



RESIDENTS' RIGHTS

YOU HAVE THE RIGHT TO:

FAIRNESS

Be treated with respect.

Be free from discrimination because of your age, race, religion, physical or mental disability, gender, sexual orientation, financial status, nationality, or family status.

Receive information about all services and their costs, and written notice about any changes in services or costs.

Receive a written description of your legal rights and responsibilities as a resident.

Live in a safe and clean facility.

Be served appetizing and nutritious meals.

Be given help when you need it.

CHOICE

Decide to accept or refuse medical treatment and make your wishes known through legal documents.

Understand and participate in the plan for your care and treatment.

Choose your doctor, pharmacist, or other health care providers.

Be given all information about your medical condition and health.

Be given information about your eligibility for benefits.

Manage your own finances or be informed about them when others manage them for you.

FREEDOM

Be free from physical and chemical restraints.

Be free from physical, emotional and verbal abuse or neglect.

Be free from financial exploitation.

Participate in religious, social and community activities, both inside and outside the facility.

Participate in a residents' association.

Be free from unjustified room changes & discharge from this facility.

Come and go from the facility without unfair restriction.

Voice complaints without fear to staff, public officials, or any other person and have your complaints promptly resolved.

Speak to a lawyer if you are not receiving good treatment, or feel your rights have been violated.

PRIVACY

Keep and use your personal belongings without loss or damage.

Receive private and confidential medical care and records and have your records remain confidential.

Privacy in your room, visits, phone conversations, and mail.

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**CALL 800-432-2080 OR VISIT
AGING.NM.GOV/LONG-TERM-CARE/OMBUDSMAN**