Welcome to CHRISTUS St. Vincent.

Mayo Clinic Care Network Member
One of 45 health systems world-wide working with the global leader in medicine to help patients get exactly the care they need, close to home.

Five-Star Quality Rating
New Mexico’s only five-star, full service hospital as rated by the Centers for Medicare and Medicaid Services.

One of New Mexico’s “Best Places to Work”
Based on surveys of CHRISTUS St. Vincent Associates pertaining to work-life balance, compensation, benefits, opportunities for growth and more.

A New Mexico “Platinum Level Family Friendly Business”
Family Friendly New Mexico’s annual award for businesses that offer family friendly benefits and implement family friendly policies.

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Welcome to CHRISTUS St. Vincent Regional Medical Center

For more than 155 years, CHRISTUS St. Vincent has provided healthcare services to our neighbors, friends and family members in Santa Fe and throughout Northern New Mexico. On behalf of our providers, nurses and staff, I extend you a very warm welcome. I hope your stay with us is one that is comfortable and compassionate and meets your every need. We understand that all patients have options, and we know that caring for you and your family is a great responsibility. We are honored that you have selected CHRISTUS St. Vincent to fill this important role.

Being a hospital patient can be a stressful time for you and your family. To help ease this stress, we provide this Patient Guide to inform you about what you can expect during your stay.

Throughout your stay, our goal is to provide a healthy and comfortable healing environment for you, your family and our community. We strive to continuously improve the services we provide—and, to accomplish that, we need your input. Should you find our services anything less than excellent, or if you have any questions about the care you receive, let us know. Please feel free to ask for the Nurse Manager or Clinical Supervisor.

CHRISTUS St. Vincent Guiding Statements

Our Vision
Exceptional medicine, extraordinary care, every person, every day.

Our Mission
Our healing ministry is to improve the health and well-being of the communities we serve.

Our Core Values
Integrity - Our work together connects us and we inspire each other to provide great care.

Excellence - Our patients come first in everything we do through the highest standards of service and performance.

Compassion - Service in a spirit of empathy, love and kindness. We listen and give our patients voice.

Stewardship - Wise and just use of talents and resources in order to serve and support the community.

Dignity - Respect for the worth of every person, recognition and commitment to the value of diverse individuals and perspectives, and special concern for the poor and underserved.
CHRISTUS St. Vincent is a local, faith-based health care organization dedicated to providing the people of Northern New Mexico with access to the highest quality of care through a fully integrated network of top physicians and services.

About Us

As Northern New Mexico’s only full-service health care system, CHRISTUS St. Vincent is dedicated to providing the region’s 300,000 residents with access to a comprehensive range of quality health care services. More than 500 local providers work through CHRISTUS St. Vincent hospital and outpatient clinics to offer 39 major medical services and lines of specialty care.

Every year, CHRISTUS St. Vincent touches the lives of many local families. As North Central New Mexico’s only level III trauma center, CHRISTUS St. Vincent’s emergency department averages nearly 45,000 visits per year. More than 11,000 patients are admitted to the hospital each year, and nearly 450,000 annual outpatient visits are made to CHRISTUS St. Vincent hospital and regional clinics.

CHRISTUS St. Vincent’s commitment to exceptional care for the region includes ensuring access to state-of-the-art surgical, diagnostic and rehabilitative technology. As an early adopter of advanced technologies and procedures, CHRISTUS St. Vincent continues to make it possible for local residents to receive sophisticated care and cutting-edge therapies close to home.

From developing new protocols for fighting infection to helping newborn babies recover from neonatal abstinence syndrome, CHRISTUS St. Vincent’s quality efforts continue to be a driver of progress and innovation throughout the hospital.

In 2019, CHRISTUS St. Vincent became a member of the Mayo Clinic Care Network, a select group of independent health systems that has been granted special access to Mayo Clinic’s expertise and resources. As part of the network, CHRISTUS St. Vincent doctors are able to combine their understanding of patients’ unique medical needs with Mayo Clinic expertise to ensure patients get exactly the care they need close to home.

CHRISTUS St. Vincent Quick Facts

- A private, not-for-profit health system serving more than 300,000 people in 19,000 square miles and seven counties in Northern New Mexico
- Founded in 1865 by the Sisters of Charity as New Mexico’s first hospital
- Mayo Clinic Care Network member
- Five-Star Quality Rating, Centers for Medicare and Medicaid Services
- A Designated “Sole Community Provider” by the Centers for Medicare and Medicaid Services in recognition of our continued practice of caring for all patients, regardless of their ability to pay
Giving Back

Supporting Health for Your Family, Friends and Neighbors
St. Vincent Hospital Foundation’s mission is to improve the health of the community by supporting CHRISTUS St. Vincent in providing excellent, compassionate healthcare to patients and families in Santa Fe and northern New Mexico, regardless of ability to pay.

To accomplish its goals, the foundation raises funds to help meet the hospital's needs for capital projects, major equipment purchases, patient and community programs, education, and special projects.

You can help St. Vincent Hospital Foundation make sure that CHRISTUS St. Vincent continues to improve and grow by making a donation today. A representative of the Foundation would be happy to explain the many ways that you can give and areas within the hospital that need your support.

If you would like to give to CHRISTUS St. Vincent, please call the Foundation office at (505) 913-5209 or visit www.stvinfoundation.org

It is hospital policy that employees may not accept gifts from patients. If you would like to show your appreciation for a staff member, please consider making a contribution to the St. Vincent Hospital Foundation.
Your Care Team

**Hospitalist**
A hospitalist is a doctor who only cares for patients in the hospital. Hospitalists have tremendous experience in treating complex medical problems. Their special training helps them diagnose unusual illnesses, anticipate problems and respond quickly to emergencies or changes in a patient’s medical condition. They regularly communicate with your primary care doctor so that he or she is fully aware of your care while hospitalized. Please make sure your hospitalist is notified of the name of your primary care provider.

**Patient Advocate**
Our Patient Advocates are also available to help with your questions or concerns. To speak to a Patient Advocate, call (505) 913-4817 from any hospital phone, or dial 0 for assistance from a hospital operator. You can also ask to speak to the Administrative Supervisor after hours and on weekends.

**Nurses**
Registered nurses are responsible for delivering patient care and directing the nursing and support staff of each nursing unit. Registered nurses are aided by nursing assistants and are available around the clock. Ask to speak to the Nurse Manager for your unit for help with any questions or concerns you may have about your care. You can also ask to speak to the Administrative Supervisor after hours and on weekends.

**Respiratory Therapists**
These care practitioners evaluate, provide treatments and care for patients with breathing or other cardiopulmonary disorders. Practicing under the direction of a physician, respiratory therapists assume primary responsibility for all respiratory care therapeutic treatments and diagnostic procedures, including the supervision of respiratory therapy technicians.
Rehabilitation Therapists
Physical therapists, occupational therapists and speech language pathologists may work with you, your family and your medical team to help meet your needs and goals for recovery.

Dietitians
Our staff of registered dietitians can help you understand your diet and nutritional health. They also may work with you on changes you may need to make in your diet after you leave the hospital. If you have any questions about your diet, you may contact one of our registered dietitians through your nurse.

Case Management
Case managers are registered nurses and social workers who specialize in assisting patients and their families during the transition from the hospital. They offer emotional support, counseling and guidance. Your case manager will review your medical record and discuss your discharge planning. He or she may also assist you with arrangements for home care, rehabilitation care or admission to a long-term care facility.

Technicians
Our skilled health professionals perform and assist with laboratory and other procedures to help diagnose and treat your illness or injury. These procedures may include x-rays, mammograms, ultrasounds, CT scans, MRIs, cardiac catheterization, radiation therapy and others.

