&T's Language Line for languages not commonly spoken in this area. You will also be asked about any assistive devices you may need to communicate. If you are not asked, please inform your nurse of your needs right away.

LAY CAREGIVER-CARE PARTNER PROGRAM

We are committed to ensuring your discharge needs are met. Once in your room, you will be asked if you would like to name an individual as your Lay Caregiver-Care Partner to help with your aftercare. This person does not need to be a family member. If you chose to participate in this voluntary program, our staff will include your Lay Caregiver-Care Partner in addressing post-hospital needs, discharge education and discharge plan/goals. If you have questions about the program, please contact the Transitional Care Department at (575) 538-4019.

SAFETY & SECURITY

Gila Regional Medical Center provides security around the clock. Notify your nurse if you have a security concern.

Identification badges are worn by all GRMC caregivers, volunteers, and chaplains. The badge shows the person's name and photo, title or position, and the name of the department or unit. You can identify a nurse by the royal blue scrub top that they wear.

Mother and infant security is paramount. Visitor access to the labor and delivery unit is closely monitored. Electronic security systems are in place that track the mother and Infant's locations at all times and lock down entrances/exits if an alarm is activated.

PREVENTING FALLS

Many falls occur when patients try to get out of bed either to go to the bathroom or to walk around the room by themselves.

If you need to get out of bed:

- Use your call button to ask for help getting out of bed if you feel unsteady.
- Ask for help going to the bathroom or walking around the room or in the hallways.
- Wear socks or footwear.
- Lower the height of the bed and the side rails.

At GRMC, the bed alarm may be activated and sound on beds of patients at high risk for falls. Talk to your doctor if your medicine makes you sleepy, light-headed, sluggish or confused. Ask how to reduce these side effects or if you can take another medicine.

REDUCE THE RISK OF INFECTION

1. It is "OK" to ask your healthcare provider if they have washed/cleaned their hands before providing any type of care to you. They will appreciate it!
2. Wash/clean your own hands before and after eating, after any other personal hygiene activities and after using the bathroom.
3. Ask your visitors to wash/clean their hands upon entering the room. The alcohol-based hand rubs are very effective at reducing communicable illnesses.

- Cover your cough or sneeze and dispose of tissues as quickly as possible, then follow with washing/cleaning your hands.
- Ask sick family members or friends to stay home to prevent spreading illnesses to you and others. Your healing and recovery is important.

YOUR HEALTH CARE TEAM

HOSPITALIST

GRMC has a Hospitalist Program in place to better meet the needs of our patients. A Hospitalist is an acute-care physician who specializes in caring for patients in the hospital from time of admission until their discharge. Hospitalists are general medicine physicians whose practice is centered on inpatient care. The Hospitalist oversees medical care for patients 18 years of age and older. During your hospital stay, the Hospitalist will work with a coordinated team of physicians, nurses and support staff who follow a defined process of patient care. The Hospitalist keeps in touch with your Primary Care physician while managing the entire inpatient episode of care. At discharge, your Hospitalist will communicate with your primary care physician to discuss your further treatment needs and arrange follow-up.

NURSES

A registered nurse is responsible for your direct nursing care. According to the physician's orders, your nurse will set up IVs, administer medications, and perform other nursing functions. You will have two nurses during a 24-hour period due to different shifts. Our nurses can be identified by their blue scrub tops.

NURSING ASSISTANTS

A nursing assistant is accountable for meeting your physical care needs. The nursing assistant will assist you with activities of daily living, such as bathing, walking, feeding, and toileting.

OTHER CLINICAL STAFF

Your physician may order tests or treatments for you that call on the experience and expertise of other healthcare professionals such as registered and certified physical therapists, occupational or speech therapists, respiratory care practitioners, radiation oncology staff, dietitians, pharmacists, and others. You may need tests from radiology or the laboratory. Staff will either provide treatment in your room or move you to specific treatment areas.

SURVEY

After your stay at Gila Regional Medical Center you may receive a survey asking you to rate various aspects of our services. Please take the time to respond, letting us know what we're doing well, and what you would like to see improved. Thank you for your input; it's one of the best tools we have to help us improve our services for the community.

