

Patient Guide

Important Information for Your Stay



While You're Here
What You Need to Know

Hospital Services
Helpful Resources for Your Stay

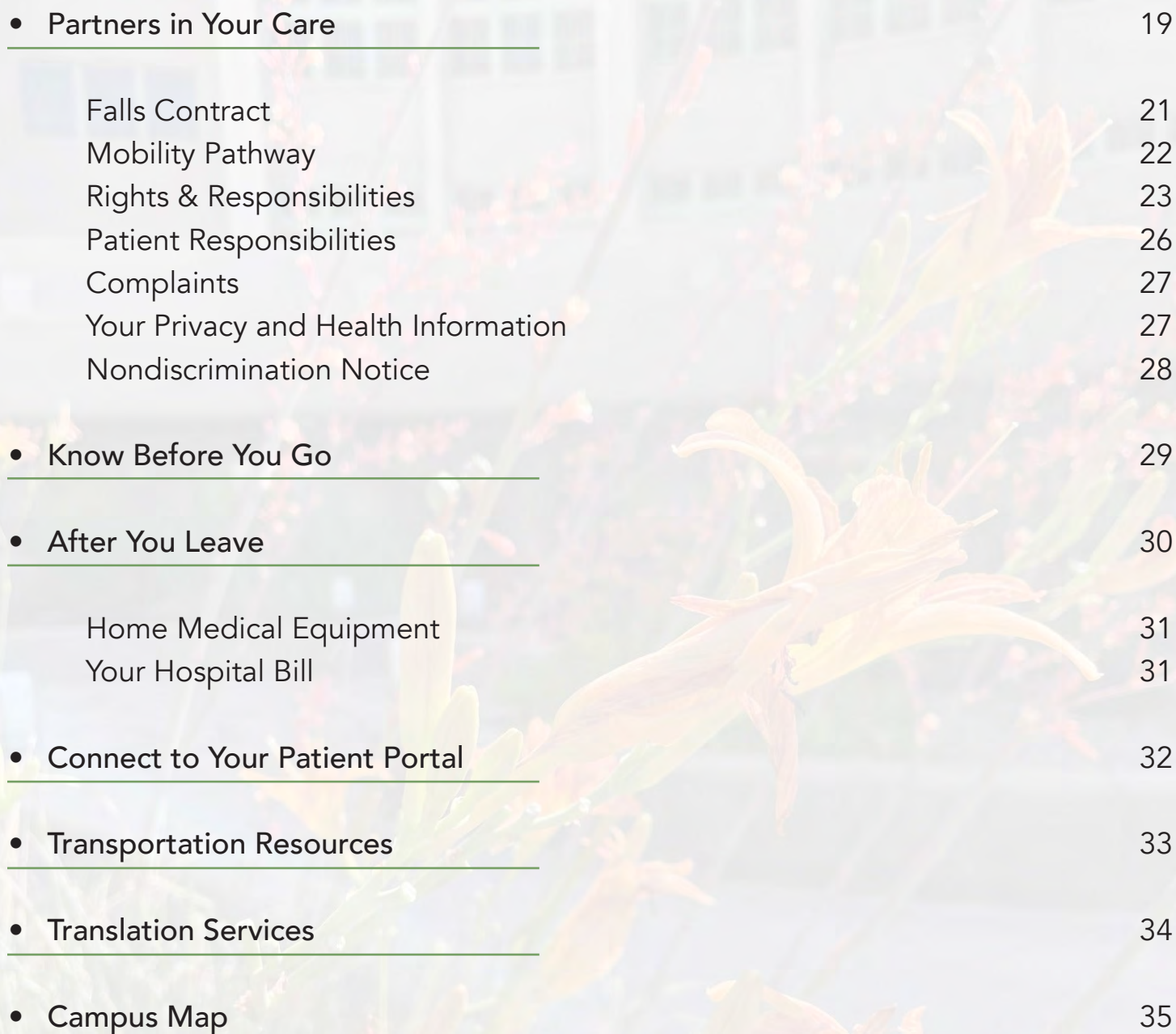
After Care Options
Plans for Your Recovery



SAN JUAN REGIONAL
MEDICAL CENTER

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The background of the page features a soft-focus image of a multi-story building with many windows, partially obscured by a dense cluster of orange and yellow lilies in the foreground. The overall tone is light and airy.

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Welcome Letter

Welcome to San Juan Regional Medical Center. As your community hospital, we are pleased to have the opportunity to provide care to you and your loved ones. We are committed to delivering high-quality care and advancing health and wellness for all we serve. It's what we've been doing since 1910, when the hospital was first founded and it's what drives us today.

Our team of highly trained professionals are compassionate caregivers dedicated to ensuring that you feel cared for and supported. We care about what matters to you, and you'll hear us asking you that during your stay.

We live by a set of Core Values that direct our actions and decisions-all with you, our valued patient, at the center of everything we do. In addition to the personalized care you'll receive at the bedside, we invite you to visit our healing spaces, including our meditation rooms, Healing Garden, and chapel. They are designed to foster peace and tranquility, facilitate healing, and promote health while meeting the needs of the unique cultures we serve.

We are grateful for the opportunity to serve you as we work to create life better here. Thank you for trusting us with your care.

Jason Rounds
President and CEO

A handwritten signature in blue ink, reading "Jason Rounds". The signature is stylized with a large, sweeping "J" and "R".



SAN JUAN REGIONAL
MEDICAL CENTER

Mission

Better is our mission, improving lives through personalized health and care.

Vision

Our vision is to deliver world-class care; making life better for the communities we are privileged to serve.

Core Values

Sacred Trust

It is the most important rule we live by. It is simply: do the right thing for the patient no matter what.

Personal Reverence

We will look for and honor the differences in each person regardless of their culture, background, or disease.

Thoughtful Anticipation

We must learn from everything we do and always strive to make it better the next time.

Team Accountability

Quality and teamwork are inseparable. Our accountability is ultimately to our patients, and it takes all of our collective talents and skills to be successful.

Creative Vitality

We must always look at things in new and energetic ways. We will ask the question "Why?" before we answer the question "How?"

About Us

San Juan Regional Medical Center is your community hospital, dedicated to improving the lives of those we are privileged to serve. We've been providing quality personalized healthcare as the region's only community owned and operated hospital since 1910 before New Mexico was even a state. That legacy of care continues today. Our not-for-profit health system, which includes the hospital and 18 primary and specialty care clinics across two states and three cities, delivers a remarkable range of comprehensive services to patients from all over the Four Corners region. We offer the region's largest network of healthcare providers, with more than 200 physicians and advanced practice providers here to care for you alongside our more than 1,700 dedicated caregivers. When you choose San Juan Regional Medical Center, you gain access to more convenient care, more choices of specialists, and more healthy programs to live life better here.

