

80 B Veterans Blvd Pueblo of Acoma, New Mexico, 87034
PO Box 40 San Fidel, New Mexico 87049
Telephone (505) 552-5300 ~ Fax (505) 552-5478

Your Rights as a Patient:

- 1. Respect, Privacy, and Confidentiality:** You have the right to be treated with respect and to have your privacy and confidentiality protected. Your Protected Health Information (PHI) will be kept confidential in accordance with the Health Insurance Portability and Accountability Act (HIPAA). You have the right to private medical examinations and confidential records. You may refuse the presence of observers and exclude family members from your examination or discussions about your treatment, unless you provide consent.
- 2. Cultural and Spiritual Beliefs:** You have the right to have your cultural, spiritual, and personal beliefs respected, consistent with providing safe and effective care.
- 3. Participation in Care Decisions:** You have the right to actively participate in decisions about your care and treatment. For minors, individuals with cognitive impairments, or those legally determined to lack decision-making capacity, parents, guardians, or legally authorized representatives have the right to participate in all aspects of care.
- 4. Access to Information and Education:** You have the right to receive clear information from your healthcare provider about your diagnosis, treatment, and associated risks. You have the right to access your medical records and request amendments to them, as provided under HIPAA (45 CFR § 164.524 and § 164.526). You will receive a Notice of Privacy Practices explaining how your PHI is used and protected, as required by HIPAA.
- 5. Language and Accessibility Accommodations:** You have the right to a qualified interpreter in your preferred language at no cost, as well as accommodation for disabilities, such as assistance from a provider trained in supporting individuals with hearing impairments, in accordance with federal laws.
- 6. Right to Refuse Treatment:** You have the right to refuse treatment, except in emergencies where immediate intervention is necessary to preserve life or prevent serious harm, or when required by law (e.g., public health mandates).
- 7. Safe and Secure Environment:** You have the right to receive care in a safe and secure environment. HHC implements physical, technical, and administrative safeguards to protect your PHI, as required by HIPAA's Security Rule.
- 8. Access to Available Services:** You have the right to receive services necessary for your treatment, if available and permitted for your condition.
- 9. Filing a Complaint:** If you believe your privacy rights have been violated, you have the right to file a complaint with HHC or the U.S. Department of Health and Human Services (HHS) Office for Civil Rights. HHC will provide contact information for submitting complaints and will not retaliate against you for filing a complaint, as required by HIPAA.