Pharmacists
While you are in the hospital, all of your medications are dispensed and verified or reviewed by our hospital pharmacists. If you have questions about your medication, please contact your nurse.

Volunteers
Volunteers give thousands of hours each year to our hospital to enhance the care of our patients and their families. They provide support throughout the hospital, including staffing the information desk, delivering mail and flowers, operating the gift shop and escorting patients. You can identify our volunteers by the pink jackets or maroon vests they wear.

Who is your healthcare team?
Note the whiteboard in your hospital room. It names your nurse, nurse manager and nursing assistant, as well as your attending physician or hospitalist. Other members of your healthcare team, such as a rehabilitation therapist, may also be listed.
Spiritual Care Services

Call for a chaplain at any time by dialing 5240 from any hospital phone. Spiritual care is an important part of our healing ministry. Our team is available to support patients and families 24 hours a day, seven days a week, 365 days a year.

Our basic services include:
- Prayer, liturgy
- End-of-life care and bereavement ministry
- Spiritual guidance, support and referrals
- Sacramental needs
  - Mass Tuesday–Friday
  - Anointing and Blessings
  - Communion

We encourage you to call for a chaplain during difficult times, such as:
- The loss, or anticipated loss, of a loved one

- A traumatic event or experience
- Spiritual need or crisis
- Difficult decisions or circumstances

We are also happy to celebrate with you!
- Births
- Recoveries/Milestones
- Discharges
- Anniversaries/Birthdays

CHRISTUS St. Vincent Spiritual Care Services:
- Respects and honors all spiritual beliefs: Catholic, Jewish, Episcopal, Christian, Baptist, Muslim, Sikh, etc.
- We are concerned for the “whole” person in the services we offer.
- We believe a person’s faith is an important resource in times of illness or difficulty.

Honoring Veterans

CHRISTUS St. Vincent is thankful for the service of U.S. veterans, and we do our best to show our heartfelt appreciation for the veterans in our care. Every veteran staying in our hospital receives a special blessing from our CHRISTUS St. Vincent Mission Council and is presented with a tote bag, a personalized certificate thanking them for their service, and a challenge coin. An American flag is placed above their door so that those entering will know they are a veteran and may acknowledge their service.

When a veteran patient passes away in our hospital, a special ceremony is held in the patient’s room, and an overhead “American Eagle Alert” announcement is made. The patient is transported from the room covered with a specially made American flag in a “Walk of Honor” as CHRISTUS St. Vincent associates line the halls to pay their respects contribution to the St. Vincent Hospital Foundation.
In April of 2019, CHRISTUS St. became a member of the Mayo Clinic Care Network—a select group of independent health systems carefully vetted by Mayo Clinic and granted special access to Mayo’s knowledge, expertise and resources. CHRISTUS St. Vincent was selected to join the Mayo Clinic Care Network by demonstrating a commitment to the highest quality patient-centered care and by passing Mayo’s comprehensive evaluation process that included an in-depth review of our organization, our clinical and business practices, and our quality, safety and service efforts.

As part of the Mayo Clinic Care Network, CHRISTUS St. Vincent doctors are able to quickly access Mayo’s latest research, diagnostic and treatment resources whenever they feel it will benefit their patients. Collaboration with Mayo Clinic helps us achieve our goal of improving the delivery of health care in northern New Mexico.

With the ability to access Mayo Clinic’s research, diagnostic and treatment resources, CHRISTUS St. Vincent doctors are able to treat more of our patients close to home. Anytime a CHRISTUS St. Vincent doctor wants to discuss a treatment plan or request a second opinion, they are able to consult directly with Mayo Clinic’s specialists, at no additional cost to their patients. This way, CHRISTUS St. Vincent doctors can combine their understanding of their patient’s unique medical needs with Mayo Clinic’s resources to develop the best treatment plan for them. To date, roughly 200 CHRISTUS St. Vincent patients have received a second opinion from a Mayo Clinic specialist.

For more information, speak with your provider or visit www.stvin.org/mayo-care-network.
During Your Stay

We have policies and procedures in place to help you and your family work with our doctors, nurses and staff to get the most from your hospital stay. Ask your nurse or doctor for more information.

Visiting Hours - Effective July 2020

To protect the health of our patients and our community, hospital visitation is restricted to caregivers (a designated friend or family member who will support the patient), beginning and end of life situations, and guardians of a minor ONLY. Masks are required.

**Caregiver hours:** 9:00 am – 3:00 pm

**ICU hours:** 9:00 am – 1:00 pm

**Please Note:** Our visitor guidelines are subject to change in response to the COVID-19 pandemic. Please check [www.stvin.org](http://www.stvin.org) for the latest information regarding visiting hours, limitations and screening/quarantine for out-of-state travel.

**Questions concerning visitor restrictions?**
Call (505) 913-3900.

**Calling Your Nurse**
The nurse call system in each patient room gives you direct voice contact with the nursing station. This device should be within the patient's reach at all times.

To call your nurse or nursing assistant, press the top bar marked NURSE and a staff member will respond.

Help is available if you have special communication needs due to deafness, blindness and/or limited English proficiency. Ask your nurse for an interpreter, or dial 0 on any hospital phone.

**Electrical Appliances—IN ORDER TO FOLLOW BEST ELECTRICAL SAFETY PRACTICES**
For safety purposes, plug-in electrical appliances such as hair dryers, curling irons, razors, radios, heating pads, portable heaters and other devices are not permitted in patient rooms. You may use battery-operated devices only.

**Fire Safety**
We periodically conduct fire drills. If you hear an alarm, please stay where you are. Hospital staff will notify you in the event of an actual emergency.

**Smoking**
For your safety and that of other patients, staff members and visitors, smoking is not permitted anywhere in the hospital or on hospital grounds. The use of e-cigarettes also is not permitted.

**Securing Personal Valuables**
We recommend that patients send all valuables home with your family. You can also ask your nurse to give them to Security for inventory and storage. Be advised that CHRISTUS St. Vincent is not responsible for any lost or stolen items.

**TV/WI-FI**
Each patient room has a TV. We ask that you be considerate of others and keep the volume of your TV down. All TVs have closed captioning for the hearing impaired.

Free Wi-Fi is available throughout the hospital.
Mail, Gift and Flower Deliveries
Mail, packages and flowers will be delivered to you by a hospital volunteer. For your safety, note that flowers are prohibited in critical care units. Patient mail received after discharge will be forwarded to the patient’s home.

Outgoing mail may be taken to the nursing station or given to your attending nurse. Postage stamps are available in the gift shop.

Meditation and Quiet Space
Lounges are available on all three floors for family and friends who need space to rest or talk. For prayer and meditation, you may visit our 2nd floor chapel or our 3rd floor meditation room. Our Healing Garden is just outside the lower level.

Hourly Safety Checks
Our goal is to always keep you safe and comfortable. We actively monitor your safety and well-being and strive to anticipate your needs so that you, your family and visitors can focus on your recovery.

You will be visited:
- Every hour from 6:00 a.m. to 10:00 p.m.
- Every two hours from 10:00 p.m. to 6:00 a.m.

During rounding we will:
- Address your pain
- Turn you every two hours to prevent skin breakdown
- Help you to the bathroom
- Make sure you have everything you need within reach
- Check the floor to remove anything that could cause you to fall

You may receive a patient survey after discharge. We hope that you’ll take the time to complete this survey. Your feedback helps us recognize outstanding staff members and learn how we can improve the care we give our patients.

If you have any questions or concerns at any time during your stay, ask to speak to the Nurse Manager or Clinical Supervisor for your unit.
Notes

Cafeteria
Location: First floor

Visitors are welcome to dine in the cafeteria

Hours:
6:30 a.m. to 7:00 p.m.
11:00 p.m. to 1:30 a.m.

