

The patient, or as appropriate the patient's representative, has the right to:

Be free from any act of discrimination or reprisal

Voice grievances regarding treatment or care that is (or fails to be) provided and to have grievance reviewed by the facility.

Be fully informed about a treatment or procedure and the expected outcome before it is performed.

Personal privacy

Receive care in a safe setting

Be free from all forms of abuse or harassment

Be treated with respect for property and person:

If a patient is adjudged incompetent under applicable State health and safety laws by a court of proper jurisdiction, the rights of the patient are exercised by the person appointed under State law to act on the patient's behalf.

If a State court has not adjudged a patient incompetent, any legal representative designated by the patient in accordance with State laws may exercise the patient's rights to the extent allowed by state law.

Efficient and equal service, regardless of their race, sex, religion, ethnic background, education, social class, physical or mental handicap, or economic status

Considerate, courteous and respectful care from all staff of the facility

Complete information in terms the average patient can reasonably be expected to understand

Informed consent and full discussion of risks and benefits prior to any invasive procedure, except in an emergency; alternatives to the proposed procedure must be discussed with the patient.

Obtain assistance in interpretation for non-English speaking patients

To know the names, titles and professions of the facility staff to whom the patient's speaks and from whom services or information are received

Refuse examination, discussion and procedures to the extent permitted by law and to be informed of the health and legal consequences of this refusal

Access to patient's personal health records

Respect for privacy

Confidentiality of personal health records as provided by law

Expect reasonable continuity of care within the scope of services and staffing of the facility

Respect for civil rights and religious opinions

Present complaints to the management of the facility without fear of reprisal

Examine and receive a full explanation of any charges made by the facility regardless of source of payment

Review and receive a copy, if requested, of the facility's HIPAA Privacy Notice informing patients of their rights to privacy.

Know if your physician is an owner in this facility.

PATIENT GRIEVANCE

To report a grievance you can contact the facility Administrator by phone at or by mail at:

(575) 522-6144

Las Cruces Surgery Center -Telshor

1205 S. Telshor Blvd

Las Cruces, NM 88011

Complaints and grievances may also be filed through the State of New Mexico Department of Health at:

NM Department of Health

Office of the Secretary

1190 St. Francis Drive

P.O. Box 26110

Santa Fe, NM 87502-6110

Phone # 1- 505- 827- 2613

All Medicare beneficiaries may also file a complaint or grievance with the Medicare Beneficiary Ombudsman. Visit the Ombudsman's webpage on the web at: <http://www.medicare.gov/claims-and-appeals/medicare-rights/get-help/ombudsman.html>

Note: The role of the Medicare Beneficiary Ombudsman is to ensure that Medicare Beneficiaries receive the information and help they need to understand their Medicare options and to apply their rights and protections.