



**Gila Regional  
Medical Center**

# *Patient Guide*



# Welcome



**Your Life.**

**Your Regional Medical Center.**

**Your Choice for Patient-Centered Care.**

## Your Care

We encourage you to participate in your care and help us as much as you can. Ask questions, let us know what you like, and speak up if you have a concern.

You may meet a number of our caregivers who will help with your care—from your doctors and nurses to technologists who take an X-ray or run a lab test, nursing assistants, pharmacists, social workers, nutrition assistants, and others.

Here are a few things to expect while you're a patient.

- Our caregivers should wash their hands before examining you. Regular hand-washing is a very effective way to prevent infections.
- We will routinely double-check your name and wristband before giving you medicine, tests and procedures.
- More patients than you might think have a high risk of falling, which can cause injury. If you are at risk for falling, a caregiver will help you in the bathroom. Many falls in hospitals take place in the bathroom, and we want to keep you safe and healthy.
- During your stay at the hospital we will check your vital signs regularly, even at night. We promote rest and sleep, but we also need to wake you for check-ups requested by your doctor. We want to make sure you are safe and doing well!

*We believe... We  
are human beings  
caring for other  
human beings.*

## Registration Information

To be admitted to the hospital or to have outpatient testing, lab work or imaging, you register at GRMC Registration located next to the Emergency Department. We are open around the clock to serve you. GRMC's main numbers is 575/538-4000.

### **Bring to Registration:**

- Insurance identification cards
- Social Security number
- Medicare or Medicaid card
- Current medication list
- A method of payment for any co-payments, deductible or coinsurances that are due
- Information on next of kin or responsible parties including name, address, phone number, and relationship
- If you come for **outpatient services** please bring your doctor's prescription or verify that it has been submitted.

### **What to Pack for Your Stay:**

- Leave your jewelry and valuables at home.
- Wear loose-fitting clothes you can put on easily when it's time to leave.
- Bring only a few personal items, such as a toiletry kit.
- Bring a list of your vitamins and medicines with dosage amounts.
- Bring a copy of your Living Will and/or Advanced Directives.
- Check the forms from your doctor and GRMC to see if there are any other items you need to bring.
- Bring contact numbers for your ride home at discharge.

### **GRMC Hospitalist Program**

A hospitalist is a physician who typically specializes in internal medicine, and who provides care exclusively to patients who are in the hospital. During your stay at GRMC the hospitalist will be in direct contact with your primary care physician to coordinate the day-to-day treatment, tests, and recommendations needed during your stay.

### **Identification Bracelet**

When you are admitted, an ID bracelet is placed on your wrist. This is for your safety — both your medications and your medical records are coded with your ID bracelet — so keep it on!



# Financial

## Financial Counseling

If you do not have health insurance and worry that you may have difficulty paying your bill for your care in full, we may be able to help. It is important that you let us know if you will have trouble paying your bill or balances after insurance.

GRMC Financial Counseling provides assistance:

- Applying for our Charity Care Program
- Setting up a payment schedule for your medical bills
- Discounts for self-pay patients are available with additional discounts for prompt payments
- Understanding your hospital bill
- With payments by cash, personal check, and credit card. Online payment is now available at [www.grmc.org](http://www.grmc.org)

## Your Hospital Bill

Your daily hospital room charge includes: nursing care, bedside meals, admitting and billing services, housekeeping, medical record keeping, security and some medication.

Additional charges will be added for services ordered by your doctor, x-rays, laboratory test, medications, oxygen, operating room, delivery room and physical therapy.

You will receive a separate bill for physician services: ER Providers, radiology, anesthesiology, cardiology, pathology, and other physician consultation fees. You will be billed directly by the physicians providing these services.

As a courtesy, we bill most insurance companies for you.

If you are covered by Medicare or Medicaid, we submit a bill for you. We accept the Medicaid and Medicare-approved amount as our part of the payment, but you are responsible for any deductible or co-payment.