Giving Back

As your community hospital, San Juan Regional Medical Center cares for thousands of Four Corners residents each year. While our patients benefit from the personalized care we provide, it's our entire community that prospers from our presence. We are proud to offer a myriad of free educational programs, support groups, health fairs, vaccination clinics, low-cost blood screens, and other events throughout the year that support our commitment to bettering the quality of life, health, and care of our Four Corners communities. We invite you to learn more about these offerings on our website.

Please visit <https://www.sanjuanregional.com/classes-community> for more information.

What Matters to You

What matters to you matters to us. San Juan Regional Medical Center is proud to be part of the international What Matters to You movement, focusing on patient and family needs. When you hear us asking “What matters to you?” during your stay, know that we are working to understand your wants and needs so we can align our care with your preferences, which is at the HEART of patient centered care.

Asking What Matters to You also:

- Empowers patients
- Shows respect
- Builds trust
- Strengthens relationships
- Improves outcomes



Designations and Accreditation

- Accredited by Det Norske Veritas (DNV), Accredited Chest Pain Center with Primary PCI V6, Baby-Friendly® designated facility
- Designated by the Centers for Medicare and Medicaid Services in recognition of our continued practice of caring for all patients, regardless of ability to pay
- 340B hospital for good stewardship, providing low-cost medications and better health outcomes to our community

We look forward to serving all your healthcare needs.



Channel Guide

2	Fox	33	ANIMAL PLANET
3	QVC	34	NICKELODEON
4	NBC	35	NBC
5	KNME	36	ABC FAMILY
6	MY 50 TV	37	AMC
7	ABC	38	FOX SPORTS
10	HLN	39	MTV
12	CW	40	USA
13	CBS	41	FX
14	TBS	42	CNN
16	DISCOVERY	43	TNT
17	HALLMARK	44	FOOD
18	FOX NEWS	45	HGTV
19	C-SPAN	46	CN
20	TLC	47	COMEDY CENTRAL
21	VH1	48	TVLAND
23	LIFETIME	49	TRAVEL
25	WEATHER CHANNEL	50	SYFY
26	UNIVISION	51	HISTORY
27	HSN	52	A&E
29	ESPN 2	53	MSNBC
30	ESPN	55	EWTN
31	DISNEY CHANNEL	56	JTU
32	ENTERTAINMENT	58	THE C.A.R.E. CHANNEL*

* To create a more healing environment during your hospital stay, we offer a **C**ontinuous **A**mbient **R**elaxation **E**nvironment on channel 58. This therapeutic tool provides positive distractions with peaceful imagery, originally composed instrumental music and special night time programming.

Complimentary Wifi is available on our "GuestSJR" Network. No password required.

While You're Here

Your Health Care Team

Doctors, nurses, patient care technicians, and many other professionals make up your healthcare team.

Case Management department consists of Nurse Case Managers, Social Workers, and Case Management Assistants. This team is dedicated to helping patients navigate post-hospital follow-up care and services, as well as connecting them with community resources. Additional social services support includes assistance with Advance Directives and connecting patients with resources for alcohol and drug rehabilitation, counseling, and mental health services.

Hospitalists are doctors who only care for patients in the hospital, treating complex medical conditions.

Environmental Services caregivers are responsible for providing you with the cleanest and most comfortable room possible.

Nurses are responsible for delivering care and directing patient care technicians. Nurses are available around the clock. Ask to speak to the patient care manager or charge nurse for help with any questions or concerns you may have about your care.

Patient Experience Assistants may work with you and your health care team to act as your advocate. They can help you sort out any concerns and assist with communication related to services and procedures.

Physical Therapists, Occupational Therapists, and/or Speech Therapists may be consulted as part of your health care team to identify limitations that may be affecting your function and daily activities. They can also help identify resources you may need to continue your recovery after you leave the hospital.

Registered Dietitians may review your medical record and work with your healthcare team to develop a nutritional care plan which can include a comprehensive assessment and/or education.

Respiratory Therapists provide treatment and care if you have any breathing or other cardiopulmonary disorders. Practicing under the direction of a physician, Respiratory Therapists assume primary responsibility for all respiratory care, including therapeutic treatments and diagnostic procedures.

Spiritual Care Services are available to help you address your emotional and spiritual needs. Our chaplain offers appropriate care for any faith tradition, religion, or spiritual background.

Technicians perform and assist with laboratory and other procedures to help diagnose and treat your illness or injury. This may include x-rays, ultrasounds, cardiac catheterization, echocardiogram, radiation therapy, and others.



Wearing color coded uniforms helps us to foster a culture of safety



The color of our uniforms show who we are

Nurse	Navy Blue
Unit Secretary/Nurse Assistant	Grape
Pharmacy Tech	Galaxy Blue
Medical Assistant /Tech	Royal
Cardiopulmonary	Teal
Lab	Black
Radiology	Hunter
Rehab Therapies	Pewter
Respiratory	Grey

Patient Rooms

We want your stay to be as comfortable as possible. In your room, you will find:

- Communication board with information about your care team and your goals for the day
- Television controller is attached to your bed
- In most cases, furniture for a guest to sit and/or stay overnight
- Space for storage
- Emergency pull cords in the restroom next to the toilet and in the shower
- Emergency pull cords on the balcony

For your comfort, you may:

- Request the temperature in your room to be changed
- Adjust your bed using the buttons on the side
- Ask your caregiver for additional blankets or pillows
- Ask your caregiver for toiletries if needed

Environmental Services will clean your room daily and the nursing staff will change bed linens. If your room needs more attention, please ask us to contact environmental services or maintenance staff.

List of Available Personal Care Items

At San Juan Regional Medical Center, we want you to feel comfortable and welcome. Please review the list of personal care items available to you. Let one of your caregivers know what items you need, and we will get them to you as soon as possible.

- | | |
|-------------------------|--------------------------|
| • Toothbrush/Toothpaste | • Lip Balm |
| • Mouthwash | • Baby Powder |
| • Kleenex | • Sanitizing Hand Wipes |
| • Roll-on Deodorant | • Room Deodorizing Spray |
| • Comb/Brush | • Denture Cups |
| • Shampoo | • Denture Cleanser |
| • Body Wash | |

Calling for Help

We are committed to providing each patient with a safe environment of care. We encourage every patient and family member to be an active participant in their care.