PATIENT LIAISON

The Patient Liaison serves as an advocate between patients, their families or representative, and the hospital. The Patient Liaison transcends departmental lines and interacts with staff at all levels within the organization.

To reach the Patient Liaison call (575) 538-4026. The Liaison is available between the hours of 8 a.m. to 5 p.m., Monday thru Friday. After hours, or on weekends and holidays, for help with a concern please call the nursing supervisor at 538-4005 or Cell 313-4759.

PATIENT RIGHTS & RESPONSIBILITIES

You are our partner in your medical care at GRMC. We want you to have the information you need so that we can provide you with the best possible care. GRMC respects your personal decisions and choices and values you as a person.

Your Rights as a Patient

ACCESS

You have the right to the best care possible, regardless of age, race, beliefs, sex, national origin or sources of payment for care.

RESPECT AND DIGNITY

You have the right to care that is considerate and respectful of your personal values and beliefs and have access to pastoral/spiritual care.

INFORMING PHYSICIANS AND OTHERS

If you wish, you have the right to have your own physician, family and/or other person of your choosing involved in your care, treatment and service decisions.

INFORMATION

You have the right to complete information about your condition, likely treatment outcomes and unanticipated outcomes in terms that you can understand. Interpreter services and communication aids can be provided if needed.

PLAN OF CARE/PAIN MANAGEMENT

You have the right to be involved in making decisions about treatments during your hospital stay and to be involved in your plan of care, including how your pain is managed. You have the right to appropriate assessment and management of care.

MEDICAL RECORDS

You have the right to review, amend, or obtain copies of your medical records and have the information explained, except when restricted by law, in a reasonable time frame.

IDENTITY

You have the right to know the names and roles of the people treating you.

CONSENT

You, or the person you choose, have the right to consent to or to refuse a treatment, as permitted by law, throughout your stay.

PRIVACY

You have the right to personal privacy, security and confidentiality.

ADVANCE DIRECTIVES

You have the right to have advance directives, to appoint someone to make healthcare decisions for you or to write your end of life decisions, and to know that the healthcare providers will follow your directives.

CONFIDENTIALITY

You have the right to expect that information about your hospital stay is kept private, unless you give permission to release information or reporting is required or allowed by law

CONTINUITY OF CARE

You have the right to expect that GRMC will provide health service to the very best of its ability. You have the right to be informed of care alternatives when acute care is no longer the appropriate level of care.

HEALTHCARE BILLS

You have the right to receive an explanation of your bills and to have help in applying for financial aid when needed.

ETHICAL CONCERNS

You have the right to participate in ethical questions that arise during your care, including any conflict issues and end of life decisions. There is an Ethics Committee that your physician can access to discuss any concerns you may have.

RESEARCH

You have the right to consent or to decline to take part in research.

CONCERNS ABOUT YOUR CARE

You have the right to file a grievance with any staff member or unit director. If you are unable to resolve the concern or have safety questions, you may contact hospital administration at (575) 538-4090 or the Patient Liaison at (575) 538-4026 or contact the Joint Commission directly at 1-800-994-6610. 8:30 a.m. - 5:00 p.m. CST, Monday through Friday.

SAFETY

You have the right to a restraint-free and seclusion-free hospital stay unless it is medically required or unless less restrictive methods have failed to provide for your safety. You have the right to receive care in a safe setting. You have the right to be free of any form of abuse or harassment, neglect or exploitation.

PROTECTIVE SERVICES

You have the right to access protective services that can include guardsmanship and the need for protective interventions.

RELATIONSHIP WITH GRMC

You have the right to know if GRMC owns or operates any outside agencies that may provide service to you.

SPEAK UP

Speak up if you have any questions or concerns. If you still don't understand, ask again. It's your body and you have the right to know.

Pay attention to the care you are receiving. Always make sure you are getting the right treatments and medicines by the right health care professionals. Don't assume anything.

Educate yourself about your illness. Learn about the medical tests you get and your treatment plan.

Ask a trusted family member or a friend to be your advocate, advisor or supporter.

Know what medicines you take and why you take them. Medicine errors are the most common health care mistakes.