## Your Discharge

When your acute hospital care is complete, your doctor will sign your discharge order. Your nurse will check with you to make sure you have care instructions to use at home (medicines and exercises).

Discharge planning begins at admission because arrangements can be time consuming. A discharge plan is developed using the nursing and physician assessments of your current and future care needs along with your current resources.

Discharge Planning provides assistance:

- Arrange for home care equipment, such as wheelchairs, oxygen, etc.
- Make other living arrangements for those unable to return to their own homes directly after discharge.
- Help arrange financing to cover inpatient and outpatient services.

## Concerns & Complaints

If you have questions or concerns about any aspect of your hospital stay or about your safety, please contact the Patient Liaison at 538-4026 or send a request with a caregiver. If your concerns cannot be resolved at this level, contact The Joint Commission at 1 (800) 994-6610, by e-mail at [complaint@jointcommission.org](mailto:complaint@jointcommission.org),

## The Financial Arrangement Process

At the time of your admission to the hospital, satisfactory financial arrangements need to be made for paying your hospital account. Once your hospital insurance coverage is verified, a deposit may be necessary to cover your deductible and /or co-pay insurance portion. We accept American Express, Discover, MasterCard and Visa cards for payment of your account.



# Patient Rights & Responsibilities

## When you are a Patient at Gila Regional Medical Center, You Have the Right To:

1. Be called by your proper name and receive considerate, respectful, safe and compassionate care regardless of your age, race, national origin, religion, sexual orientation or disabilities.
2. Have your own doctor and a family member/representative notified promptly of your admission to the hospital, as respected.
3. Know who is responsible for your care (doctors, nurses, and other health caregivers) and their role here, including relationships they may have to other health care providers or educational institutions.
4. A clear, concise explanation of your condition and proposed treatment.
5. Have your pain managed in the safest way possible.
6. Be free from restraints and seclusion of any form that are not medically required.
7. Be involved in planning your care and discharge; understand what is expected of you during your stay and for follow-up care.
8. Be interviewed, examined, and treated in a safe setting that provides personal privacy.
9. Be free from all forms of abuse or harassment.
10. Refuse treatment as permitted by law and to be informed of the medical consequences of your decisions.
11. Know in advance of any experimental, research or educational activities involved in your treatment. You can refuse to participate in any such activity.
12. Effective communications, regardless of language or other barriers.

13. Create advance directives and have staff comply with them.
14. Have an authorized representative exercise your rights if you are unable to participate in your care or treatment decisions.
15. Receive a copy of your bill after you are discharged. You may request an explanation of charges, regardless of who is paying the bill.
16. See your medical record within the guidelines established by law and have them explained.
17. Transfer to another facility, when medically permissible, if we are unable to meet your request or needs for care.
18. Give or withdraw your consent to reporters or other members of the media to talk to you, record, or photograph.
19. Seek a medical ethics consultation if ethical issues arise.
20. Seek pastoral and other spiritual services.
21. Express any complaints and concerns, including those about patient care and safety, to hospital personnel and/or management. Please contact our Patient Advocate at (575) 538-4026 or [patientadvocate@grmc.org](mailto:patientadvocate@grmc.org). Contact the Administration office at (575) 538-4098, by Fax at (575) 538-9714 or by mail at:

Gila Regional Medical Center  
Attention: Administration  
1313 E. 32nd Street  
Silver City, New Mexico 88061

If your concerns and questions can not be resolved at this level, contact The Joint Commission at 1 (800) 994-6610, by Fax at (630) 792-5636, by e-mail at [complaint@jointcommission.org](mailto:complaint@jointcommission.org), or by mail at:

Office of Quality Monitoring  
The Joint Commission  
One Renaissance Boulevard  
Oakbrook Terrace, IL 60181

## Patient Responsibilities

When you are a Patient at  
Gila Regional Medical Center,  
You Have the Responsibility To:

1. Provide accurate and complete information about your personal information, current health, past illnesses, hospitalizations, medicines, written advance directives, and other matters related to your care.
2. Ask questions about specific problems and request information when you do not understand your illness or treatment.
3. Tell your doctor or nurse when you have pain, and let them know what helps you feel better and what doesn't.
4. Follow instructions for your treatment, and hospital rules about your conduct.
5. Be considerate of other patients, help control noise, and limit the number of visitors if needed.
6. Respect hospital property and property of others.
7. Provide complete and accurate information to help us process your bill for insurance. Ultimately, you are responsible for paying your hospital bill.
8. Keep appointments in a timely manner or call your health care provider if you cannot keep your appointments.





www.grmc.org • 575/538-4000

# While You're at the Hospital

## **Courtyard Café**

Visitors are welcome to dine in our cafeteria on the first floor.

24-hour vending machines are located on the 1st floor near the Gift Shop and on the 2nd floor in the ER waiting area.

## **Chaplain**

If you need spiritual support and emotional encouragement, our GRMC hospital chaplain or a Planetree ministerial volunteer is available to help. To contact our chaplain call 575/313-6897.

## **Chapel**

The hospital's interfaith chapel located on the 2nd floor near Med/Surg Pod II is always open.

## **Directions**

To help you find your way, we have maps of GRMC posted at each entrance. However, feel free to ask a caregiver or a volunteer to show you the way.

## **Flowers and Mail**

Our GRMC Auxiliary volunteers deliver bouquets sent to you as they arrive. Flowers may also be purchased in our Gift Shop. Mail is delivered to patient's rooms on weekdays. Mail received after discharge will be forwarded to a patient's home address. A U.S. Postal mailbox for outgoing mail is located at the information desk in the Visitor Entrance Lobby.

## **Gift Shop**

Open weekdays from 8:30 a.m. to 4:30 p.m., the GRMC Auxiliary gift shop benefits GRMC. Explore a variety of gifts, flowers, useful items and snacks. It's located near the Visitors Entrance Lobby.

## **Internet Access**

We have a wireless network at GRMC, so bring your laptop or PDA. The passwords are posted in waiting areas and outside the cafeteria.

## **Interpretation Services**

Se habla Español. Spanish interpreters are available to translate in person by request.

## **Parking**

Visitor and outpatient parking is available directly in front of the Visitors Entrance, the Surgical Center and Cancer Center.

## **Smoking**

Smoking is not permitted at GRMC.

## **Telephones**

Patient rooms are equipped with telephones. Dial 7 for an outside line. Long distance cannot be charged to the room. A GRMC operator directs incoming phone calls to patient rooms between 8 a.m. to 10 p.m.

## **Televisions**

Cable TV is provided at no cost. Ask your caregiver about operating your bed specific TV.

## **Visiting hours**

Family and friends of patients are welcome at Gila Regional.

Open visitation hours are from 6 a.m. to 10 p.m. After 10 p.m., all visitors need to check-in with a caregiver in Registration.

Visitors are considered members of the infection control team and play an important role in preventing and reducing infection transmissions by following these suggestions:

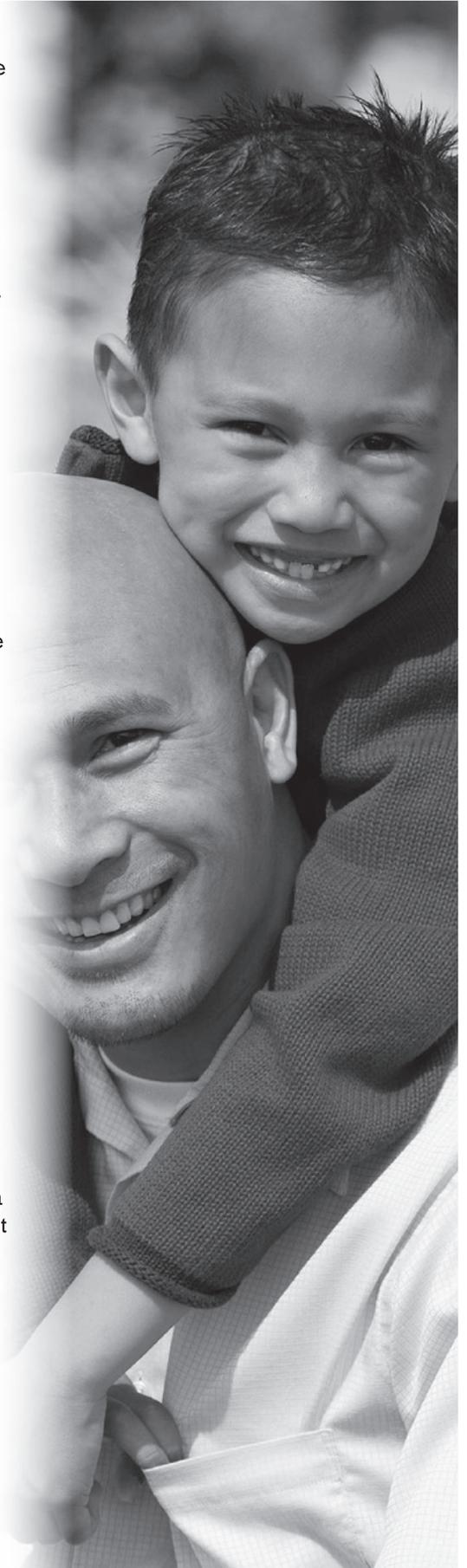
- Only visit when you are well; No fever, cough or sore throat
- Wash your hands before and after a visit
- If you see a red "stop" sign on the patient's door, check with the nursing staff about protective apparel

## **GRMC Foundation**

Incorporated as a 501(c)(3) organization in 1988, the Foundation's mission is to support Gila Regional through the encouragement of charitable giving, solid stewardship of donor gifts, and recognizing specific needs of the facility, equipment, and caregivers. For more information contact the foundation at [grmcfoundation@gmail.com](mailto:grmcfoundation@gmail.com)

## **More Information**

For more information on Gila Regional Medical Center's services, visit our web site at: [www.grmc.org](http://www.grmc.org)





# Your Privacy

Effective 4/2003 (Revised 9/2013)

**This Notice Describes Our Practices and Those of:**

- Any health care professional allowed to enter information into your chart.
- All departments and units of the organization.
- Any volunteer we allow to help you while you are here.
- All Caregivers and personnel of all entities owned or operated by Gila Regional Medical Center.

provider, such as a physician, nurse, or other person providing health services to you, will records information in your record that is related to your treatment. This information is necessary for health care providers to determine what treatment you should receive. Health care providers will also record actions taken by them in the course of your treatment and note how you respond to the actions.

575/538-4000 www.grmc.org

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

*Vision*  
Our Vision  
**To be the best place to:**  
Receive Care  
Work  
Practice Medicine

*Values*  
Our Values  
**I.C.A.R.E.**  
**I. Integrity**  
**C. Compassion**  
**A. Accountability**  
**R. Respect**  
**E. Excellence**

All of these people follow the terms of this notice. They may also share protected health information with each other for treatment, payment or health care operations as described in this notice.

**Our Pledge Regarding Health Information:**

We understand that health information about you and your health is personal. Your health information is contained in a medical record that is the physical property of Gila Regional Medical Center. We are committed to protecting health information about you. This notice will tell you about the ways in which we may use and disclose health information about you. We also describe your rights and certain obligations we have regarding the use and disclosure of medical information.

**Gila Regional Medical Center Is Required By Law To:**

- Make sure that medical information that identifies you is kept private;
- Notify you of breaches to your unsecured protected health information;
- Give you this notice of our legal duties and privacy practices with respect to health information about you;
- Accommodate reasonable requests you may make to communicate health information by alternative means or at alternative locations;
- Follow the terms of the notice that is currently in effect.