Help is available if you have special communication needs due to deafness, blindness, and/or limited English proficiency. Ask us for interpreter tools or **dial 0** on any hospital phone. See page 34 for interpreter services.

You can reach your nurse or patient care technician by pressing the call button on the controller or the button with the image of a nurse on your bed.

How do I call the Rapid Response Team?

You can call the Rapid Response Team by **dialing 2580** from any hospital telephone and inform the operator you are calling for the Rapid Response Team for room (state your room number).

What can the Rapid Response Team do for you?

The Rapid Response Team is a group of specially trained nurses and respiratory therapists who are available at all times. They respond to medical emergencies for all patients anywhere in the hospital.

The Rapid Response Team assembles at the patient's room to quickly assess and stabilize the patient and communicate their assessments to the patient's physician. They also make recommendations and arrange to transfer the patient to a higher level of care if required. They do this while collaborating with other healthcare professionals at the patient's bedside. We want to make a positive difference. Better is our mission, improving lives through personalized health and care. The Rapid Response Team has been implemented as part of our ongoing effort to promote patient safety.

When can you call the Rapid Response Team?

You can call the Rapid Response Team whenever there is a change in a patient's condition or you have a concern that something doesn't seem quite right and the patient may need immediate medical attention.



Technology and Your Care

To offer you the most specialized care, we may need doctors at different locations to share information using electronic devices called telemedicine. If telemedicine is important to your care, we will give you more information and allow you to make the best decision regarding your health.

TeleSitter (AvaSure), may be used as a remote video monitoring device to ensure patient safety and patient privacy as they are our highest concerns. When the TeleSitter light is on, the staff member that is remotely monitoring you can see you. When the light is off and the privacy cover is on, they cannot see you. The TeleSitter does not ever record video or audio. This patient monitoring device can help decrease your risk of a fall. The device alerts the monitoring caregiver you are trying to get up. When you are trying to get up, the caregiver that is monitoring you through the video system may ask you to stay in bed until a caregiver arrives in the room to provide help.

Telemetry (Electrocardiogram) has small sensors attached to your chest with adhesive pads. Telemetry helps ensure that your caregivers can keep a close watch on your heart's health while you're in the hospital, enabling quick responses to any issues that may arise. If you have any questions or concerns, feel free to ask!

Nursing Activity in Your Room

Your nurse or patient care technician will stop by your room frequently to assess your safety and comfort needs. At the start and end of every shift, your current nurse and the nurse taking the next shift will come to your room to discuss your condition and care goals. You may also receive a visit from the charge nurse or patient care leader.

During our visits we will address:

- Your pain
- Turn you every two hours to prevent skin breakdown and injury
- Help you to the bathroom or chair
- Make sure you have everything you need within reach

Check the floor to remove anything that could cause you to fall

We understand that being woken up or having your sleep disturbed can be frustrating, but these tasks are important for your care and recovery. Here's why it might happen:

1. Monitoring: We need to check your vital signs regularly to ensure everything is stable. This helps us catch any changes early.
2. Medications: Some treatments or medications need to be given at specific time to be most effective. We may need to wake you up to ensure that you get them on schedule.
3. Assessments: We may need to do assessments or procedures like drawing blood or checking your progress, which can sometimes require waking you up.
4. Safety: Your safety is our top priority. If we feel it's necessary to check on you, it's because we want to make sure you're okay.

We know sleep is important, and we'll do our best to minimize disturbances while still providing the care you need. Thank you for your understanding, and please let us know if you have any questions or concerns!

Pain Management

Managing your pain is one of our key goals while you're here. We want to make sure you're as comfortable as possible. You are the only one who can measure your pain. Please tell your caregiver or doctor when you experience any level of pain. We are committed to responding to your pain quickly and helping you manage your pain.

