



GILA REGIONAL

Medical Center

Patient & Family
HANDBOOK

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Welcome to Gila Regional Medical Center.

This guide is intended to give you an overview of our medical center and make you feel comfortable and safe while here. Should you have additional questions, don't hesitate to ask a caregiver or staff.

OUR MISSION

Providing exceptional quality, patient-centered care in healing environments.

OUR VISION

To be the best place to:

Receive Care
Work
Practice Medicine

VALUES

I – Integrity
C – Compassion
A – Accountability
R – Respect
E – Excellence



AMENITIES

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) 538-4094.

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 a fresh food vending machine is located in the Med-Surg/SCU waiting area.

SERVING HOURS:

Breakfast

Monday - Friday..... 7 am - 10 am

Lunch/Dinner

Monday - Friday..... 11 am - 2 pm

GIFT SHOP

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

HOURS: MONDAY – FRIDAY, 8:30 AM – 4 PM

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

TELEVISION, TELEPHONE SERVICE & INTERNET SERVICE

WI-FI

Public wireless Internet is available 24 hours a day.

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

Long distance calls require a calling card.

TELEVISION

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

SPIRITUAL WELLNESS

The chapel at Gila Regional Medical Center is located on the first floor across from the gift shop and is open 24 hours a day.

SIX THINGS TO KNOW ABOUT YOUR STAY

1. YOUR ROOM

Bedside rails contain controls for the bed, TV and nurse call button. You may also use the control box for all these activities. If you'd like the room temperature adjusted, ask any member of your health care team. We urge you to leave valuables and credit cards at home, but there's a safe in the security office should you wish to protect any belongings of value.

2. NEED IMMEDIATE ATTENTION

If your family members notice a change in your condition that our staff might not see, they should talk to the nurse right away or page Rapid Response:

- Dial 611 on your hospital phone
- Press the Call Button
- Say "Rapid Response Room _____ (room number)" three times

3. VISITING HOURS

Your care partner or family member is welcome as long as they don't have a cough, fever, or sore throat. But if you're not up for company, let your health care partner or nurse know.

**Visiting hours are subject to change*

4. PATIENT MEALS

Meals may be ordered by calling Dietary or your nurse.

5. WIFI

Complimentary wireless Internet access is available to patients and visitors for cell phones, tablets, and laptops.

6. COMMUNICATION

A room phone with instructions is on the table near your bed. The names and phone numbers of your care team are updated each shift on the white board in your room.

SPEAK UP

We depend on you and your loved ones to tell us about how you're feeling. Ask questions as often as you need to. Write down concerns as you think of them.

SPEAK UP!

Speak Up is a collaborative effort to encourage you to help us prevent medical errors in the delivery of your care.

Speak up if you have any questions. If you don't understand, ask again.

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

Educate yourself so you fully understand your diagnosis and treatment.

Ask a trusted family member or friend to be your advocate ("health care partner").

Know what medicines you take and why you take them. Medication errors are among the most common health care mistake.

Use an accredited health care facility, like Gila Regional Medical Center, which has completed a rigorous survey to ensure safety and quality.

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

YOUR ROOM

SERVICE ANIMALS

Gila Regional welcomes your service animal during your outpatient visit to any of our facilities. However, if the service animal poses a health risk, is not housebroken, or is out of control, we may ask you to make other arrangements.

COMMUNICATION BOARD (WHITE BOARD)

Your room has a white communication board that you can see from your bed. It will be updated by your team daily. Your nurse will also list your goals and activities for each day. Please review your white board with your nurse.

ALARMS

Each patient room has different alarms for your care and safety. Examples of alarms can include heart monitors, bed alarms, or medicine pumps.

- If no one answers an alarm after a short period of time, please tell a nurse or push your patient call button to request assistance from a member of the clinical team.
- For your own safety, be careful not to touch other equipment.