**For Payment.** Gila Regional Medical Center may use and disclose your health information to others for purposes of receiving payment for treatment and services that you receive. For example, a bill may be sent to you or a third party payor, such as an insurance company, HMO or health plan. The information on the bill may contain information that identifies you, your diagnosis, and treatment or supplies used in the course of treatment. Or, unpaid service balances may be referred to a collection agency to obtain payment.

**For Health Care Operations.** Gila Regional Medical Center may use and disclose health information for operational purposes. For example, your health information may be disclosed to members of the medical staff, risk or quality improvement personnel, and others to:

- > Evaluate the performance of our staff;
- > Assess the quality of care and outcomes in your case and similar cases;
- > Learn how to improve our facility and services; and
- > Determine how to continually improve the quality and effectiveness of the health care we provide.

**Facility Directory.** Upon your approval, Gila Regional Medical Center may include you in the facility directory. This information may include your name, location in the facility, general condition (e.g., fair, stable, etc.) and religious affiliation. Gila Regional Medical Center may give your directory information, except for religious affiliation, to people who ask for you by name.

**How We Use or Disclose Your Health Information:**

**For Treatment.** Gila Regional Medical Center may use your health information to provide you with medical treatment or services. For example, a health care

**Clergy.** Unless you inform us that we should not do so, your religious affiliation may be released to a member of the clergy or authorized religious layperson(s) of your religious affiliation even if they do not ask for you by name.

**Appointments/Health-Related Products and Services.** Gila Regional Medical Center may use your information to contact you to provide appointment reminders. Gila Regional Medical Center may also contact you to tell you about treatment alternatives or other health-related benefits and services that may be of interest to you.

**Others involved in your care.** Gila Regional Medical Center may release relevant health information to a family member, friend, or anyone else you designate in order for that person to be involved in your care or payment related to your care. Gila Regional Medical Center is permitted to disclose a decedent's PHI to family members and others who were involved in the care or payment for care of a decedent prior to death, unless doing so is inconsistent with any known prior expressed preference of the individual.

**Disaster Relief Efforts.** Gila Regional Medical Center may also disclose health information to those assisting in disaster relief efforts so that others can be notified about your condition, status and location.

**Marketing.** Gila Regional Medical Center will not use your information for fundraising without a signed authorization from you.

**Required By Law.** Gila Regional Medical Center may use and disclose information about you as required by law. For example, Gila Regional Medical Center may disclose information to report gunshot wounds, suspected abuse or neglect, or similar injuries or events.

**Public Health.** Your health information may be used or disclosed for public health activities such as assisting public health authorities or other legal authorities (e.g., state health department, Center for Disease Control, etc.) to prevent or control disease, injury, or disability, or for other public health activities.

**Law Enforcement Purposes.** Subject to certain restrictions we may disclose information required by law enforcement officials.

**Judicial and Administrative Proceedings.** We may disclose information in response to an appropriate subpoena, discovery request or court order.

**Health Oversight Activities.** Gila Regional Medical Center may disclose your health information to a health oversight agency for activities authorized by law. Examples of these activities include audits, investigations, and inspections to monitor the health care system and compliance with laws or regulations.

**Decedents.** Health information may be disclosed to funeral directors or coroners to enable them to carry out their lawful duties.

**Organ/Tissue Donation.** Your health information may be used or disclosed for cadaveric organ, eye or tissue donation purposes.

**Research.** Gila Regional Medical Center may use your health information for research purposes after a receipt of authorization for you.

**Health And Safety.** Your health information may be disclosed to avert a serious threat to the health or safety of you or any other person pursuant to applicable law.

**Government Functions.** Your health information may be disclosed for specialized government functions such as protection of public officials or reporting to various branches of the armed services.