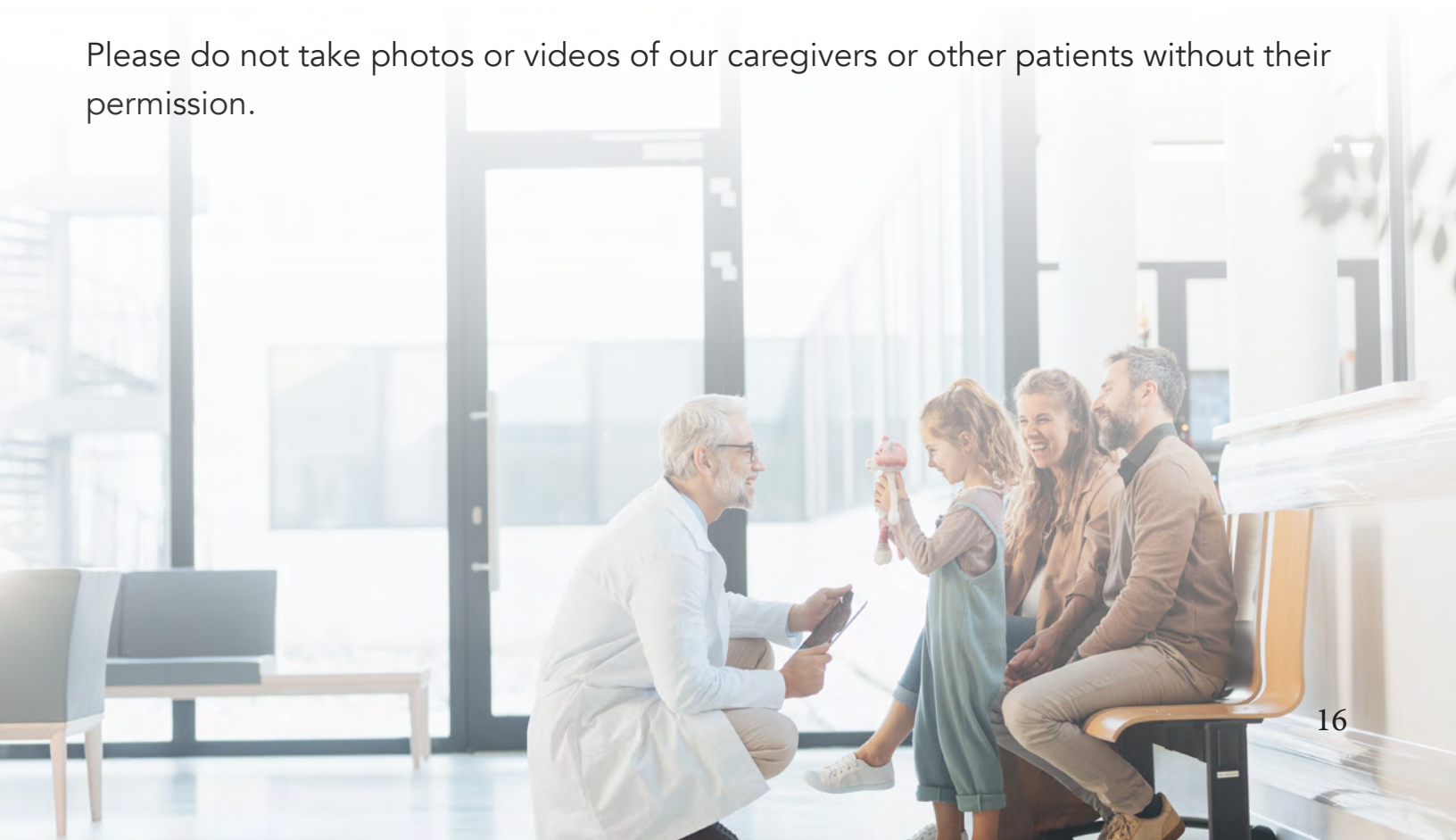
Wong-Baker FACES Pain Rating Scale



Patient and Guest Behavior

We are committed to creating a safe and inclusive environment for everyone at San Juan Regional Medical Center, and we prohibit disruptive or abusive behavior toward our caregivers.

Please do not take photos or videos of our caregivers or other patients without their permission.



Hospital Services

Patient Experience

Patient Experience Assistants are available to help you and any visitors with any service questions, concerns, or special requests that may arise during your hospital stay. Patient Experience can be reached at **505.609.6963** during the hours 8:00 a.m. to 4:30 p.m. Monday through Friday.

Spiritual Care Services

At San Juan Regional Medical Center, we are committed to caring for the whole person. We are proud to offer spiritual care to address your spiritual and emotional needs. Our full-time, board-certified chaplain is an integral part of the interdisciplinary care team, offering valuable insights and acting as a liaison for patients, their families and loved ones to the other members of the team caring for them.

Local clergy or medicine persons of patients and visitors are welcome anytime, day or night to offer support for spiritual care needs.

If you or a loved one in the hospital is in need of spiritual care, contact your caregivers.

San Juan Regional Medical Center also has a chapel on the main level, near the Emergency Department.

Meditation and Quiet Space

Family waiting areas are available on all floors. We also offer quiet spaces for spiritual well-being and meditation. Meditation rooms are located on each of the patient floors past the double doors at the end of the hallway in the East Tower.

Our Healing Garden is outside near the main entrance on the lower level and accessible 24 hours a day.



Volunteers

Volunteers are a key part of our care team. They contribute their time, service, and energy to help you have a more pleasant stay. They provide support throughout the hospital, including staffing the Information Desk, delivering mail and flowers, operating the gift shop, and escorting our patients. You will find them throughout the hospital. They are happy to serve you, so let them know if you need anything.

Pet Therapy

Patients and family members can request a pet therapy visit. Call the Information Desk at **505.609.6280**, to schedule a visit. A pet therapy visit can last up to ten minutes.



Mail/Package/Flower Deliveries

Mail, packages, and flowers will be delivered to you by a hospital volunteer. Flowers are prohibited in the Intensive Care Unit. All latex balloons are prohibited. If your mail is received after discharge, we will forward it to your home address.

Food and Nutrition Services

We are pleased to offer you our room service menu for your dining enjoyment. A Nutrition Assistant may visit you to customize your meal order. For your convenience, you may also order your meal by calling **5050** from your bedside phone and speaking with one of our Room Service Center Assistants.

Advance Directives

Advance Directives are legal documents that allow you to explain and share your wishes for medical treatment to your family, health care providers, and other people in your life when you cannot speak for yourself. These directives are sometimes called living wills or medical powers of attorney. A reasonable effort will be made to obtain copies of your Advance Directives. You may ask us to assist you in completing Advance Directives during your hospital stay, if needed.

Partners in Your Care

Your safety and comfort are our top priorities. During your stay, your care team will strive to provide unparalleled safety and service. We consider you and your family as partners in your care and treatment. Please feel free to ask questions and share any concerns and let us know what matters most to you.

- San Juan Regional Medical Center's doctors and caregivers wear **identification badges**. Feel free to ask everyone who enters your room their name, role, and purpose. If someone visits your room without a badge, tell your nurse.
- You received a **patient identification band**. Caregivers who provide a service to you will ask for your full name and date of birth before every test, procedure, treatment, or medication. While this may feel overwhelming, it is the greatest action we can take to ensure your safety.
- We do everything we can to prevent **infections** from spreading in our organization using best and proven practices. You will be asked to use antiseptic wipes on your body. Caregivers will place an antiseptic swab in your nose to help protect against the spread of some germs.
- Routine oral care helps improve your health and quality of life. It also lowers the risk of infections and complications, like pneumonia. To help **prevent pneumonia**, it's important to practice good oral hygiene by brushing your teeth regularly and using mouthwash. Taking care of your mouth can help you stay healthier, shorten your hospital stay, and increase your chances of going home after discharge. Caregivers will monitor your oral health and assist with your oral care during your hospital stay.
- Caregivers and visitors may need to wear a gown, gloves, and a mask to help prevent infection while you heal in the hospital. This includes **even people who live with you**.
- Good **hand hygiene** is the best way to prevent the spread of infection, especially in a hospital. All doctors and caregivers should clean their hands every time they enter your room. We encourage you to speak up and ask someone if they have washed their hands.
- Your visitors should practice good hand hygiene as well. Cleaning or washing their hands before entering and when leaving your room is important to **prevent the spread of germs** in the hospital and in our community.

- If you have **valuables** with you, please give them to a loved one for safekeeping or ask your caregiver to have hospital security store them. You need to pick up your valuables within 30 days after leaving the hospital. San Juan Regional Medical Center is not responsible for lost or missing items.
- **Home medications** should never be kept in your room, and you are discouraged from bringing any medication into the hospital. Please inform your care team of all medications. It is important for your caregiver to know what medications you are on at home to prevent any drug-to-drug interactions.
- San Juan Regional Medical Center is a tobacco and drug-free campus. You are not allowed to use them anywhere on the property. If you need help with nicotine, ask a caregiver about getting a nicotine patch.
- We are committed to preventing **patient falls**. If you are at risk of falling because of medication, your condition, treatment, or for other reasons. A bed alarm may sound when you attempt to get out of bed alerting a caregiver to assist you. For your safety, be sure to do the following:
 - **Please call your nurse for help before getting out of bed**
 - **Wear your hospital-issued non-skid socks**
 - **Hold rails when using toilet or shower**
 - **Read and follow the Falls Contract**
- While in the hospital, you can be at risk for blood clots due to decreased activity. Blood clots can permanently affect your quality of life and can even be deadly. If you are at risk, you may need compression devices, medication, or frequent walks, which can help prevent blood clots. Tell your caregiver if you have any of the following warning signs:
 - A leg cramp or charley horse that gets worse
 - Swelling and discoloration in your leg, upper arm, or neck
 - Unexplained shortness of breath
 - Chest discomfort that gets worse when you breathe deeply or cough
 - Light headedness or blacking out

Falls Contract

Please read this agreement. Ask us about anything you don't understand.