Coffee Cart
Location: First floor

Hours:
Monday through Friday
6:30 a.m. to 1:30 p.m.
Saturday and Sunday
6:30 a.m. to 10:30 a.m.

Gift Shop
(505) 913-5710

Location: First floor

Hours:
Daily Noon to 7:00 p.m.
Participate In Your Care

During your stay at CHRISTUS St. Vincent, our physicians, nurses and staff will treat you and your family as partners in your care and treatment.

We urge you to ask questions and voice your concerns. Don’t be afraid to raise any issues relating not only to your care, but also to overall hospital services.

In the pages that follow, you’ll find a step-by-step guide to making the most of your hospital stay—how to stay safe, get the information you need and interact effectively with our physicians, nurses and staff.

Note

• Write down any questions you have
• Choose a support person to communicate with your physicians and nurses on your and your family’s behalf
• Keep a list of doctors you see and the medications they prescribe
Staying Safe

1. Don’t Be Afraid to Ask
A number of people may enter your room during your stay—from providers and nurses to aides and support staff. Be sure to:
• Ask for the ID of everyone who comes into your room
• Ask if the person has washed his or her hands before he or she touches you
• If you are told you need certain tests or procedures, ask why you need them, when they will happen and how long it will be before you get the results

2. You’re In Charge
Errors can occur during your hospital stay. They can involve medications, procedures or paperwork—for example, being given salt with a meal when you’re on a salt-free diet, or receiving someone else’s medical forms. You can help prevent errors by taking charge of your care. Be sure to:
• Stay informed about your medical condition
• Know the details of your treatment plan
• Understand the tests and procedures you will undergo

Take notes when you talk to your physician, or have a trusted friend or family member take notes for you so you can refer to them later.

Also ask for any written information your physician may be able to provide about your condition and/or treatment.

3. Lower Your Risk of DVT
Hospitalized patients who don’t get enough physical activity may be at risk for deep-vein thrombosis (DVT), a condition in which blood clots form and block circulation. These clots can lodge in the brain, heart, legs, arms and lungs, causing damage or even death.

Wearing compression boots or stockings and taking blood thinners can help prevent DVT in addition to walking. Ask your physician or nurse about these and other ways to lower your risk.

Tell your doctor or nurse 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

Happy Birthday to You!
Wash your hands with soap and warm water for 15 to 20 seconds. That’s about the same amount of time that it takes to sing the “Happy Birthday” song.

No Soap? No Problem.
In most cases, alcohol-based hand cleaners are as effective as soap and water in killing germs. To use, apply the cleaner to the palm of your hand and rub your hands together. Keep rubbing over all the surfaces of your fingers and hands until they are dry.
4. Know Your Medications
While you are hospitalized, your doctor may prescribe medications for you. Be sure that you understand exactly what they are and why they are being prescribed. Use this checklist to help you get the information you need from your doctor or nurse:
• What is the name of the medicine? What is its generic name?
• Why am I taking this medicine? What dose will I be taking? How often, and for how long?
• What are the possible side effects?
• Can I take this medicine while taking my other medications or dietary supplements? Are there any foods, drinks or activities that I should avoid while taking this medicine?

5. Preventing Falls
Patients are at risk for falls because they may be on medications that make them dizzy, they may be weak and unsteady due to illness or medical procedures, or they’ve been sitting or lying down for an extended period of time. For your safety, be sure to do the following:
• Always call for assistance before getting out of bed
• Wear your hospital-issued, nonskid socks
• Hold rails when using the toilet or shower. Move slowly and deliberately. Put your pride aside—there is no shame in asking for help. Understand that a staff member may stay in the bathroom with you for your safety. We are here for you.

6. Fighting Infections
The most important thing you can do to help prevent infections is to wash your hands with soap and warm water or disinfect them with an alcohol-based cleaner—and to make sure that everyone who enters your room does the same, before and after they touch you. You, your family and friends should also wash hands:
• Before entering a hospital room
• Before eating
• After using the restroom

Your healthcare team members know to practice hand hygiene, but sometimes they forget. Don't be afraid or embarrassed to speak up and ask them to wash their hands.
WE NEED TO TALK ABOUT FALLS IN THE HOSPITAL.

Usually you feel like you’re on solid footing... But everything changes when you’re in the hospital.

You may be surprised how easy it is to fall.
- You may be WEAKER than you think from your illness
- You may be on MEDICATIONS that affect your balance
- You are in a strange place with new OBSTACLES

Together, we need to make sure you don’t fall.

AS YOUR NURSE, I PROMISE WE WILL:
- Always come to your room promptly
- Always help you get to your bathroom or chair
- Always keep you safe while you use the bathroom
- Always keep your urinal and belongings close to your bed so you don’t have to lean and reach
- Always keep your bed in a low position
- Always keep clutter out of your path

Nurse: ________________________________

AS YOUR PATIENT, I PROMISE I WILL:
- Use my call light if I need to get out of bed for any reason, even if it seems silly
- If I’m a man, I’ll use the urinal if I have an urgent need
- Wear the hospital grippy socks when getting out of bed
- Let my nurse know if there is equipment or furniture in my way
- Hold rails when using the toilet or shower
- Move slowly and deliberately
- Put my pride aside... There is no shame in asking for help!
- Understand that a staff member may stay with me in the bathroom for my safety

Patient: ________________________________
Your Rights and Responsibilities

1. Patient Rights

Privacy, Security, and Confidentiality: Under state and Federal laws and hospital operating policies, you have the right to personal privacy, security, and confidentiality of your medical information. You will receive a Notice of Privacy Practices that details how the hospital safeguards this information and may legally use or disclose this information as necessary. This notice also explains how you may obtain a copy of your medical information from our Department of Medical Records.

Research and Clinical Trials: You have the right to be informed if your physician proposes to engage in or perform research, investigational studies or clinical trials affecting your care or treatment. You have the right to refuse to participate in such research projects and refusal will not affect your access to care or treatment.

Pain Management: You have the right to management of your pain with assessment and treatment.

Respect, Compassion, and Dignity: You have the right to considerate, compassionate and respectful care at all times in an environment that promotes a positive self-image.

Access to Care: You have the right, within the hospital's capacity, policies, mission statement and applicable law, to a reasonable and impartial response to your request for treatment or services that are available or medically indicated.

Communication: You have the right to effective communication and the right to unrestricted access to communication within the capacity of the hospital unless restrictions are necessary for your care. Such restrictions, if necessary, will be fully explained to you and your family with your participation.

Identity: You have the right to know the identity and professional status of the person(s) responsible for the delivery of your care, treatment and services. You also have the right to know the relationship between the hospital and other healthcare providers involved in your care.

Information: You and, when appropriate, your family have the right to be involved in decisions about your treatment and care and to be informed about outcomes of care, including unanticipated outcomes.

Notification of Family and Physician: You have the right to have a family member or representative of your own choice and your own physician notified promptly of your admission to the hospital.

You have the right to be informed of continuing healthcare requirements that your physician feels you may need after you leave the hospital.

Refusal of Treatment: You have the right to refuse treatments, including life-sustaining procedures, to the extent permitted by law and the Ethical and Religious Directives for Catholic Health Care Services. You also have the right to be informed of the medical consequences of this decision.

Advance Directives: You have the right to create or present Advance Directives (such as a Directive to Physicians and Family or Surrogates, a Medical Power of Attorney or a Living Will) and to know that the terms of your directives will be followed in accordance with the law and the Ethical and Religious Directives for Catholic Health Care Services. Your Advance Directives shall be placed in your medical record and may be reviewed periodically by you or your designated decision maker. You are not required to have an Advance Directive in order to receive care.