Use an accredited healthcare facility, like GRMC.

Participate in all decisions about your treatment plan. You are the center of the healthcare team.



YOU HAVE RESPONSIBILITIES AS A PATIENT

GIVING INFORMATION

You are responsible for providing accurate information about your health, including past illnesses, hospitalizations and use of medication.

FOLLOWING INSTRUCTIONS

You are responsible for following instructions as given. You are responsible for telling us if you do not understand the instructions or if you cannot follow them.

CONSIDERATION

You are responsible for being considerate of other patients, visitors, GRMC Staff and for following GRMC guidelines.

HEALTHCARE BILLS

You are responsible for providing information for insurance and for working with GRMC to arrange payments when needed.

PERSONAL HEALTH CHOICES

You are responsible for making good lifestyle choices that improve your health.

If you have questions about your rights and responsibilities, please ask any staff member of the hospital. You may also voice a concern to the following regulatory agencies:

GRMC Patient Liaison — (575) 538-4026

New Mexico Medical Review Association — 1-800-279-6824

The Joint Commission — 1-800-994-6610

Centers for Medicare and Medical Services — 1-877-267-2323

Agency on Aging and Long Term Care — 1-800-432-2080

Protection and Advocacy — 1-800-432-4682

Protective Services Central Intake — 1-800-797-3260

New Mexico Department of Health — 1-800-752-8649

GIVING BACK/CHARITABLE DONATIONS

GRMC Auxiliary

Since its founding in 1969, the Gila Regional Medical Center Auxiliary has been committed to supporting GRMC and its mission of providing exceptional quality, patient-centered care. Over the past decade, the Auxiliary's fundraising efforts - Gift Shop, flower sales, bake sales, scrub sales, vending machines, craft fairs, and donations - have helped to raise funds for hospital equipment, facilities and scholarships. The GRMC Auxiliary is a 501(c)(3) nonprofit organization. For more information, call (575) 538-4074.

GRMC Foundation

Incorporated as a 501(c)(3) organization in 1988, the Foundation's mission is to support Gila Regional Medical Center through the encouragement of charitable giving, solid stewardship of donor gifts, and recognizing specific needs of the facility, equipment, and caregivers. For more information contact the Foundation at grmcfoundation@gmail.com

For more information, visit our web site at: www.grmc.org

ORGAN DONATION

Federal law requires that the state Organ Donor Program be notified when there is a possibility that a patient might not survive his/her illness, yet could be a potential organ donor. Notification is also required when a patient dies. Based upon these federal guidelines, families will be approached whenever the Organ Donor Program's guidelines indicate that donation may be appropriate. Such laws are an effort to promote the saving of other lives and/or the improvement of quality of lives through organ and tissue donations. Families always have the right to decline organ and/or tissue donation.

YOUR RIGHT TO DECIDE - DEFINITIONS

WHAT IS AN ADVANCE HEALTHCARE DIRECTIVE?

An Advance Healthcare Directive is a legal document with written instructions signed by the patient, stating specific instructions for his/her healthcare and services, including end of life choices. It may appoint a patient's choice for healthcare decision-maker (power of attorney) for healthcare, should he/she become unable to make decisions for themselves.

WHAT IS A DURABLE POWER OF ATTORNEY FOR HEALTHCARE?

A Durable Power of Attorney is another kind of advance directive — a signed, dated and witnessed legal document. It names another person who can make medical decisions for you if you are unable to make them for yourself. With a Durable Power of Attorney for healthcare, you can describe treatment you want or do not want. Also, this form of advance directive can relate to any medical condition, not just terminal illness. A Durable Power of Attorney for healthcare can be written without the advice of a lawyer but you may consult a lawyer if you wish.

WANT MORE INFORMATION?

We will provide Advance Healthcare Directive forms during your stay in the hospital upon your request.