My nurse has taught me, and I understand, that these factors may put me at the risk for falls:

- Medicines that may make me weak and dizzy (especially medicines for pain, nausea, and sleeping problems)
- Weakness from being in bed for a long time
- Being in a new place
- Using patient care equipment (IV lines, IV poles and pumps, EKG wires, oxygen tubing, drains, catheters, etc.)
- Needing to go to the bathroom often or suddenly because of IV fluid

I will do all I can to protect myself from falling by:

- Use the call button to ask for help when I need to get out of bed
- Wait for help before getting up from the bed, chair, or toilet
- Tell my caregiver right away if I'm feeling dizzy or weak
- Keep my room free of clutter
- Avoid leaning on things with wheels like my IV pole and the bedside table
- Wear the hospital issued non-skid socks that my caregiver gave me

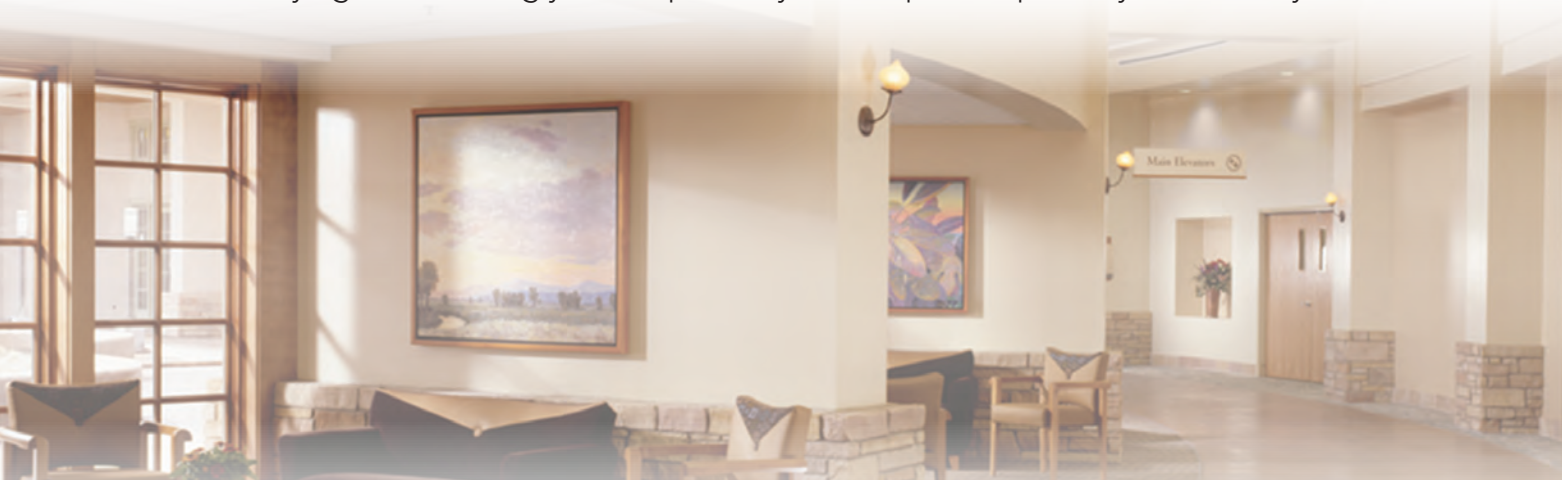
Be Careful

Patients of all ages are at risk for falls. Understand that falling can cause serious injuries including bruises, bleeding, head injuries, and broken bones. It is better to be extra careful than risk another medical problem that can lead to a longer stay in the hospital.



Staying Active during your Hospital Stay

Staying active during your hospital stay is an important part of your recovery.



Why is staying active important?



Staying active helps:

- Improve breathing and alertness
- Prevent dizziness when sitting or standing up
- Increase muscle strength, bone strength, and overall body health and function
- Restore normal bowel and bladder function
- Improve blood flow through the body, which speeds healing
- Prevent blood clots from forming
- Prevent pressure wounds from forming (*pressure wounds develop from lying in bed for long periods of time without getting up*)
- Lessen the chance of depression, anxiety, pain, and stress that may result from surgery
- Get you home earlier with less chance of being re-admitted

How to stay active?



You can stay active during your hospital stay by:

- Walking
- Sitting in a chair
- Getting in and out of bed
- Doing exercises to improve your circulation, strength, balance, endurance, and range of motion

San Juan Regional Medical Center wants you to be safe while you are here. We will work together as a team with you and your family to ensure your safety.

Your doctor or nurse will let you know when you are able to move about independently. Until that time, we encourage you to call for assistance prior to any activity.

Rights & Responsibilities

We consider you a partner in your hospital care. When you are well-informed, participate in treatment decisions, and communicate openly with your doctor and other health professionals, you help make your care as effective as possible. Our hospital encourages respect for the personal preferences and values of each individual, regardless of age, race, sex, creed, language, national origin, or source of payment.

For more information regarding patient's bills of rights and frequently asked questions please visit:

<https://www.cms.gov/marketplace/private-health-insurance/patient-bill-of-rights>