**Workers' Compensation.** Your health information may be used or disclosed in order to comply with laws and regulations related to Workers' Compensation.

**Genetic Information.** Per the Genetic Information Nondiscrimination Act of 2008 (GINA) which clarifies that genetic information is protected under HIPAA, Gila Regional Medical Center will not use or disclose your information without a signed authorization from you.

**Sale Of Protected Health Information.** Gila Regional Medical Center is prohibited from selling your protected health information without a signed authorization from you.

**Other Uses and Disclosures.** Other uses and disclosures will be made only with your written authorization. You may revoke an authorization except to the extent Gila Regional Medical Center has taken action in reliance on it. State laws that offer a patient additional privacy protections may also apply.

**Your Health Information Rights:**

- > Obtain a paper copy of this notice of information practices upon request;
- > Inspect and obtain a paper or electronic copy of your health information that is maintained by Gila Regional Medical Center;
- > Request an amendment to your health information under certain circumstances;
- > Request a confidential communication of your health information by alternative means or at alternative locations.
- > Receive an accounting of your health information; and
- > Request a restriction on certain uses and disclosures of your information. Gila Regional Medical Center is not required to agree to a requested restriction, except for requests to limit disclosures to your health plan for purposes of payment or healthcare operation when you have paid for your treatment out-of-pocket and in full.

**Changes To This Notice:**

Gila Regional Medical Center reserves the right to change the terms of this notice and make the new terms effective for all protected health information kept by Gila Regional Medical Center. Gila Regional Medical Center will post a copy of the current notice in the hospital and on our website, [www.grmc.org](http://www.grmc.org). You may also get a current copy at the hospital registration desk or by contacting Gila Regional Medical Center Privacy Officer at 575-538-4107. The effective date of this notice is in the lower right-hand corner of each page.

**Complaints:**

If you believe your privacy rights have been violated you may file a complaint with Gila Regional Medical Center or with the Secretary of the U.S. Department of Health and Human Services. You will not be penalized for filing a complaint.

**Contact Information For Questions Or To File A Complaint:**

If you have any questions about this notice, want to exercise one of your rights that are described in this notice, or want to file a complaint, you may contact us at:

You may contact the Privacy Officer at:  
Gila Regional Medical Center  
1313 E. 32nd Street  
Silver City, NM 88061  
Phone: 575-538-4107

You may contact the Compliance Officer at Gila Regional Medical Center  
1313 E. 32nd Street  
Silver City, NM 88061  
Phone: 575-538-4151

You may contact us at our Compliance Hot Line: **1-800-273-8452**  
You may contact the above number anonymously or you may also leave your name and contact information.

You may also contact:  
U.S. Department of Health and Human Services Office for Civil Rights  
200 Independence Avenue S.W.  
Washington, DC 202201  
Phone: 1-877-696-6775  
Website: [www.hhs.gov/ocr/privacy/hipaa/complaints](http://www.hhs.gov/ocr/privacy/hipaa/complaints)





# Speak Up

**Everyone has a role in making health care safe. That includes doctors, health care executives, nurses and many health care technicians. Health care organizations all across the country are working to make health care safe. As a patient, you can make your care safer by being an active, involved and informed member of your health care team. An Institute of Medicine report says that medical mistakes are a serious problem in the health care system. The IOM says that public awareness of the problem is an important step in making things better. The “Speak Up™” program is sponsored by The Joint Commission. They agree that patients should be involved in their own health care. These efforts to increase patient awareness and involvement are also supported by the Centers for Medicare & Medicaid Services. This program gives simple advice on how you can help make health care a good experience. Research shows that patients who take part in decisions about their own health care are more likely to get better faster. To help prevent health care mistakes, patients are urged to “Speak Up.”**

**The Joint Commission is the largest health care accrediting body in the United States that promotes quality and safety. Helping health care organizations help patients**

**Speak up if you have questions or concerns. If you still don't understand, ask again. It's your body and you have a right to know.**

- Your health is very important. Do not worry about being embarrassed if you don't understand something that your doctor, nurse or other health care professional tells you. If you don't understand because you speak another language, ask for someone who speaks your language. You have the right to get free help from someone who speaks your language.
- Don't be afraid to ask about safety. If you're having surgery, ask the doctor to mark the area that is to be operated on.
- Don't be afraid to tell the nurse or the doctor if you think you are about to get the wrong medicine.
- Don't be afraid to tell a health care professional if you think he or she has confused you with another patient.