Informed Consent: You have the right to reasonable, informed participation in decisions involving your healthcare. You have the right to give informed consent prior to the start of any procedure or treatment.

Filming and Recording: You have the right to give or to refuse authorization prior to filming or recording of your care for uses other than treatment, payment or healthcare operations.

Ethical Issues: Patients sometimes have physical, mental, spiritual, social or cultural concerns that affect the care they receive. You have the right to participate in all decisions regarding such issues. Counselors, chaplains and others are available to help you and your family resolve difficult ethical problems.
Transfer and Continuity of Care: You have the right not to be transferred to another facility or organization until you have received a complete explanation of the need for the transfer and of the alternatives to such a transfer. Any transfer of patients must be acceptable to the other facility or organization.

Restrains and Seclusion: You have the right to be free from restraints or confinement of any form that is not medically necessary. Staff cannot use restraints as a means of coercion, discipline, convenience or retaliation.

Privacy, Security, and Confidentiality: You have the right to personal privacy, security and confidentiality of information. State and federal laws and hospital operating policies protect the privacy of your medical information. You will receive a Notice of Privacy Practices that describes the way that the hospital safeguards and may use or disclose your information. The Notice of Privacy Practices also explains how you may obtain a copy of your healthcare information from the Department of Medical Records here at CHRISTUS St. Vincent Regional Medical Center.

Personal Safety: You have the right to receive care in a safe setting and to be free from all forms of abuse or harassment.

Protective Services: You have the right to engage individuals or agencies who are authorized to provide protective services. To learn more, call Case Management at (505) 913-8898.

Hospital Charges: Regardless of the source of payment for your care, you have the right to request and receive an itemized and detailed explanation of your total hospital bill for services rendered.

Interpretive Services: You have the right to qualified interpretation services free of charge if you have special communication needs due to deafness, blindness and/or limited English proficiency.

Organ or Tissue Donation: You have the right to accept or decline the opportunity to become an organ or tissue donor. You may make your wishes known to a hospital representative.

Complaint Resolution: You have the right to:
- Have policies and procedures regarding any hospital services, including your rights and responsibilities as a patient, explained to you
- Submit a complaint concerning any aspect of your stay or care
- Receive a response from our patient care representative
- Receive necessary hospital care, now or in the future, without regard to any complaint

To learn more about your rights, or for information about an unresolved complaint, call our Patient Relations at 505.913.5327.
2. Patient Responsibilities
You are responsible for following hospital rules and regulations affecting patient care and comfort and for being considerate of the rights of others while in the hospital. Please help us by controlling noise, observing our no-smoking policy and limiting the number of your visitors.

Giving Information: You are responsible for providing accurate and complete information about your health and for reporting changes in your condition.

Pain Management: You are responsible for helping your healthcare team understand the amount of pain you experience and for following the prescribed, agreed-upon pain management plan. Let your physician or nurse know if your pain is not relieved by medication, or if you have any concerns about taking such medication.

Following Instructions: You are responsible for following the treatment plan recommended by your doctors, nurses and other caregivers and for reporting to your doctor the side effects of any treatments. You should also make it known if you do not clearly understand a course of action in your treatment. If you refuse treatment or fail to follow the directions of your physicians and other healthcare providers, please understand that you assume full responsibility for the consequences of your decision.

Financial Responsibility: You are responsible for ensuring that the financial obligations of your healthcare are fulfilled at time of service. You have privacy rights under a federal law that protects your health information. These rights are important for you to know. Federal law sets rules and limits on who can look at and receive your health information.

1. Who must follow this law?
   • Most doctors, nurses, pharmacies, hospitals, clinics, nursing homes and many other healthcare providers
   • Health insurance companies, HMOs and most employer group health plans
   • Certain government programs that pay for healthcare, such as Medicare and Medicaid

2. What information is protected?
   • Information your doctors, nurses and other healthcare providers put in your medical records
   • Conversations your doctor has with nurses and others regarding your care or treatment
   • Information about you in your health insurer’s computer system
   • Most other health information about you held by those who must follow this law
You have rights over your health information. Providers and health insurers who are required to follow this law must comply with your right to:

- Ask to see and get a copy of your health records
- Have corrections added to your health information
- Receive a notice that tells you how your health information may be used and shared
- Decide if you want to give your permission before your health information can be used or shared for certain purposes, such as for marketing
- Get a report on when and why your health information was shared for certain purposes
- File a complaint to make sure that your health information is protected in a way that doesn’t interfere with your healthcare
- To pay doctors and hospitals for your healthcare and help run their businesses
- With your family, relatives, friends or others you identify who are involved with your healthcare or your healthcare bills, unless you object
- To make sure doctors give good care and nursing homes are clean and safe
- To protect the public’s health, such as by reporting when the flu is in your area
- To make required reports to the police

Without your written permission, your provider cannot:

- Give your health information to your employer
- Use or share your health information for marketing or advertising purposes
- Share private notes about your mental health counseling sessions

Adapted from U.S. Department of Health and Human Services Office for Civil Rights

3. How do I get copies of my medical records?
Visit the Medical Records Department located on the first level. Fill out an authorization form and show identification in the form of a driver’s license or passport.

Your Privacy and Health Information

If you believe your health information was used or shared in a way that is not allowed under the privacy law, or if you weren’t able to exercise your rights, you can file a complaint with your provider or health insurer. You can also file a complaint with the U.S. government.

Go online to www.hhs.gov/ocr/hipaa/ for more information.
What are your advance directives?

You have the right to make decisions about your own medical treatment. But these decisions become more difficult when illness or a change in your mental condition leave you unable to tell your physician and family what kind of care you want. An advance directive is a legal document that allows you to direct your care when you can't speak for yourself. A living will, medical decision maker or durable power of attorney are three kinds of directives.
1. Healthcare Instructions/Living Will
A set of instructions documenting your wishes about life-sustaining medical care. It is used if you become terminally ill, incapacitated or unable to communicate or make decisions. Healthcare Instructions protect your rights to accept or refuse medical care and removes the burden for making decisions from your family, friends and medical professionals.

2. Medical Decision Maker
A person (agent) you appoint to make your medical decisions if you are unable to do so. Choose someone you know well and trust to represent your preferences. Be sure to discuss this with the person before naming him or her as your agent. Remember that an agent may have to use his or her judgment in the event of a medical decision for which your wishes aren't known.

3. Durable Power of Attorney
There are two types: healthcare and financial. The first names your medical decision maker, and the second names an agent to manage your financial affairs when you cannot. You can choose the same person for both, or different people for each. Once written, the financial power of attorney needs to be signed, dated, witnessed, notarized, copied and entered into your medical record.

The medical power of attorney does not require notarization and witnesses are optional.

If you have an Advanced Directive, please provide it to your nurse so that we can enter it into your medical record.

If you do not have an advanced directive and would like information or help in completing your directives, you can request assistance from our Palliative Care Department at 505.913.5625.

What Are Advance Directives?
A living will, medical decision maker and durable power of attorney—are the legal documents that allow you to give direction to medical personnel, family and friends concerning your future care when you cannot speak for yourself. You do not need a lawyer in order to complete advance directives.

Sometimes family members or other caregivers disagree about a patient’s wishes regarding life-sustaining treatment or other issues connected to an advance directive. In such cases, our Ethics Consult Team is available to help resolve disputes.

Contact the on-call Ethics Consult Team Member at (505) 913-3361.

A separate law provides additional privacy protections to behavioral health patients, and to patients in alcohol and drug treatment programs. For more information, go online to www.samhsa.gov.
Compliance with Affordable Care Act Nondiscrimination Notice

CHRISTUS St. Vincent complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. CHRISTUS Health does not exclude people or treat them differently because of race, color, national origin, age, disability or sex.

