



PATIENT RIGHTS AND RESPONSIBILITIES

Your Rights and Responsibilities as a Patient

You are a partner in your medical care at LAMC. We want you to have the information you need to help us provide you with the best care. Los Alamos Medical Center respects your personal decisions and choices, and values you as an individual.

1. You have the right to the best medically necessary care, regardless of age, race, beliefs, sex, national origin, social class, physical or mental handicap, economic status, or sources of payment for care.
2. You have the right to care that is considerate and courteous from all staff, with respect for your civil rights, personal values, and beliefs.
3. You have the right to have your own physician and family members/representatives notified of your admission to the hospital.
4. You have the right to completed information about your conditions, treatment, and likely outcomes, in terms you can understand.
5. 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.
6. You have the right to review your medical records and to have the information explained, except when restricted by law, in a reasonable time frame.
7. You have the right to know the names, titles, and roles of the people treating you.
8. You have the right to informed consent and full discussion of the risks and benefits prior to any invasive procedure except in an emergency, or to refuse a treatment, as permitted by law, throughout your Medical Center stay.
9. You have the right to obtain assistance in interpretation if you are non-English speaking.
10. You have the right to personal security and confidentiality of your medical record.
11. You have the right to have an advanced directive, to appoint someone to make healthcare decisions for you or write your end-of-life decisions, and to know that healthcare providers will follow your directive.
12. You have the right to expect that information about your Medical Center stay is kept private, unless you give permission to release information, or unless reporting is required or allowed by law.
13. You have the right to expect that the Medical Center will give health services to the best of its ability. You have the right to be told of care alternatives when the Medical Center is no longer the appropriate level of care.
14. You have the right to receive an explanation of your bills and to have help in applying for financial aid when needed.
15. You have the right to participate in answering ethical questions that arise during your care, including any conflict issues, and end-of-life decisions. Your physician can access the LAMC Ethics Committee to discuss any concerns you may have.
16. You have the right to consent to or decline to take part in research.
17. You have the right to file a grievance with a staff member, unit director or patient advocate.
18. You have the right to a restraint- and seclusion-free hospital stay, unless medically required or unless less restraining 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 from any form of abuse or harassment.
19. You have the right to access protective services that can include guardianship or protective interventions.
20. You have the right to know if the Medical Center owns or operates any outside agencies that may provide service to you.
21. You are responsible for providing accurate information about your health, including past illnesses, Medical Center stays and use of medications.
22. You are responsible for following instructions as given. You are responsible for telling the Medical Center if you do not understand the instructions or if you feel you cannot follow them.
23. You are responsible for being considerate of other patients, visitors, Medical Center staff, and for following Medical Center guidelines.
24. You are responsible for providing information for insurance and working with Medical Center to arrange payments when needed.
25. You are responsible for making good lifestyle choices that improve your health.

If you have any questions about your rights, please ask any hospital staff member.

You may also voice concerns to the following regulatory agencies:

State Health Insurance Assistance Program 1-800-432-2080 Local 1-505-476-4799

New Mexico Medical Review Association 1-800-663-6351

Health Care Financing Administration 1-877-696-6775

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

Centers for Medicare and Medicaid Services 1-877-267-2323

Agency on Aging and Long Term Care 1-800-432-4682

Protective Services Central Intake 1-800-797-3260

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