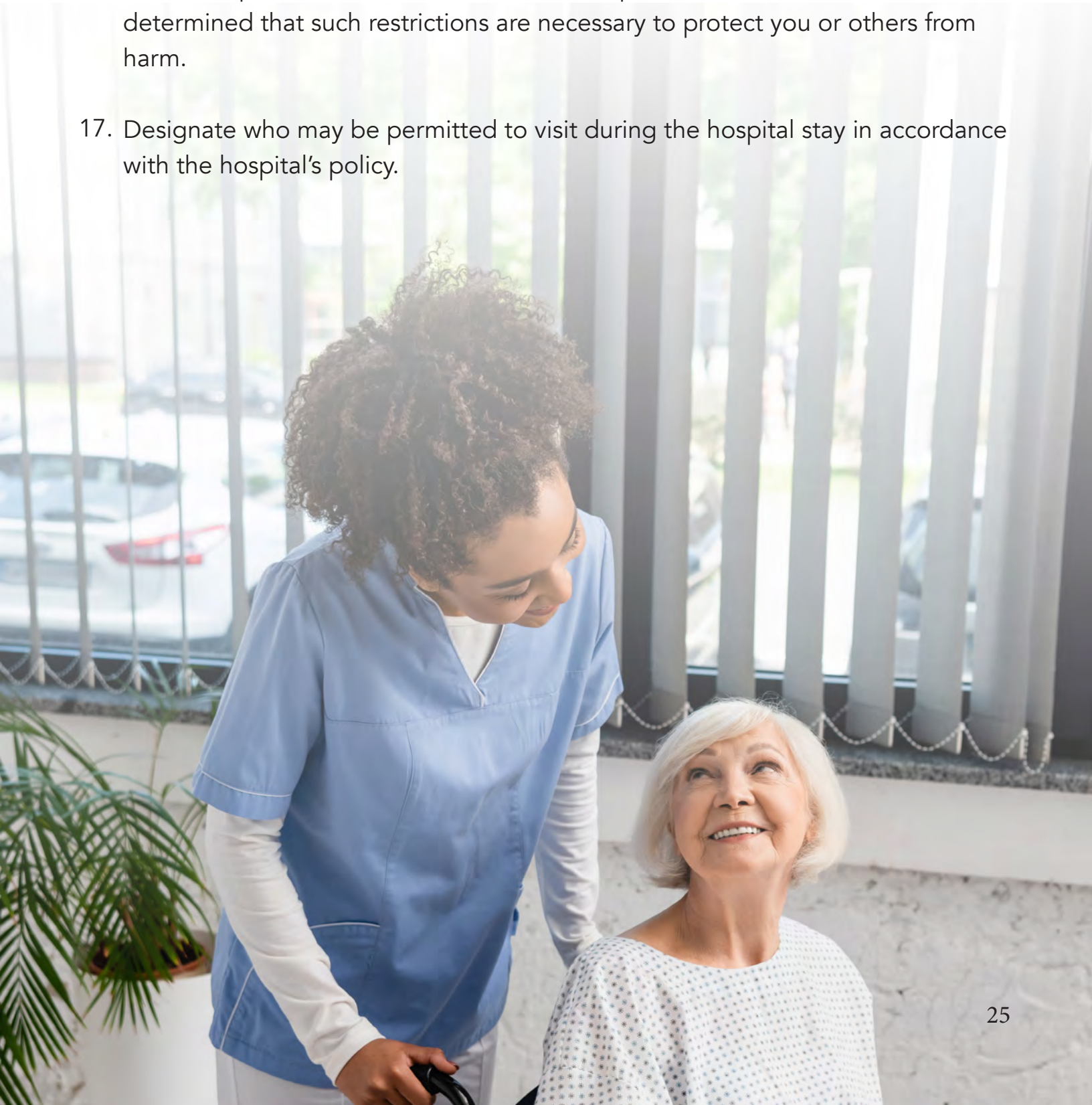
CMS Patient Bill of Rights

As a patient in a hospital in New Mexico, you have the right, consistent with law to:

1. Considerate and respectful care.
2. Obtain relevant, current, and understandable information concerning your diagnosis, treatment, and prognosis from doctors and other direct caregivers.
3. Consent to or refuse treatment, as permitted by law, throughout your hospital stay. If you refuse a recommended treatment, you will be informed of the medical consequences of this action and receive other needed and available care.
4. Be informed about unanticipated outcomes of care. The responsible, licensed independent practitioner or his or her designees should clearly explain the outcome of any treatments that differ significantly from the anticipated outcomes.
5. Have an Advance Directive, such as a living will or healthcare proxy. These documents express your choices about your future care or name someone to decide if you cannot speak for yourself. If you have a written Advance Directive, you should provide a copy to the hospital, your family, and your doctor.

6. Privacy and to receive care in a safe setting. The hospital, your doctor, and others caring for you will protect your personal privacy.
7. Expect that treatment records are confidential unless you have given permission to release information, or reporting is required or permitted by law.
8. Review your medical records and to have information explained, except when restricted by law.
9. Expect that the hospital will give you necessary health services to the best of its ability. Treatment, referral, or transfer may be recommended. If a transfer is recommended or requested, you will be informed of the risks, benefits, and alternatives. You will not be transferred until the other institution agrees to accept you.
10. Know if this hospital has relationships with outside parties that may influence your treatment and care. These relationships may be with educational institutions, other healthcare providers, or insurers.
11. Consent or decline to take part in research affecting your care. If you choose not to take part, you will receive the most effective care the hospital otherwise provides.
12. Be told of realistic care alternatives when hospital care is no longer appropriate.
13. Know about hospital rules that affect you and your treatment and about charges and payment methods. You have the right to know about hospital resources, such as patient representatives or ethics committees, that can help you resolve problems and questions about your hospital stay and care.
14. Request a consultation with the hospital Ethics Committee by contacting Patient Experience at **505.609.6963**. The purpose of the Ethics Committee is to educate, consider, advise, and assist in resolving only the most difficult ethical issues that have failed to be resolved elsewhere.

15. Have your pain addressed by your health care provider. You have the right to information about pain and pain relief measures. Treating your pain as a partnership between you and your health care provider, we are committed to working with you in obtaining the best management of your pain as possible.
16. Receive care in the least restrictive environment that is appropriate for your treatment plan. You will not be restrained or placed in seclusion unless it is determined that such restrictions are necessary to protect you or others from harm.
17. Designate who may be permitted to visit during the hospital stay in accordance with the hospital's policy.



Patient Responsibilities

As a patient, you also have responsibilities. You are responsible for providing information about your health, including past illnesses, hospital stays, and use of medicine. You are responsible for asking questions when you do not understand information or instructions. If you believe you cannot follow through with your treatment, you are responsible for telling your doctor.

San Juan Regional Medical Center works to provide care efficiently and fairly to all patients and the region. You and your visitors are responsible for being considerate of the needs of other patients, staff, and the hospital. You are responsible for providing information for insurance and for working with the hospital to arrange payment, when needed.

Your health depends not just on your hospital care, but in the long term, on the decisions you make in your daily life. You are responsible for recognizing the effect of lifestyle on your personal health.

A hospital serves many purposes. Hospitals work to improve people's health; treat people with injury and disease; educate health professionals, patients, and community members; and improve understanding of health and disease in carrying out these activities this institution works to respect your values and dignity.

You are responsible for telling your nurse, therapist, or doctor when you are having pain. Ask your doctor or nurse what to expect concerning pain and discuss pain relief options with them. We want you to work with us to develop a pain relief plan. Report your pain when it first begins and report pain that is unrelieved by pain relief measures already tried.