For people with communication needs, CHRISTUS St. Vincent provides, free of charge, services such as:
- Qualified sign language interpreters
- Written information in alternative forms (such as large print, audio and accessible electronic formats)

For people whose primary language is not English, CHRISTUS St. Vincent provides, free of charge, services such as:
- Qualified interpreters
- Written information in other languages

If you need these services, contact the Interpreter Program Coordinator at (505) 913-3992

If you believe that CHRISTUS St. Vincent has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability or sex, you can file a grievance with:

Civil Rights Coordination
919 Hidden Ridge, Irving, TX 75038
p. (469) 282-1298
f. (210) 766-9468
CHRISTUS.CivilRights@christushealth.org

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, a CHRISTUS Health Civil Rights Coordinator is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at ocrportal.hhs.gov/ocr/portal/lobby.jsf, or by mail or phone at:

U.S. Department of Health and Human Services
200 Independence Avenue, SW
Room 509F, HHH Building
Washington, D.C. 20201
1(800) 368-1019, (800) 537-7697 (TDD)

Complaint forms are available at www.hhs.gov/ocr/office/file/index.html.
Language Services

**Spanish**
ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística.

**Vietnamese**
CHÚ Y: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn.

**Chinese**
注意：如果您使用繁體中文，您可以免費獲得語言援助服務

**Korean**
주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다.

**Arabic**
ملحوظة: إذا كنت تتحدث اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان.

**Tagalog**
PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad.

**French**
ATTENTION : Si vous parlez français, des services d’aide linguistique vous sont proposés gratuitement.

**Hindi**
प्रयास के रूप में आपके लिए उपलब्ध हैं।

**Persian**
توجه: آگر به زبان فارسی گفتگو می‌کنید، خدمات زبانی بصورت رایگان برای شما

**German**
ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlosen sprachlichen Hilfsmitteln zur Verfügung.

**Navajo**
Díí baa akó nínízin: Díí saad bee yáníí’ti’go Diné Bízaa, saad bee áká’ánída’áwo’déé’, t’áá jiik’e, éí ná hóló, kojí’

**THAI**
เรียน: ถ้าคุณพูดภาษาไทยสามารถใช้บริการช่วยเหลือทางภาษาได้ฟรี

**Russian**
ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода.

**Italian**
ATTENZIONE: In caso la lingua parlata sia l’italiano, sono disponibili servizi di assistenza linguistica gratuiti.

**Japanese**
注意事項：日本語を話される場合、無料の言語支援をご利用いただけます。
Before You Leave

Things to know before you walk out the hospital door.
When it’s time for you to go home, your physician will authorize your discharge. This doesn’t necessarily mean that you’re completely well. It only means that you no longer need hospital services.

There are several things that you (or your caregiver) must do before your discharge. The first step is to meet with the hospital’s Case Manager early in your stay, to ensure a smooth discharge process.

Please help us plan for your discharge to make sure you have the right help when you go home.

If You Disagree

You or your support person can appeal your doctor’s discharge decision. If you are a Medicare patient, be sure you are given “An Important Message from Medicare” from the hospital’s discharge planner or caseworker. This details your rights and provides information on who to contact to appeal a discharge decision.
1. Make sure you have the following information before you leave the hospital:

**Medications List:** This is a list of what medications you are taking, why, in what dosage and who prescribed them.

**Prescription:** Your physician may provide you with prescriptions for home medications. If you would like CHRISTUS St. Vincent Pharmacy to fill and deliver these prescriptions to your room before you leave the hospital, call 913-5000.

**Discharge Instructions:** Discharge instruction may include:
- Dietary restrictions
- Activity restrictions
- How to properly care for any injury or incision you may have
- Symptoms that should be reported to your physician
- What follow-up tests you may need and when you need to schedule them
- When you need to see your physician
- Any other home-care instruction for your caregiver, such as how to get you in and out of bed, what diet to follow
- How to use and monitor any equipment, and what signs and symptoms to call your physician about
- Telephone numbers to call if you or your caregiver have any questions pertaining to your after-hospital care

2. Ask your Case Manager for information about community resources that may be available to you.

3. Make sure you or your caregiver understand all your discharge instructions before you leave the hospital.
After You Leave

Post-Discharge Phone Call
It is important to us that your healing journey continues after you leave the hospital. A member of our care coordination team will call you within 1 day after you have been discharged to see how you are doing, to check that you have the support services and equipment you may need, and to review and answer any questions you may have about your discharge plan.

Home Medical Equipment
Medical equipment may be ordered by your physician for use in your home. Examples include walkers, crutches, wheelchairs and hospital beds.

Independent Living
Some communities for seniors allow for independent living in private apartments. They provide meals, housekeeping, maintenance, and social outings and events.

Case Management Role
Your Case Manager will help with your transition after discharge and work with you to determine what support services you may need at home. These may include nursing care, physical therapy, assistance with daily activities and homemaker services such as housecleaning and meal preparation.

Medicare defines home healthcare as intermittent, physician-ordered medical services or treatment. Your Case Manager can help you obtain these services.

Assisted Living
These are apartments in a long-term care facility for elderly or disabled people who can no longer live on their own but who don't need a high level of care. Assisted-living facilities provide assistance with medications, meals in a cafeteria or restaurant-like setting, and housekeeping services. Nursing staff is on site. Most facilities have social activities and provide transportation to doctor's appointments, shopping, etc.

Long-term care facilities
Also called nursing homes or convalescent homes, these are residential facilities that provide 24-hour skilled care for patients with chronic illnesses or disabilities—particularly elderly people who need assistance for most or all daily activities such as bathing, dressing and going to the bathroom. Many also provide short-term rehabilitative care. Some have separate units for patients with Alzheimer's disease or other cognitive impairments.

Hospice
A hospice is a licensed or certified program that cares for people with terminal illnesses. Hospice care can be provided at home, or within a hospital. Hospice care emphasizes the management of pain and discomfort and addresses the physical, spiritual, emotional, psychological, financial and legal needs of the patient and his or her family.
Your Hospital Bill
As a routine practice, when appropriate, the hospital attempts to collect all known patient expenses at the time of service. Our initial request for payment will include deductibles, insurance co-pays for which you are responsible and coinsurance amounts. However, the amount of all charges may not be known or available at the time of admission or discharge, and it is possible that charges may be added to your bill after discharge. Therefore, calculated co-insurance amounts are based on estimated charges. Any overpayment will be refunded promptly, and we will not charge interest on the balance of your bill that remains after your insurance provider has provided us with its portion of the payment. You may request an itemized copy of your bill within one year of the date of your discharge from the hospital, and it will be provided to you within 10 business days.

Patient Finance Options
CHRISTUS St. Vincent is committed to Service Excellence in delivering care with the highest regard to our patients. As part of our commitment, we are dedicated to our patients and community by offering various finance options to enable ease of continued access for your healthcare needs.
• We accept cash, personal checks or credit cards
• We accept most health insurance, upon verification of your eligibility and benefits and your plan’s care authorization
• We offer “prompt pay” discounts to uninsured patients
• We provide professional assistance with Medicaid applications
• We work with Santa Fe County’s Health Assistance Program (HAP) on behalf of patients in need
• We offer charity care on a sliding scale based on patients’ incomes
• We extend emergency care to undocumented immigrants with the help of Federal programs
• Our Patient Access Staff provides price estimates before care

Billing for Hospital Services
At CHRISTUS St. Vincent, we take a proactive approach to patient billing and collections, with respect and professionalism at the forefront of our services. We expect payment at the time of service, and we understand that billing and collection for healthcare services can be confusing. Our admitting and business office staff will work with you to answer your billing questions, set up a payment plan or qualify you for one of the many options available. For questions about your bill, please call (505) 913-5220.