GUIDE TO YOUR ROOM



A. Medication pump

B. Oxygen flowmeter

C. Suction canister

D. Suction flowmeter

E. Over-bed table

F. White board

QUIET TIME

Quiet Hours are designated periods of time dedicated to promoting rest and sleep. To support your health and healing, Gila Regional has established Quiet Hours in all of our inpatient areas. We are making every effort to reduce unnecessary noise and to provide resources to support your rest while under our care. Ask for a quiet pack if you would like a sleep mask and earplugs.

DAILY QUIET TIME HOURS | 2:00 - 4:00 PM + 10:00 PM - 4:00 AM

YOUR HEALTH AND SAFETY

Our health care partnership begins with our commitment to your safety. Patients who are involved with their care in the hospital heal better.

By working together with your health care team, you can lower your risk of harm and make your stay safer.

PATIENT ID FOR PROCEDURES AND MEDICATIONS

When you're admitted to the hospital, we give you a safety band with your name, date of birth and medical record number. ***This safety band must be worn at all times during your hospitalization.*** Staff members will always check your safety band before giving you any medicine or performing any test or procedure. In some cases, they may ask for your name and date of birth. Please be patient when your identity is verified often – it's for your own safety. We use bar code technology to help make sure medicine is matched to the patient.

For surgical procedures, you should always confirm which procedure you are to undergo and where on the body it will take place. The area of your procedure should always be marked prior to surgery, when possible. Our team will also call "time-outs" to ensure your safety.

PREVENTING INFECTIONS

Clean your hands and remind others to clean theirs, too. Use hand sanitizer gel or wash your hands with soap and water for 20 seconds after using the bathroom, before and after eating, or after touching anything that might be soiled. If your hands are visibly dirty, wash them well with soap and water for 30 seconds.

Health care providers are required to wash or sanitize their hands before and after seeing a patient. They should wear gloves when they perform tasks such as drawing blood, touching wounds, or handling body fluids. Don't hesitate to remind your care team members to clean their hands or wear gloves.

Make sure your family, visitors, and companions wash or sanitize their hands before and after seeing you. Ask sick family members or friends to stay home to prevent spreading illnesses to you and others. Your healing and recovery is important.



PREVENTING THE SPREAD OF RESPIRATORY INFECTIONS.

Cover your mouth and nose when sneezing or coughing by using tissues or the bend of your elbow. Both tissues and masks are available upon request. We urge you to use them if you have a runny nose, cough, or sneeze. Follow with hand sanitizer or hand washing.

PATIENTS IN ISOLATION

You may have a condition that requires isolation. A sign will be posted on your room door and staff members and visitors will be required to wear a protective gown and gloves and, in some cases, a mask. If you are in isolation, speak to your nurse before leaving your room.

VACCINATIONS

When you are admitted to the hospital, you may be asked about your desire to have a flu or pneumococcal vaccination. Both are very effective at reducing the spread of disease

PREVENTING INJURIES FROM FALLS

In the hospital, patients are at a higher risk of falling. Illness and medicines can weaken muscles and/or affect your balance and judgment. Also, medical equipment and the unfamiliar environment can make movement more difficult.

During your stay, we will ask you about your history of falls and assess your risk of falling when admitted and as your condition changes. Ask your nurse about your assessed risk of falling and what preventative measures are being taken to reduce the risk. To improve the odds of not falling, follow these guidelines:

- If you feel dizzy or weak, use the call light to get assistance before you get up.
- Always wear your nonslip socks. We will provide them for you as needed.
- If your health care team has asked you not to get up without staff help, use the call light to get assistance before you get up.
- Prevent falls by getting up slowly.
- Before standing, sit on the edge of the bed for a few minutes.
- Making sure you have a clear path to your chair or the bathroom before getting up.

YOUR CARE AND TREATMENT



SURGERY AND PROCEDURES

You can make your care safer by being an active and informed member of your health care team. You will be asked to sign an informed consent form before any surgery or procedure. Read it carefully and make sure it has your correct identification information as well as the kind of surgery/procedure you will have.

PAIN MANAGEMENT

We want to make you as comfortable as possible and manage any pain you may have during your hospital stay. Staff members will ask you about your pain using a scale of 0 to 10 or a face chart. A rating of 0 means no pain. A rating of 10 means the worst

pain you've ever had. There are many ways to control pain beyond taking medicines. Discuss your pain and options for managing it with your health care team.