Complaints

Please let us know your concerns, we value your input and view it as an opportunity for improvement.

Report concerns to Patient Experience at **505.609.6963**.

If hospital staff cannot resolve a problem or issue, you may contact the New Mexico Health Care Authority by mail or by phone:

New Mexico Health Care Authority

2040 South Pacheco St. Room 211

Santa Fe, NM 87505

1.800.752.8649

DNV

hospitalcomplaints@dnv.com or 866.496.9647

Your Privacy and Health Information

We understand that your health information is important. The Notice of Privacy Practices ("Notice") describes the privacy practices of San Juan Regional Medical Center and San Juan Health Partners. Caregivers are trained so they understand when, and how, to share your information appropriately to provide you with high-quality care. If you believe your health information was used or shared in a way that is not allowed under privacy laws, please contact our Compliance Office.

Compliance Office

San Juan Regional Medical Center

Compliance & Privacy Office

801 W. Maple Street

Farmington, New Mexico 87401

Phone: **505.609.6323**

Nondiscrimination Notice

San Juan Regional Medical Center

- Provides people with disabilities reasonable modifications and free appropriate auxiliary aids and services to communicate effectively with us, such as:
 - Sign language assistance
 - Written information in other formats (large print, audio, accessible electronic formats, or other formats).
- Provides free language assistance services to people whose primary language is not English, which may include:
 - Certified interpreters
 - Information written in other languages.

If you need reasonable modifications, appropriate auxiliary aids and services, or language assistance services, contact the Section 1557 Coordinator at **505.609.6318**.



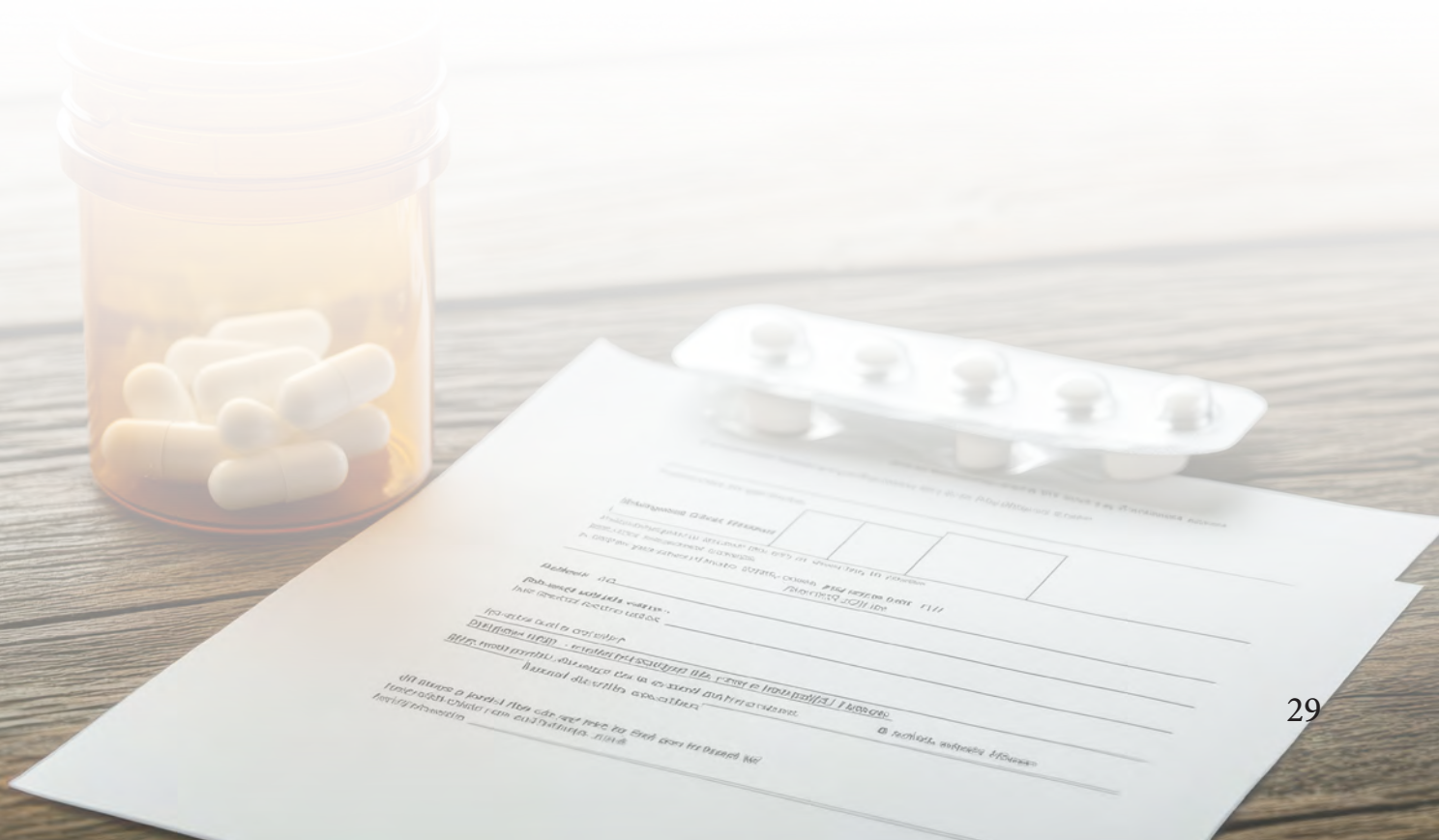
Know Before You Go

Make sure you have the following information before you leave the hospital:

- Who can I call after I leave the hospital if I have questions or concerns?
- What are key warning signs I need to watch out for, who do I call if they happen?
- What kinds of activities and foods are limited and for how long?
- Do the doctors caring for me after my stay have access to my test results and medicines?
- Are my new medicines safe to take with my other medicines, vitamins, or supplements?
- How and when do I take my medicines and how do I get my prescriptions filled?
- Who can help me if I have concerns about medical costs and how do I contact them?

If ordered by a provider, case management or social workers can partner with you on:

- Scheduling follow-up appointments
- Information regarding instructions on special equipment
- Information regarding personal home or health care services
- Finding local support groups or other aftercare services



After You Leave

When you leave the hospital there are a lot of things you need to do to take care of yourself:

1. See your doctor
2. Take your medicine, exercise, and eat healthy foods
3. Know who to call with questions or problems
4. Know how much support you will need in the areas of personal care such as, bathing, eating, dressing, and using the restroom
5. Know how much support you will need in home care like cooking, cleaning, laundry, or shopping
6. Consider what support services you may need when taking your medications, going to doctor's appointments, or following up with other services like physical therapy or wound care

The case manager will assist you with your transition from the hospital. They will work with you to figure out what support services you might need at home. These could include nursing care, physical therapy, and community resources if indicated. Based on your criteria, post-acute care options may be available for you:

- Assisted living
- Long-term care facilities
- Hospice



Home Medical Equipment

Your doctor may order medical equipment for use at home, such as oxygen, walkers, crutches, wheelchairs, or hospital beds.