Contact us at (505) 913-5220 if you have questions concerning your bill. Our hours are 8:00 a.m. to 4:30 p.m. Please leave a message after hours and your phone call will be returned.
Billing for Physician Services
Professional services provided to you by any physician will be billed separately and apart from the fees charged by the hospital. Note that physicians and other healthcare providers who provide services at our facility may not be listed as participating providers or contracted with the same third-party payers insurance as this hospital. This means their services may not be covered by your medical insurance provider, even if the hospital is in your network. If you receive a bill from a physician and have questions, please call the telephone number listed on that bill.

Physicians who may bill you separately include:
• Your personal physician
• Pathologists
• Emergency Department Physicians
• Anesthesiologists
• Radiologists
• Hospitalists

Payment by your Insurance Company
If you have current insurance coverage, our hospital billing department will bill your insurance company shortly after your visit. Your insurance company should pay your hospital bill within 45 days. The hospital may request your help in contacting your insurance company if payment is delayed. There may be times when your insurance company needs additional information from you. Respond as soon as possible so payment is not delayed. You will receive an explanation of benefits from your insurance company when it has paid its portion. If there are remaining balances that are your responsibility, you will be receive a statement from our extended business office in Houston, Texas, that is due upon receipt of the bill.

Continuing Care
*CHRISTUS St. Vincent is an approved Medicare provider.*

1. Coordination of Benefits (COB)
Coordination of Benefits, referred to as COB, is a term used by insurance companies when you are covered under two or more insurance policies. This usually happens when husband and wife are listed on each other’s insurance policies, both parents carry their children on their individual policies, or there is eligibility under two federal programs. This also can occur when you are involved in a motor vehicle accident and have medical insurance and automobile insurance. Most insurance companies have COB provisions that determine who is the primary payer when medical expenses are incurred. This prevents duplicate payments. COB priority must be identified at admission in order to comply with insurance guidelines. Your insurance may request a completed COB form before paying a claim and every attempt will be made to notify you if this occurs.

The hospital cannot provide this information to your insurance company. You must resolve this issue with your insurance carrier in order for the claim to be paid.

2. Medicare
This hospital is an approved Medicare provider. All services billed to Medicare follow federal guidelines and procedures. Medicare has a COB clause. At the time of service, you will be asked to answer questions to help determine the primary insurance carrier paying for your visit. This is referred to as an MSP Questionnaire and is required by Federal law. Your assistance in providing accurate information will allow us to bill the correct insurance company.
Medicare deductibles and co-insurance are covered by your secondary insurance. If you do not have secondary insurance, you will be asked to pay these amounts or establish a payment plan. If you are unable to pay these amounts, we will help you determine if you qualify for a state-funded program.

3. Commercial Insurance
As a service to our customers, we will forward a claim to your commercial insurance carrier based on the information you provide at the time of registration.

It is very important for you to provide all related information such as policy number, group number and the correct mailing address for your insurance company.

4. For Self-Pay Patients
Our Patient Financial Services department will send statements for payment of self-pay accounts. You will receive two to three billing statements and two to three telephone calls over a 90-day period to obtain a payment or to make payment arrangements. If payment arrangements are not established and no payment is made during the 90-day period, the account will be placed with a collection agency. If you need an itemized statement, you can obtain one by calling our customer service department at the number listed below or by using the website at www.stvin.org. If you have any questions regarding your billing statement, you can contact the Patient Financial Services department at (505) 913-5220.

Uninsured? Amounts that are not covered by insurance are due and payable before you are discharged from the hospital. If your medical condition permits, a financial counselor will contact you during the course of your stay to discuss payment options.
COVID-19: You’re Safe in our Care

You may have concerns about being in a hospital during a pandemic. We can assure you that as a 5-Star hospital with an outstanding safety record, CHRISTUS St. Vincent continues to be the safest possible place to receive care. Safety is our highest priority and enhanced measures to protect you and our Associates are in full force.

CSV Hospital and Clinic COVID-19 Safety Measures

**Visitor Restrictions**
Strict visitor restrictions are in place to reduce foot-traffic within the hospital and maximize social distancing.

**Enhanced Screening**
Visitors are screened for COVID-19 related risks and must have their temperature checked and sanitize their hands prior to entering any CHRISTUS St. Vincent facility. All staff are screened in the same way at the beginning of each shift.

**Personal Protective Equipment**
Masks are required for staff, patients, visitors and guests at all times within the hospital and clinics. The appropriate use of personal protective equipment—N95 masks, gowns, gloves, face shields, etc.—is carefully controlled depending on procedure, situation or task for all providers and staff throughout the hospital and clinics.

**Sanitization**
All facilities are thoroughly cleaned and sanitized throughout each day. All contact surfaces are cleaned with hospital grade disinfectant after every patient encounter and reception and administrative workstations are sanitized multiple times a day. Patient rooms are also sanitized using UV light technology.

**Social Distancing**
Waiting areas have been modified to ensure social distancing protocols are met and that there is an appropriate amount of space between patients. Plexiglass screens have been installed at service counters to protect patients and staff.

**Containment**
All COVID-19 patients are treated in an isolated area away from the general patient population. Specially-trained caregivers in our COVID unit care exclusively for COVID-19 patients under strict safety precautions and with full protective gear. They do not enter other patient areas or care for non-COVID-19 patients.

**Testing**
Select, high-risk patients are tested for COVID-19 prior to admission and/or outpatient procedures.
The DAISY Award is an international recognition program that celebrates nurses around the world for the skillful, compassionate care they provide every day.

It was established by the family of J. Patrick Barnes to honor his memory and the exceptional nursing care he received before passing away from complications of an autoimmune disease in 1999. Today more than 2,700 healthcare facilities honor their nurses with The DAISY Award.

At CHRISTUS St. Vincent, each of our DAISY Award honorees will be celebrated with a special ceremony and traditional DAISY Award gifts: an official DAISY Award pin, a hand-carved sculpture, and cinnamon rolls (in honor of Patrick) for all who attend. Our honorees will also receive additional benefits and recognition through the DAISY Foundation and its sponsors.

Want to nominate a CHRISTUS St. Vincent nurse who has helped you?

Ask your nurse for a nomination form or visit www.stvin.org/DAISY
Crossword

Across
1 Israelite tribe
4 Biblical giants
8 Universe (pref.)
12 Stitchbird
13 Synthetic rubber
14 Table scraps
15 Eg. god of pleasure
16 Tallow (2 words)
18 Madame Bovary
20 Commotion
21 Padded jacket under armor
25 Son of Zeus
29 Dish (2 words)
32 Ganda dialect
33 Agent (abbr.)
34 Indian sacred fig
36 “Blue Eagle”
37 Ravine
39 Immense
41 Swelling
43 State (Ger.)
44 Medieval shield
46 Before (Lat.)
49 Culm (2 words)
55 Fiddler crab genus
56 Snake (pref.)
57 Unfledged bird
58 Centers for Disease Control (abbr.)
59 Love (Lat.)
60 Tooth (Lat.)
61 Exclamation

Down
1 Deride
2 Attention-getting sound
3 Raze
4 Amer. Bar. Assn. (abbr.)
5 Pigeon
6 Black cuckoo
7 Hindu god of love
8 Banner
9 Yellow ide
10 As written in music
11 Mountain standard time (abbr.)
17 Amer. Dental Assn. (abbr.)
19 Pointed (pref.)
22 End
23 Auricular
24 Rom. historian
26 Build
27 Irish sweetheart
28 Hall (Ger.)
29 Created
30 Old-fashioned oath
31 Beer ingredient
35 Afr. worm
38 Vomiting
40 Drain
42 Amer. Cancer Society (abbr.)
45 Habituated
47 Alternating current/direct current (abbr.)
48 Apiece
49 Tibetan gazelle
50 Revolutions per minute (abbr.)
51 Exclamation
52 Nautical chain
53 Belonging to (suf.)
54 Manuscripts (abbr.)
Crossword

Across
1  "Lorna Doone" character
5  Sinbad's bird
8  Demolish: Brit.
12  Idea (Fr.)
13  Alas
14  Cheese
15  Leg ends
16  Burmese knife
17  Taro
18  Small S.A. rabbit
20  Pilgrim
22  Skin vesicle
23  Veneration
24  Beginning
28  Blaubok
32  Public vehicle
33  54 (Rom. numeral)
35  Israelite tribe
36  Ringed boa
39  Reading desk
42  Abdominal (abbr.)
52  State (Fr.)
53  Television channel
55  Endearment
56  Mine (Fr. 2 words)
57  Rom. first day of the month
58  Per. poet
59  Maid
60  Compass direction
61  Foreign (pref.)