BEDSIDE SHIFT REPORT

To promote good communication, many nursing units at Gila Regional Medical Center participate in bedside shift reports. This means that the nurse going off duty shares important information at your bedside with you and your family or health care partner and with the nurse who is coming on duty. If you have any questions or additions during this bedside shift report, don't hesitate to share them.

UNDERSTANDING YOUR MEDICATIONS

While you're in the hospital, your medicines might change. Learning about the new ones your doctor has prescribed for you is very important to your recovery.

During your first day in the hospital, we ask you about which medicines you take at home. Make sure you tell us about all prescriptions, over-the-counter drugs, vitamins, and herbal supplements you are taking. Also, we need to know about any allergies or reactions you may have to medicines, foods, or supplements.

Ask your health care team the following questions:

- What is the name of the medicine and why am I taking it?
- When and how do I take it and for how long?
- Are there foods, drinks, and activities I should avoid while taking this medicine?
- Are there side effects? What should I do if I experience them?
- Will this new medicine work safely with other medicines I already take?

IMPORTANT INFORMATION ABOUT ANTIBIOTICS

Antibiotics are medicines that treat or prevent infections caused by bacteria and some other germs. Your health care team may start you on antibiotics if they suspect you might have an infection caused by a bacteria. You may also need an antibiotic to prevent an infection after you have a surgery or if your immune system doesn't work well.

Some things your health care team thinks about before prescribing an antibiotic include:

- The kind of infection
- The kind of bacteria
- How well your liver and kidneys work
- Other medications you are taking
- Any antibiotic allergies you may have
- Potential side effects

Talk with your health care team to find out why you are receiving antibiotics and how you should take them.

CAREGIVER IDENTIFICATION



Royal Blue
Registered Nurse



Grey
Technician/CNA



Red
Environmental Services



Forest Green
Lab



Black
Imaging



Navy Blue
Registration



Maroon
Laundry



Caribbean Blue
Cardio/Pulmonary



Olive
Physical/
Occupational
Therapy

PREPARING TO LEAVE THE HOSPITAL

UNDERSTANDING YOUR DISCHARGE INFORMATION

As you prepare to leave the hospital, your nurse will give you a discharge summary. It will list your medicines and your after-hospital plan of care, including when you should schedule a follow-up outpatient appointment with your doctors. Please discuss any questions you or your family may have with the nurse during this review. Make sure you have a phone number to call if you have questions after you leave the hospital.

If you need a visiting nurse, home health care, or special equipment to help you recover, your case manager can help you.

UNDERSTANDING YOUR MEDICATIONS

The more you know and understand about the medicines you take, the easier it will be to take them correctly, setting you on the path to recovery. If you have a family member or another person helping you with your medicines, we will provide him or her with that information.

It's important to find out exactly when to take your medicine for the first time at home, after you're discharged. Make sure you write it down. Also, make sure your primary care doctor is informed of any changes or new medicines.

OUR COMMITMENT TO YOU

NON-DISCRIMINATION

It is the policy of Gila Regional Medical Center to provide services to all people, regardless of age, race, color, ethnicity, national origin, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation, gender identity or expression, or any other protected classifications identified under applicable federal, state, and local laws, regulations, or statutes.

Gila Regional does not discriminate against visitors based on age, gender, race, national origin, religion, sexual orientation, gender identity, or disabilities.

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.

Patient Liaison Office: (575) 538-4026

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

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

The Joint Commission:

Online: <https://www.jointcommission.org/resources/patient-safety-topics/report-a-patient-safety-event/>

Mail: Office of Quality and Patient Safety

The Joint Commission

One Renaissance Boulevard

Oakbrook Terrace, Illinois 60181

SPECIAL SERVICES

LANGUAGE INTERPRETATION AND SERVICES FOR THOSE WITH VISION OR HEARING IMPAIRMENTS

We want to make sure that the exchange of information between you, your family, and your health care team is as clear as possible. That's why we offer our patients language interpretation services.