Your Hospital Bill

Please note that the total charges for your care may not be available at the time of admission or discharge. It is possible that additional charges may be added to your bill after discharge. We offer various financial assistance options to help ensure continued access to your healthcare needs.

We are committed to a proactive approach to patient billing and collections, ensuring that respect and professionalism guide all our interactions. While we expect timely payment, we understand that healthcare billing can be confusing. Our Billing department caregivers are here to assist you, whether you need help understanding your bill, setting up a payment plan, or exploring one of the many financial assistance options we offer. Contact us at **505.609.2800** if you have any questions concerning your bill between 8:00 a.m. to 4:30 p.m.



Stay Connected to Your HealthCare

Sign up for our Patient Portal

Self-enroll at sanjuanregional.com/patientportal

BENEFITS

- Secure, online access to your health information
- Access results faster
- See upcoming appointments for San Juan Health Partners clinics
- Review medications and more

Call 505.609.6121 for assistance enrolling or adding a minor child (*under 14 years) to your account

****minors 14 years and older have protected rights***





Transportation Resources

Red Apple Transit

Phone: 505.325.3409

Out of Pocket Service

1-Way in Farmington: \$1.00

1-Way to or from Bloomfield or Kirtland: \$2.00

Half Price Available:

Seniors (65 and over), Disabled
Medicare/Medicaid Card
Holders

*Bus arrives 9 minutes past
every hour.*

1st bus arrival: 7:09 a.m.

Last bus arrival: 5:09 p.m.

Medicare Advantage Plans

Humana

Modivcare (Limited to 50-mile
radius)

Phone: 1.866.588.5122

Western Sky- Allwell

Modivcare (Based on insurance
benefits)

Phone: 1.877.718.4201

Uber and Lyft

Out of Pocket Service

Download the App to request
a service

Let's Go Taxi

Phone: 505.324.6568

Hours: 6:00 a.m. - 10:00 p.m.

Out of Pocket Service

Insurance NOT Accepted as
Payment

First mile fee: \$6.00

Every mile after: \$2.95

NM Medicaid Transportation

Beyond Transportation Service

Phone: 575.208.2525

Medicare Transportation

Phone: 505.358.7144

Painted Hills

Phone: 1.844.598.3027

Safely Medical Transport

Phone: 505.340.2284 or
505.359.8590

Turquoise Medical Transport

Phone: 505.488.2285

*(Based out of Gallup area, will
assist with transport to Gallup
or ABQ)*

Four Corners Transportation

Phone: 505.947.1521

Hours: 8:00 a.m. - 5:00 p.m.

Out of Pocket Service

Medicaid Insurance Accepted
as Payment

Dial-A-Ride

Phone: 505.325.3409

Hours: 7:00 a.m. - 6:30 p.m.

Out of Pocket Service

1-Way Reservation Required
Cost of Service: \$2.00

Turquoise Medicaid Card Holders

Blue Cross Blue Shield

Phone: 1.866.913.4342

Presbyterian (PMS)

Phone: 1.877.566.9144

Molina

Phone: 1.833.707.7100

United Healthcare

Phone: 1.877.236.0826

*Secure Transportation provided
by your Medicare Insurance*

Translation Services

TransPerfect Remote Interpreting

Spanish.....☐
¿Habla usted español?

Mandarin.....☐
請問你是說普通話的嗎?

Tagalog.....☐
Marunong po ba kayong magsalita ng Tagalog?

French.....☐
Parlez-vous français?

Vietnamese.....☐
Bạn có nói tiếng Việt không?

German.....☐
Sprechen Sie Deutsch?

Korean.....☐
한국말 하십니까?

Russian.....☐
Вы говорите по-русски?

Arabic.....☐
هل تتكلم العربية؟

Italian.....☐
Parla italiano?

Portuguese.....☐
Você fala Português?

Swedish.....☐
Talar du svenska?

Danish.....☐
Taler du dansk?

Bosnian.....☐
Govorite li Bosanski?

Taiwanese.....☐
你會曉講台語無?

Polish.....☐
Mówi Pan/Pani po polsku?

Hindi.....☐
क्या आप हिन्दी बोलते हैं?

Japanese.....☐
あなたは 日本語を 話しますか?

Cantonese.....☐
請問你是講廣東話的嗎?

Persian/Farsi.....☐
شما فارسی صحبت می کنید؟

Urdu.....☐
کیا آپ اردو بولتے ہیں؟

Greek.....☐
Μιλάτε ελληνικά;

Armenian.....☐
Հայերեն խոսո՞ւմ եք:

Hebrew.....☐
את מדברת עברית? / אתה מדבר עברית?

Cambodian/Khmer.....☐
អ្នកនិយាយខ្មែរទេ?

Thai.....☐
คุณพูดภาษาไทยไหมคะ(ครับ)?

Kurdish.....☐
Kurdî qise dekeyt?

Amharic.....☐
እማርኛ ትናገላህ? / እማርኛ ትናገልጃለህ?

Macedonian.....☐
Дали говорите македонски?

Castilian Spanish.....☐
¿Habla usted castellano?

Laotian.....☐
ຈຳປາກພາສາລາວໄດ້ບໍ່?

Somali.....☐
Ma ku hadashaa luqda af Somaliga?

Turkish.....☐
Türkçe biliyor musunuz?

Czech.....☐
Mluvíte česky?

Krio.....☐
U sabi tak Krio?

Punjabi.....☐
ਤੁਹਾਡੀ ਪੰਜਾਬੀ ਆਉਂਦੀ ਹੈ?

Albanian.....☐
A flisni Shqip?

Bengali.....☐
আপনি বাংলা বলতে পারেন?

Haitian Creole.....☐
Eske ou pale kreyol?

Romanian.....☐
Vorbiți românește?

Tibetan.....☐
ཁྱེད་ཀྱི་སྐད་ཀྱི་ཡིན་ནམ།

Finnish.....☐
Puhutko suomea?

Slovak.....☐
Hovorite po slovensky?

Afrikaans.....☐
Praat U Afrikaans?

Please Select Your Language

Campus Map



12.2024