

NEED HELP? TALK TO THE OMBUDSMAN

Ombudsmen are advocates, people who help you talk to facility staff about any concerns related to your rights. Ombudsmen also can take your complaints or concerns to government agencies or other groups for additional investigation.

**Ombudsmen services are
FREE AND CONFIDENTIAL**

Volunteer ombudsmen regularly visit nursing homes and other long-term care facilities throughout New Mexico.

CONTACT US

Office of the Long-Term Care Ombudsman

Call 866-451-2901 or visit

aging.nm.org/long-term-care/ombudsman



STATEWIDE
TOLL-FREE
866-451-2901

 NEW MEXICO
LONG-TERM CARE
OMBUDSMAN

RESIDENTS' RIGHTS

RESIDENTS' RIGHTS

If you live in a long-term care facility, you maintain the rights you've had all your life *and* you gain special rights under federal and state law.

FAIRNESS

YOU HAVE THE RIGHT TO:

- 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 helped when you need it.

CHOICE

YOU HAVE THE RIGHT TO:

- 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.
- Provided all information about your medical condition and health.
- Provided information about your eligibility for benefits.
- Manage your own finances or be informed about them when others manage them for you.

FREEDOM

YOU HAVE THE RIGHT TO:

- 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 and discharge from the 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

YOU HAVE THE RIGHT TO:

- 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, during visits, phone conversations, and in mail.