If you need a professional language interpreter, please talk with your nurse. A phone or video interpretation line will be used to assist you.

If your vision or hearing is impaired, our staff members can help with reading documents, offer video interpretation for American Sign Language, and offer additional resources as needed.

NOTARY SERVICES

If you need help finding someone legally empowered to witness signatures and notarize a healthcare or paternity/certification of birth document, contact

Medical Records Department/Health Information Management (HIM) at (575) 538-4108



YOUR MEDICAL BILL

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. Our expectation at the time of service is for you to meet your copayment and deductible. We understand that billing and collections for healthcare 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.



YOUR MEDICAL RECORD

MEDICAL RECORD

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/Health Information Management (HIM) maintains records for all patients tested, evaluated, and/or treated at Gila Regional Medical Center. In addition, birth certificates originate in Medical Records and are forwarded to the State health board.

Located on the first floor of GRMC, **Medical Records/HIM is staffed Monday through Friday from 8 a.m. – 4:30 p.m.** should you need a copy of any record. A copy of valid photo ID is required. Please allow 5 business days for your request to be processed.

PATIENT PORTAL - MY MEDICAL RECORDS

This free patient portal allows 24/7 secure, online access to your GRMC Medical Records. It 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
- View upcoming appointments

Want to enroll now or ask for a brochure?

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

GRMC Medical Records Department/Health Information Management (HIM)

Phone: 575-538-4108

Monday - Friday, 8:00 a.m. - 4:30 p.m.

PATIENT RIGHTS & RESPONSIBILITIES

We are a team and your care is a priority. 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, national origin, language, beliefs, culture, disability, sources of payment for care, sex, sexual orientation, and gender identity or expression.

RESPECT AND DIGNITY

You have the right to care that is considerate and respectful of your cultural and personal values, beliefs, and preferences; 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.

You have the right to have someone stay with you during your stay for emotional support to the extent it does not interfere or impact the privacy of other patients, as allowed by state mandate and current visitor policy (subject to change).

INFORMATION

You have the right to complete information about your condition, likely treatment outcomes, and unanticipated outcomes in terms that you can understand. Interpretation services and communication aids will 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 your care.

CONSENT

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

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 healthcare providers will follow your directives. Someone from Case Management may be able to assist you with resources for creating an advance directive if you do not have one.

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.

You may request access your health information, request an amendment to it, and obtain information about disclosures of your health information, as allowed by law.

PRIVACY

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

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. We have an Ethics Committee that your physician may access to discuss any concerns you have.

RESEARCH

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



YOUR RESPONSIBILITIES

- Provide accurate and complete information including past illnesses, hospitalizations, medications, allergies, and surgeries to facilitate care, treatment, and services.
- Ask questions when you not understand your care or what you have been told about your care.
- Follow instructions, policies, rules, and regulations in place to support quality patient care and a safe environment for all individuals in the hospital.
- Support mutual consideration and respect by maintaining civil language and conduct in interactions with staff and licensed independent practitioners.
- Meet the necessary financial commitments with your insurance copayments and deductibles.

IMPORTANT PHONE NUMBERS

If your caregiver is unable to meet your needs, he/she will contact the appropriate person to resolve your issues.

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**

GRMC IMPORTANT NUMBERS

Administration	575-538-4098
Admissions Registration	575-538-4000
Beginning Years	575-388-9708
Cancer Center	575-538-4009
Cardiology	575-538-4112
Courtyard Cafe (Dining Services)	575-538-4094
Emergency Ambulance	911
Education	575-538-4069
Non-Emergency/EMS Training Center Office	575-538-4183
Family Medicine	575-534-4842
Foundation	grmcfoundation@gmail.com
Human Resources	575-538-4076
Laboratory	575-538-4167
Lactation Consultant	575-538-4676
Mammography	575-538-4125
Patient Financial Services	575-574-4989 or 1-866-574-4989
Patient Liaison	575-538-4026
Podiatry (Foot & Ankle)	575-538-4187
Radiology / Imaging	575-538-4125
Respiratory Therapy / Cardio-Pulmonary	575-538-4191
Rehabilitation Center (OT/PT/Speech)	575-538-4899
Sleep Lab	575-538-4061
Surgical Center of the Southwest	575-538-4904