Physician Billing

Professional services provided to you by a physician will be billed separately and apart from the fees charged by the hospital. Please note that physicians and other healthcare providers who provide services at our facility may not be listed as participating providers or contracted with the same third-party payors as this hospital. This means their services may not be covered by your medical insurance provider, even if the hospital is in your network. If you receive a bill from a physician and have questions, please call the telephone number listed on that bill. Physicians that may bill you separately include:

- Your personal physician
- Pathologists
- Emergency Department physicians
- Anesthesiologists
- Radiologists

Processing Your Bill

If you have current insurance coverage, our hospital billing department will bill your insurance company shortly after your visit. There may be times when your insurance company needs additional information from you. Please respond as soon as possible so payment is not delayed. You will receive an explanation of benefits from your insurance company when they have paid their portion. If there are remaining balances that are your responsibility, you will receive a statement from the hospital that is due upon receipt of the bill.

Patient Finance Options

Gila Regional Medical Center is committed to delivering care with the highest regard for our patients and our community. As part of our commitment, we offer various finance options to enable ease of continued access for your healthcare needs.

- We accept cash, checks, or credit cards.
- Insurances are accepted and billed upon verification of eligibility benefits and authorization.
- Payment plan options are available.
- We can provide price estimates prior to service and at time of registration.

Financial Assistance

Discount Option

Discounts are offered to self-pay patients. Should you choose a discount option, your insurance **will not** be billed.

- 50% Discount — Estimated payment at time of service
- 40% Discount — 60% paid within 30 days of billing date
- 30% Discount — 70% paid within 90 days of billing date
- 20% Discount — Payment plan fulfilled by contract date

Payment Plan

Set up a payment plan to pay self-pay balances, co-insurances and deductibles. Accounts may be combined into one payment plan.

Call a Financial Counselor at (575) 538-4004

For Future Visits

If you do not have insurance you may qualify for the Centennial Care program (Medicaid) or the New Mexico Health Exchange — for assistance contact one of the following:

Centennial Care (Medicaid) — www.centennialcare.net

New Mexico Medicaid Call Center — 1-888-997-2583

New Mexico Health Exchange Call Center — 1-855-996-6449

New Mexico Health Exchange websites — BeWellNM.com or healthcare.gov

Income Support Division (ISD) — (575) 538-2948

Hidalgo Medical Services (HMS) — (575) 388-1511

GRMC Financial Counselor — (575) 538-4004 or (575) 538-4180



PHONE DIRECTORY

Accounts Payable	575-538-4116	Human Resources	575-538-4076
Administration	575-538-4098	Infusion Services	575-538-4668
Admissions Registration	575-538-4000	Laboratory	575-538-4167
Behavioral Health Unit	575-538-4045	Labor and Delivery	575-538-4010
Cancer Center	575-538-4009	Childbirth Classes	575-538-4194
Courtyard Café (Dining Services)	575-538-4819 or 575-538-4094	Lactation Consultant	575-538-4676
EMERGENCY AMBULANCE	911	Mammography	575-538-4125
Education	575-538-4069	Marketing and Public Relations	575-538-4067
Non-Emergency/EMS Training Center Office.....	575-538-4183	NURSE ADVICE Line	1-877-725-2552
ER Nurse Manager	575-538-4152	Medical Records (HIM)	575-538-4108
Emergency Department	575-538-4050	Medical Staff Services	575-538-4075
First Born Program	575-388-9708 or 1-800-830-4801	Patient Financial Services	575-574-4989 or 1-866-574-4989

Patient Liaison	575-538-4026
Radiology / Imaging	575-538-4125
Respiratory Therapy / Cardio-Pulmonary	575-538-4191
Rehabilitation Center (OT/PT/Speech)	575-538-4899
Scheduling an Appointment	575-538-4125
Lab, MRI, Sleep Lab, Cardio-Pulmonary, Blood Draw	
Sleep Lab	575-538-4061
Spiritual Care/Chaplaincy	575-538-4000, Ext. 3061
Surgical Center of the Southwest	575-538-4698
Transitional Care (Discharge Planning)	575-538-4019
Wellness/Fitness Center	575-538-4844
Volunteer Auxiliary	575-538-4074

 **Gila Regional Medical Center** **MULTI-SPECIALTY NETWORK**

Cardiology	575-538-4112
Family Medicine	575-538-4842
Pain Management	575-538-4112
Surgical Services	575-538-4187



Your Partners in Health