Down
1  Breach
2  Design
3  Profound
4  Hate
5  Fanatical
6  Wood sorrel
7  Rudderfish
8  Flat molding
9  “Cantique de Noel” composer
10  Kemo
11  Turk. title
19  Japanese fish
21  Intimidate
24  Amazon tributary
25  Grab
26  Kwa language
27  “Abner”
29  “Fables in Slang”author
30  Rhine tributary
31  Television channel
34  Car
37  Insect
38  Presidential nickname
40  Helper
41  Caddy (2 words)
43  Male duck
45  Loyal
46  Hindu soul
47  Cella
49  Crippled
50  Dayak people
51  Aeronautical (abbr.)
54  Low (Fr.)
Take Notes

Reference Questions

**Before surgery or procedure:**
What will happen before my surgery or procedure?

How long will it take?

Where can my family wait for me?

What effects (temporary or permanent) will the surgery have on me?

What is the doctor’s experience in performing this procedure?

What medications will be prescribed (short term/long term)?

How long will I have to rest at home after surgery?
Reference Questions

**After surgery or procedure:**
- When should I call my doctor?
- How long should I stay in bed?
- How much activity can I do?
- What type of diet should I eat?
- How soon can I drive?
- When can I go back to work?
- Can I have sex?
- When should I schedule a visit to the doctor?
- What changes should I make in my lifestyle?

“Judge of a man by his questions rather than by his answers.”

VOLTAIRE 1694–1778
Regional Locations

CSV Health Specialists – Las Vegas
600 Mills Ave.
Las Vegas, NM 87701

CSV Regional Laboratory – Las Vegas
105 Mills Ave., Suite 200
Las Vegas, NM 87701

CSV Health Specialists – Los Alamos
2237 Trinity Dr., Unit B
Los Alamos, NM 87544

CSV Sports Medicine – Los Alamos
2237 Trinity Dr., Suite D-2
Los Alamos, NM 87544

CSV Pojoaque Primary Care
5 Petroglyph Circle, Suite A
Pojoaque, NM 87506

CHRISTUS St. Vincent Regional Map
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<th>CSV Rodeo Family Medicine</th>
<th>4001 Rodeo Rd.</th>
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<tbody>
<tr>
<td>2</td>
<td>CSV Entrada Contenta Health Center</td>
<td>5501 Herrera Dr.</td>
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<tr>
<td>3</td>
<td>CSV Pain and Spine Specialists</td>
<td>1631 Hospital Dr., Suite 100</td>
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<tr>
<td>4</td>
<td>CSV Regional Laboratory</td>
<td>1631 Hospital Dr., Suite 130</td>
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<td>5</td>
<td>CSV Hand Surgery and Bone Health</td>
<td>1631 Hospital Dr., Suite 220</td>
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<td>6</td>
<td>CSV Surgical Associates</td>
<td>1631 Hospital Dr., Suite 240</td>
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<tr>
<td>7</td>
<td>CSV Ear, Nose and Throat Specialists</td>
<td>1620 Hospital Dr. We're Moving! Call for update: 505-982-4848</td>
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<tr>
<td>8</td>
<td>Adult &amp; Family Care</td>
<td>465 St. Michael's Dr., Suite 230</td>
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<td>9</td>
<td>CSV Anticoagulation Services</td>
<td>465 St. Michael's Dr., Suite 114</td>
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<td>10</td>
<td>CSV Arroyo Chamiso Pediatrics</td>
<td>465 St. Michael's Dr., Suite 200</td>
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<tr>
<td>11</td>
<td>CSV Dermatology Specialists</td>
<td>465 St. Michael's Dr., Suite 220 We're Moving! Call for update: 505-913-3380</td>
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<td>12</td>
<td>CSV Neurology Specialists</td>
<td>465 St. Michael's Dr., Suite 116</td>
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<td>13</td>
<td>CSV Neurosurgical Associates</td>
<td>465 St. Michael's Dr., Suite 107</td>
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<td>14</td>
<td>CSV Pharmacy</td>
<td>465 St. Michael's Dr., Suite 112</td>
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<td>15</td>
<td>CSV Pulmonary and Critical Care Associates</td>
<td>465 St. Michael's Dr., Suite 117</td>
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<td>16</td>
<td>CSV Regional Wound and Hyperbaric Center</td>
<td>465 St. Michael's Dr., Suite 101</td>
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<td>17</td>
<td>CSV Urology Associates</td>
<td>465 St. Michael's Dr., Suite 110</td>
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<td>18</td>
<td>CSV Family Medicine Center</td>
<td>2025 S. Galisteo St.</td>
</tr>
<tr>
<td>19</td>
<td>CSV Women's Care Specialists</td>
<td>2055 South Pacheco St., Suite 300 We're Moving! Call for update: 505-984-0303</td>
</tr>
<tr>
<td>20</td>
<td>CVS Heart and Vascular Center</td>
<td>2085 South Pacheco St., Suite A We're Moving! Call for update: 505-984-8012</td>
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<tr>
<td>21</td>
<td>CSV Regional Sleep Center</td>
<td>440 St. Michael's Dr., Suite 150</td>
</tr>
<tr>
<td>22</td>
<td>CSV Behavioral Health Specialists</td>
<td>440 St. Michael's Dr., Suite 250</td>
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<tr>
<td>23</td>
<td>CSV Regional Sleep Center</td>
<td>440 St. Michael's Dr., Suite 150</td>
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<tr>
<td>24</td>
<td>CSV Regional Cancer Center</td>
<td>490 A West Zia Rd.</td>
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<td>25</td>
<td>CSV Breast Institute We're Moving! Call for update: 505-913-3101</td>
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<td>26</td>
<td>CSV Holistic Health and Wellness</td>
<td>490 B West Zia Rd., Suite 4</td>
</tr>
<tr>
<td>27</td>
<td>CSV Plastic Surgery Specialists Temporary Location: 490 A West Zia Rd., Suite 200 We're Moving! Call for update: 505-913-4360</td>
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<tr>
<td>28</td>
<td>CSV Orthopedics and Sports Institute</td>
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<td>29</td>
<td>CSV Orthopaedic Specialty Clinic</td>
<td>2968 Rodeo Park Drive, Suite 150</td>
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<td>30</td>
<td>CSV Sports Medicine and Therapy Services</td>
<td>2968 Rodeo Park West Dr., Suite 100</td>
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<tr>
<td>31</td>
<td>CSV Orthopaedics and Sports Institute (Surgery Center)</td>
<td>2990 Rodeo Park East Dr.</td>
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</table>
Primary Care—Family
Entrada Contenta Health Center
Providing urgent, family, and pediatric care with x-ray and lab services.
5501 Herrera Dr.
Santa Fe, NM 87507
Provider Offices
(505) 913-3233
Laboratory
(505) 913-4160
Urgent Care
(505) 913-4180