**Pay attention to the care you get. Always make sure you're getting the right treatments and medicines by the right health care professionals.**

**Don't assume anything.**

- Tell your nurse or doctor if something doesn't seem right.
- Expect health care workers to introduce themselves. Look for their identification (ID) badges. A new mother should know the person who she hands her baby to. If you don't know who the person is, ask for their ID.
- Notice whether your caregivers have washed their hands. Hand washing is the most important way to prevent infections. Don't be afraid to remind a doctor or nurse to do this.
- Know what time of the day you normally get medicine. If you don't get it, tell your nurse or doctor.
- Make sure your nurse or doctor checks your ID. Make sure he or she checks your wristband and asks your name before he or she gives you your medicine or treatment.

**Educate yourself about your illness. Learn about the medical tests you get, and your treatment plan.**

- Ask your doctor about the special training and experience that qualifies him or her to treat your illness.
- Look for information about your condition. Good places to get that

- information are from your doctor, your library, support groups, and respected Web sites, like the Centers for Disease Control & Prevention (CDC) Web site.
- Write down important facts your doctor tells you. Ask your doctor if he or she has any written information you can keep.
- Read all medical forms and make sure you understand them before you sign anything. If you don't understand, ask your doctor or nurse to explain them.
- Make sure you know how to work any equipment that is being used in your care. If you use oxygen at home, do not smoke or let anyone smoke near you.

**Ask a trusted family member or friend to be your advocate (advisor or supporter).**

- Your advocate can ask questions that you may not think about when you are stressed. Your advocate can also help remember answers to questions you have asked or write down information being discussed.
- Ask this person to stay with you, even overnight, when you are hospitalized. You may be able to rest better. Your advocate can help make sure you get the correct medicines and treatments.

- Your advocate should be someone who can communicate well and work cooperatively with medical staff for your best care.
- Make sure this person understands the kind of care you want and respects your decisions.
- Your advocate should know who your health care proxy decision-maker is; a proxy is a person you choose to sign a legal document so he or she can make decisions about your health care when you are unable to make your own decisions. Your advocate may also be your proxy under these circumstances. They should know this ahead of time.
- Go over the consents for treatment with your advocate and health care proxy, if your proxy is available, before you sign them. Make sure you all understand exactly what you are about to agree to.
- Make sure your advocate understands the type of care you will need when you get home. Your advocate should know what to look for if your condition is getting worse. He or she should also know who to call for help.

**Know what medicines you take and why you take them. Medicine errors are the most common health care mistakes.**

- Ask about why you should take the medication. Ask for written information about it, including its brand and generic names. Also ask about the side effects of all medicines.
- If you do not recognize a medicine, double-check that it is for you. Ask about medicines that you are to take by mouth before you swallow them. Read the contents of the bags of intravenous (IV) fluids. If you're not well enough to do this, ask your advocate to do it.
- If you are given an IV, ask the nurse how long it should take for the liquid to run out. Tell the nurse if it doesn't seem to be dripping right (too fast or too slow).

