

Patient Rights and Responsibilities

At Cibola General Hospital, Cibola Family Health Center, Cibola Specialty Associates, and Cibola Behavioral Health and Wellness, we are committed to safe, respectful care. This document explains your rights and responsibilities as a patient. Please ask any staff member if you have questions.

Your Rights

Respect, Dignity, Privacy, and Safety

- You will not be denied appropriate care because of race, creed, color, national origin, religion, sex, sexual orientation, marital status, age, disability, or source of payment.
- Cibola also complies with applicable federal civil rights laws and does not discriminate as required by law.
- You will be treated with consideration, respect, and recognition of your individuality, including the need for privacy during care.
- Care is provided in a safe setting. You have the right to be free from abuse, neglect, harassment, and inappropriate restraints.
- The Patient Rights and Responsibilities are available in languages appropriate to the ethnic needs of the community and through language assistance services when needed.
- Your health information is kept confidential as allowed by law.
- Patients receiving treatment for mental illness or developmental disability have additional rights under New Mexico law (NMSA 1978, Section 43-1-6).

Communication and Language Access

- Information will be provided in a way you can understand, with opportunities to ask questions and receive explanations.
- At no cost and in a timely manner, Cibola provides qualified interpreters and communication aids (for example, sign-language interpreters, captioning, alternate formats) to ensure effective communication.

- We will not rely on minor children to interpret except in emergencies when no qualified interpreter is immediately available.

Participation and Informed Decisions

- You have the right to know who has overall responsibility for your care, including the identity of the practitioner primarily responsible for your care while in the hospital.
- You have the right to receive information about your illness, recommended treatment, and expected outcomes in terms you can understand.
- You have the opportunity to participate in planning for your care and treatment to the fullest extent possible.
- Except in emergencies, your consent (or the consent of your legally authorized representative) will be obtained before treatment is provided.
- You may refuse treatment to the extent permitted by law and will be informed of the medical consequences of refusal.
- Research/experimentation: You (or your legally authorized representative) must be fully informed and give consent before participating in any research or experimentation.
- You have the right under New Mexico law to accept or refuse medical or surgical treatment and to create an advance directive. An advance directive allows you to provide healthcare instructions or name someone to make healthcare decisions for you if you cannot make or communicate those decisions.
 - You are not required to have an advance directive, and your care will not be affected based on whether you have one.
 - Cibola General Hospital will ask whether you have an advance directive and document your response in your medical record.
 - If you provide a copy, it will be placed in your medical record and followed in accordance with New Mexico law and hospital policy.
 - You may change or revoke your advance directive as permitted by New Mexico law.
 - To obtain information, a New Mexico advance-directive form, or assistance, ask your nurse or contact Case Management/Social Services.

- Complaints concerning advance-directive rights may be filed with the New Mexico Health Care Authority using the contact information in this handout.
- Cibola General Hospital will ask whether you have an advance directive and will document your response in your medical record. If you provide a copy, it will be placed in your medical record and made available to those involved in your care. Cibola will follow a valid advance directive in accordance with New Mexico law and hospital policy. Your care will not be denied, delayed, or otherwise affected because you have or do not have an advance directive.
- You are not required to complete an advance directive. If you would like information, a New Mexico advance-directive form, or assistance, ask your nurse or contact Case Management/Social Services. Complaints concerning advance-directive rights may be filed with the New Mexico Health Care Authority using the contact information in this handout.

Transfers

- Except in emergencies, you may be transferred to another facility only after a full explanation of the reason, arrangements for continuing care, and acceptance by the receiving facility.

Emergency Care (EMTALA)

- If you come to the Emergency Department, you have the right to receive an appropriate medical screening exam and stabilizing treatment as required by law, regardless of ability to pay.

Restraint and Seclusion Protections

- You have the right to be free from inappropriate restraint or seclusion.
- Restraint or seclusion may only be used when necessary for immediate safety and according to law and hospital policy.

Visitation

- You may designate who may visit during your hospital stay, consistent with hospital policy.
- Visitation policies are applied consistently and without discrimination.

Medical Records

- You (or a person authorized by law or in writing by you) may request access to your medical record as permitted by law.
- Access to psychiatric records may be limited when permitted by law and consistent with hospital policy.

Bills, Estimates, and Financial Assistance

- You may examine and receive an explanation of your hospital bill regardless of source of payment.
- You may request information about financial assistance that may be available through the hospital and clinics.
- You may request an estimate of charges for scheduled services. Price transparency information and standard charges are available on the hospital website and upon request.
- No Surprises Act (Surprise Billing Protections): Patients may have protections from surprise bills for certain emergency services and certain services at in-network facilities. Information is available at Registration and on the hospital website.
- Good Faith Estimate (Uninsured/Self-Pay): If you do not have insurance or are not using insurance, you may request a Good Faith Estimate of expected charges, and you will receive a Good Faith Estimate when services are scheduled, as required by law.

Notice of Privacy Practices (HIPAA)

- Our Notice of Privacy Practices (NPP) explains how we use and protect your health information and describes your privacy rights. You may obtain a copy at Registration or on our website.

Your Responsibilities

You are responsible for:

- Providing complete and accurate information about your health, symptoms, medications, and history.
- Asking questions if you do not understand your care plan, treatment, or instructions.

- Following the agreed-upon plan of care and notifying staff if you choose not to follow recommendations.
 - Being respectful of other patients, staff, and property.
 - Following hospital rules and safety instructions.
 - Providing required information related to payment for services.
 - Tell your care team if you have an advance directive and provide a current copy, if available, so your healthcare wishes can be documented and followed.
-

Complaints and Grievances

If you have a concern, you may raise it to any staff member at any time.

- If the concern is not resolved at the time it is raised, or if you request a formal review, it will be handled as a grievance and may be filed verbally or in writing.
- You may submit a concern or grievance without reprisal or unreasonable interruption of care.

Timeframes and Written Response

- Cibola will provide a written response to grievances within a reasonable time frame, and on average within 7 calendar days.
- If the grievance is not resolved or the investigation is not completed within 7 calendar days, Cibola will send a written update confirming that the grievance remains under review and stating the expected date of the final written decision.
- Cibola will issue a final written decision within 30 calendar days when feasible. If additional time is needed, Cibola will provide a written update with a revised target date and will continue to provide written updates as appropriate until a final written decision is issued.
- The written decision includes the hospital contact person, steps taken to investigate, results, and the date of completion.

Contact Cibola

- Grievances (Quality Office): quality@cibolahospital.com | 505-287-4446 | 1016 E. Roosevelt Ave., Grants, NM 87020
- Compliance Officer (Privacy, Nondiscrimination, Language Access): compliance@cibolahospital.com | 505-287-5305 | 1016 E. Roosevelt Ave., Grants, NM 87020

External Oversight Agencies

- New Mexico Health Care Authority, Division of Health Improvement (Health Facility Complaints):
Call 1-800-752-8649, or submit a written complaint to DHI Complaints Unit, P.O. Box H, Santa Fe, NM 87504, fax 888-576-0012, or online at <https://www.hca.nm.gov/nm-consumer-complaint-form/>.
- U.S. Department of Health and Human Services Office for Civil Rights (OCR):
File a civil rights complaint online at ocrportal.hhs.gov or call 1-800-368-1019 (TTY 1-800-537-7697).

How to Get This Document

- You will receive this Patient Rights and Responsibilities handout when admitted as an inpatient or placed in observation. It is also available at any time in print, on Cibola General Hospital's website, and through language assistance services. If you have questions or would like more information about any of your rights, please ask a staff member.