Adult & Family Care
465 St. Michaels Dr., Suite 230
Santa Fe, NM 87505
(505) 913-4710

Family Medicine Center
2025 S. Galisteo St.
Santa Fe, NM 87505
(505) 913-3450

Pojoaque Primary Care
5 Petroglyph Circle, Suite A
Pojoaque, NM 87506
(505) 455-1962

Rodeo Family Medicine
4001 Rodeo Rd.
Santa Fe, NM 87507
(505) 471-8994

Primary Care—Pediatric
Arroyo Chamiso Pediatrics
465 St. Michael's Dr., Suite 200
Santa Fe, NM 87505
(505) 913-4901

Entrada Contenta Pediatrics
5501 Herrera Dr.
Santa Fe, NM 87507
(505) 913-3233

Specialty Care
Anticoagulation Services
465 St. Michael's Dr., Suite 114
Santa Fe, NM 87505
(505) 913-5287

Behavioral Health Specialists
440 St. Michael's Dr., Suite 250
Santa Fe, NM 87505
(505) 913-3056

Breast Institute
We're Moving!
Call for update: (505) 913-3101

Cardiopulmonary Rehab Center
455 St. Michael's Drive
Santa Fe, NM 87505
(505) 913-5549

Dermatology Specialists
465 St. Michael's Dr., Suite 220
Santa Fe, NM 87505
We’re Moving!
Call for update: (505) 913-3380

Ear, Nose and Throat Specialists
1631 Hospital Drive, Suite 200
Santa Fe, NM 87505
We're Moving!
Call for update: (505) 982-4848

Hand Surgery and Bone Health
1631 Hospital Dr., Suite 220
Santa Fe, NM 87505
(505) 913-4263

Health Specialists—Las Vegas
600 Mills Ave.
Las Vegas, NM 87701
(505) 625-3959

Health Specialists—Los Alamos
2237 Trinity Dr., Unit B
Los Alamos, NM 87544
(505) 662-8870

Heart and Vascular Center
2085 South Pacheco St., Suite A
Santa Fe, NM 87505
We're Moving!
Call for update: (505) 984-8012

Holistic Health and Wellness
490 B West Zia Rd., Suite 4
Santa Fe, NM 87505
(505) 913-3820

Neurology Specialists
465 St. Michael's Dr., Suite 116
Santa Fe, NM 87505
(505) 913-4780

Neurosurgical Associates
465 St. Michael's Dr., Suite 107
Santa Fe, NM 87505
(505) 988-3233

Orthopaedic Specialty Clinic
2968 Rodeo Park Dr. West,
Suite 150
Santa Fe, NM 87505
(505) 913-4550
Orthopaedics and Sports Institute (Surgery Center)
2990 Rodeo Park Dr. East
Santa Fe, NM 87505
(505) 913-4400

Pain and Spine Specialists
1631 Hospital Dr., Suite 100
Santa Fe, NM 87505
(505) 982-7246

Plastic Surgery Specialists
1631 Hospital Dr., Suite 150
Santa Fe, NM 87505
We're Moving!
Call for update: (505) 913-4360

Pre-Anesthesia Surgical Screening Clinic (PASS)
1631 Hospital Dr., Suite 112
Santa Fe, NM 87505
(505) 913-3626

Pulmonary and Critical Care Associates
465 St. Michael's Dr., Suite 117
Santa Fe, NM 87505
(505) 984-2600

Regional Cancer Center
490 A West Zia Rd.
Santa Fe, NM 87505
(505) 913-8900

Regional Laboratory
1631 Hospital Dr., Suite 130
Santa Fe, NM 87505
(505) 913-3110

Regional Laboratory–Las Vegas
105 Mills Ave., Suite 200
Las Vegas, NM 87701
(505) 425-9239

Regional Sleep Center
440 St. Michael's Dr., Suite 150
Santa Fe, NM 87505
(505) 913-5363

Regional Wound and Hyperbaric Center
465 St. Michael's Dr., Suite 101
Santa Fe, NM 87505
(505) 913-3180

Sports Medicine and Therapy Services
2968 Rodeo Park Dr. West Suite 100
Santa Fe, NM 87505
(505) 913-5100

Sports Medicine–Los Alamos
2237 Trinity Dr., Suite D-2
Los Alamos, NM 87544
(505) 661-6191

Surgical Associates
1631 Hospital Dr., Suite 240
Santa Fe, NM 87505
(505) 913-3975

Urology Associates
465 St. Michael's Dr., Suite 110
Santa Fe, NM 87505
(505) 982-3534

Women's Care Specialists
2055 South Pacheco St., Suite 300
Santa Fe, NM 87505
We're Moving!
Call for update: (505) 984-0303

Pharmacy
Outpatient Pharmacy
465 St. Michael's Dr., Suite 112
Santa Fe, NM 87505
(505) 913-5000
## Telephone Directory

General hours of operation for non-clinical areas are weekdays 8:00 a.m. to 4:30 p.m.

<table>
<thead>
<tr>
<th>Service</th>
<th>Number</th>
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<tbody>
<tr>
<td>Main Number</td>
<td>(505) 913-3361</td>
</tr>
<tr>
<td>Behavioral Health Services</td>
<td>(505) 913-5470</td>
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<tr>
<td>Billing</td>
<td>(505) 913-5220</td>
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<tr>
<td>Birthing and Women's Services</td>
<td>(505) 913-5291</td>
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<tr>
<td>Compliance Hotline</td>
<td>877-888-4812</td>
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<tr>
<td>Information Desk</td>
<td>8:00 a.m. to 8:00 p.m. Monday through Friday (505) 913-5248</td>
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<tr>
<td>Emergency Services</td>
<td>(505) 913-3934</td>
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<tr>
<td>Foundation</td>
<td>(505) 913-5209</td>
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<tr>
<td>Gift Shop</td>
<td>(505) 913-5710</td>
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<tr>
<td>Housekeeping</td>
<td>(505) 913-4912</td>
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<td>Human Resources</td>
<td>(505) 913-5266</td>
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<td>Laboratory Services</td>
<td>(505) 913-5302</td>
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<td>Laboratory at Physicians Plaza</td>
<td>(505) 913-3110</td>
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<tr>
<td>Medical Records</td>
<td>(505) 913-5320</td>
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<td>Operator</td>
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<td>Outpatient Scheduling</td>
<td>(505) 913-5826</td>
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<tr>
<td>Patient Advocate</td>
<td>(505) 913-4817</td>
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<tr>
<td>Patient Billing Advocate</td>
<td>(505) 913-3151</td>
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<tr>
<td>Radiology Department</td>
<td>(505) 913-5800</td>
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<tr>
<td>Room Service</td>
<td>(505) 913-3663</td>
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<tr>
<td>Security</td>
<td>(505) 913-5555</td>
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<tr>
<td>Chaplain/Spiritual Care</td>
<td>(505) 913-5240</td>
</tr>
<tr>
<td>TTY for the Hearing Impaired</td>
<td>(505) 913-5238</td>
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</tbody>
</table>

Telephones are provided in all patient rooms. To place a local call, dial 9, then the number.

Calling a Department WITHIN the Hospital? Dial the last four digits of the number.

Please visit us at www.stvin.org
Your Opinion Counts

Soon after your discharge, an independent company may call or mail you to conduct a confidential patient satisfaction survey. Please take the time to respond to the survey and share your opinions about your hospital stay. Your feedback is an important part of our hospital's goal of improving the care and services we provide. Additionally, you will receive a discharge phone call by a registered nurse to assess how you are doing, ensure that you have a scheduled follow up appointment, and answer questions.