- Whenever you get a new medicine, tell your doctors and nurses about allergies you have, or negative reactions you have had to other medicines.
- If you are taking a lot of medicines, be sure to ask your doctor or pharmacist if it is safe to take those medicines together. Do the same thing with vitamins, herbs and over-the-counter drugs.
- Make sure you can read the handwriting on prescriptions written by your doctor. If you can't read it, the pharmacist may not be able to either. Ask somebody at the doctor's office to print the prescription, if necessary.
- Carry an up-to-date list of the medicines you are taking in your purse or wallet. Write down how much you take and when you take it. Go over the list with your doctor and other caregivers.
- If you think you have taken an overdose, or a child has taken medicine by accident, call your local poison control center or your doctor immediately.

**Use a hospital, clinic, surgery center, or other type of health care organization that has been carefully checked out. For example, The Joint Commission visits hospitals to see if they are meeting The Joint Commission's quality standards.**

- Ask about the health care organization's experience in taking care of people with your type of illness. How often do they perform the procedure you need? What special care do they provide to help patients get well?
- If you have more than one hospital to choose from, ask your doctor which one has the best care for your condition.
- Before you leave the hospital or other

facility, ask about follow-up care and make sure that you understand all of the instructions.

- Go to Quality Check at [www.qualitycheck.org](http://www.qualitycheck.org) to find out whether your hospital or other health care organization is "accredited." Accredited means that the hospital or health care organization works by rules that make sure that patient safety and quality standards are followed.

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

- You and your doctor should agree on exactly what will be done during each step of your care.
- Know who will be taking care of you. Know how long the treatment will last. Know how you should feel.
- Understand that more tests or medications may not always be better for you. Ask your doctor how a new test or medication will help.
- Keep copies of your medical records from previous hospital stays and share them with your health care team. This will give them better information about your health history.
- Don't be afraid to ask for a second opinion. If you are unsure about the best treatment for your illness, talk with one or two additional doctors. The more information you have about all the kinds of treatment available to you, the better you will feel about the decisions made.
- Ask to speak with others who have had the same treatment or operation you may have to have. They may help you prepare for the days and weeks ahead. They may be able to tell you what to expect and what worked best for them.
- Talk to your doctor and your family about your wishes regarding resuscitation and other life-saving actions.



www.grmc.org  
Area code (575)



# Gila Regional Medical Center

1313 E. 32nd St.  
Silver City, NM

**GRMC Information .....538-4000**  
**or toll free..... 1-877-538-4003**

Administration .....538-4090  
Admissions/Registration .....538-4000

**EMERGENCIES ONLY..... 911**

Non-emergency/  
Central Dispatch .....538-4183

Business Office/Billing .....574-4989  
or toll free ..... 1-866-574-4989

Cancer Center .....538-4009

Cardiopulmonary/  
Respiratory Therapy .....538-4191

Courtyard Café .....538-4819

Discharge Planning/  
Case Management .....538-4019

Education.....538-4178

Emergency Department.....538-4050

EMS Training Center .....538-4183

First Born Program.....388-9708  
or toll free ..... 1-800-830-4801

Foundation ..... e-mail  
(grmcfoundation@gmail.com)

Grant County Community  
Health Council .....388-1198

Human Resources ..... 538-4076

Infection Control .....538-4080

Infusion Services.....538-4668

Laboratory .....538-4167

Labor and Delivery .....538-4010

Childbirth Classes .....538-4194

Lactation Consultant ....538-4676

Mammography/  
Radiology/Imaging .....538-4125

Marketing/PR .....538-4067

Nurse Advice Line..... 1-877-725-2552

Nursery.....538-4025

Medical Records .....538-4108

Medical Staff Services .....538-4144

Mental Health Unit  
(Behavioral Health) .....538-4045

Patient Advocate .....538-4026

Rehabilitation Center  
Occupational Therapy  
Physical Therapy .....538-4899

Sleep Lab ..... 538-4061

Spiritual Care/  
Chaplaincy..... 538-4000 X3061

Surgical Center .....538-4698

Wellness/ Billy Casper Fitness Center  
Massage Therapy .....538-4844

Volunteer Opportunities:  
Auxiliary .....538-4175

**Your Choice** for Patient-Centered Care.