Surgical Services	575-388-4103
Discharge Planning	575-538-4019
Wellness/Fitness Center	575-538-4844
Volunteer Auxiliary	575-538-4074

REPORTING CONCERNS

ABUSE, NEGLECT AND EXPLOITATION REPORTING

1-800-445-6242 (TOLL FREE)

Report suspected abuse, neglect, and exploitation of adults receiving services through the Developmental Disabilities and Mi Via Waivers statewide, 24 hours a day, 7 days a week.

REPORTING & SURVEILLANCE

505-827-0006 (LOCAL)

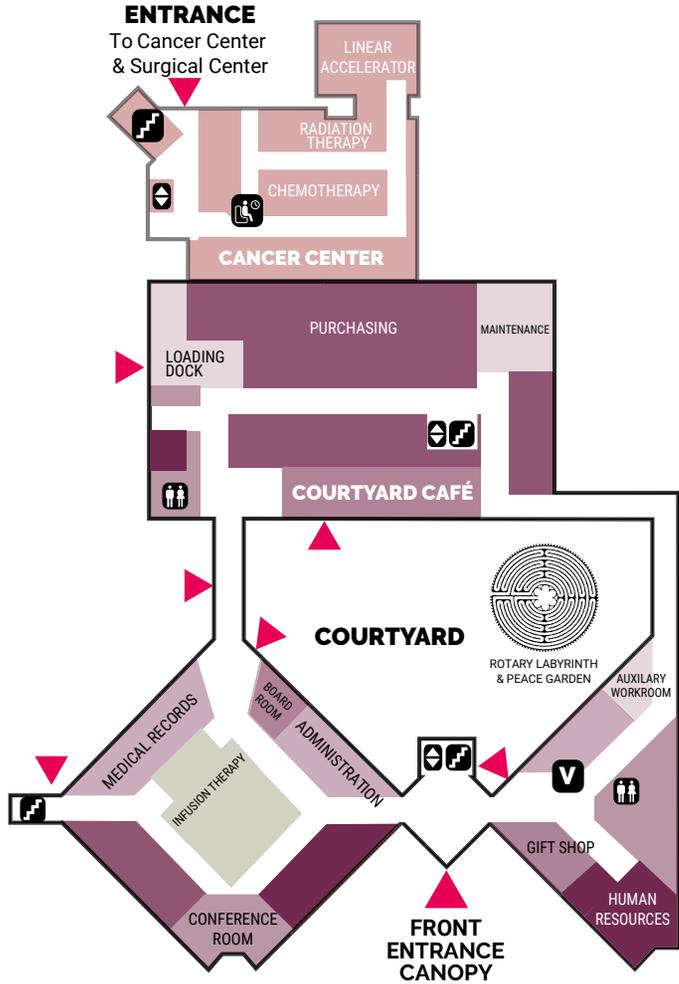
Available 24 hours a day, 365 days a year to address public health concerns that need to be addressed immediately, such as: plague, measles, hantavirus, meningococcal disease, and pertussis. The number can also be called to ask questions about potential outbreaks such as influenza in a healthcare facility, suspected food-borne disease linked to food establishments, environmentally-related conditions such as lead, carbon monoxide, or mercury poisoning, and reporting and receiving recommendations about animal bites.

CENTERS FOR MEDICARE AND MEDICAL SERVICES (CMS)

1-877-267-2323

Contact CMS if you have a concern about the safety or quality of the care you received.

FIRST FLOOR



ENTRANCE

Surgical Center of the Southwest 1st floor entrance, take elevator to 2nd floor



KEY

- STAIRS
- ELEVATOR
- RESTROOMS
- WAITING ROOMS
- TELEPHONE
- ENTRANCE
- VENDING MACHINES
- TV



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