



THREE CROSSES
REGIONAL HOSPITAL



**PATIENT & FAMILY
HANDBOOK**



THREE CROSSES
REGIONAL HOSPITAL





Dear Valued Patients,

I hope this letter finds you in the best of health and spirits. As the CEO of Three Crosses Regional Hospital, it is both an honor and a privilege to extend a warm and heartfelt welcome to all of you.

At Three Crosses Regional Hospital, we are dedicated to providing the highest level of care, compassion, and excellence in healthcare services to our community. Our commitment to your well-being is at the core of our mission, and we take this responsibility with the utmost seriousness.



I understand that visiting a hospital can be a daunting experience, and we want to assure you that our entire team is here to support you through every step of your healthcare journey. Our dedicated medical professionals, nurses, and staff are all focused on delivering the best possible care, from the moment you walk through our doors to your recovery and beyond.

Our hospital is equipped with state-of-the-art facilities and the latest advancements in medical technology, ensuring that you receive the most up-to-date and effective treatments available. We continuously invest in the training and development of our staff to guarantee that you receive the highest quality of care.

Furthermore, we place a strong emphasis on patient comfort and satisfaction. Your feedback and input are invaluable to us, and we are always striving to improve our services to meet your needs and expectations.

In the coming months and years, we will work tirelessly to enhance our services, expand our medical specialties, and engage with our community to ensure we are meeting your healthcare needs. We are committed to not just being a hospital but also a healthcare partner that you can rely on.

I encourage you to reach out to our team if you have any questions, concerns, or suggestions. Our top priorities are your health and well-being, and we are always here to serve you.

Thank you for choosing Three Crosses Regional Hospital for your healthcare needs. We look forward to being a part of your healthcare journey and being your trusted healthcare provider.

Sincerely,

John Lanning, MBA

CEO, Three Crosses Regional Hospital

www.threecrossesregional.com



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WELCOME TO

THREE CROSSES REGIONAL HOSPITAL

This guide is intended to give you an overview of our hospital and make you feel comfortable and safe while here. Should you have additional questions, don't hesitate to ask a caregiver or staff.

MISSION

Three Crosses Regional Hospital is an advanced independent healthcare organization led by a local team of professionals dedicated to high quality patient centered care for the well-being of the communities we serve.

VISION

To be the first choice for the patients, providers, and communities we serve.

VALUES

Be...

- Accountable • Positive • Adaptable
- Professional • Open Communicators • Respectful



THREE CROSSES
REGIONAL HOSPITAL



AMENITIES

FOOD & NUTRITION SERVICES

The Food & Nutrition Department would like to extend a warm welcome to you during your visit. Our staff and dietician will be visiting with you soon to help you with your nutrition plan. Please let your nurse know if you have any immediate needs. You can also call a Patient Dining Associate at **(575) 800-3840**.



CAFETERIA

Daily menus offer a variety of entrees, side orders, desserts, and drinks.

SERVICE & DINING ROOM HOURS

Breakfast

Monday-Friday 7am — 9:30am

Lunch

Monday-Friday 11am — 2:30pm

Dinner Service—Patients Only

Monday-Friday 4:30 pm — 5:00 pm



TELEVISION, TELEPHONE SERVICE, & INTERNET SERVICE

TELEVISION

A list of local and cable stations are in each room.

TELEPHONE

Incoming callers should call 800-421-8274 and ask to be connected to the patient's room number.

- Utilization for Local Calls
- "800" numbers: Dial 800 + number

WI-FI

Public wireless Internet is available 24 hours a day:
TCRH-Guest (not secured).

SPIRITUAL WELLNESS

The chapel at Three Crosses Regional Hospital is located on the first floor near the main lobby.





SPEAK UP

We depend on you and your loved ones to tell us about how you're feeling. Ask questions as often as you need to. Write down concerns as you think of them.

SPEAK UP is a collaborative effort to encourage you to help us prevent medical errors in the delivery of your care.

Speak up if you have any questions, please ask us to explain further.

Pay attention to the care you are receiving. Always make sure you are getting the right treatments and medicines. Don't assume anything.

Educate yourself so you fully understand your diagnosis and treatment.

Ask a trusted family member or friend to be your advocate ("health care partner").

Know what medicines you take and why you take them. Medication errors are among the most common health care mistake.

Use a health care facility, like Three Crosses Regional Hospital, which has committed to ensure safety and quality.

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

YOUR ROOM



- A. Medication pump C. Suction canister E. Over-bed table
B. Oxygen flowmeter D. Suction flowmeter F. White board

COMMUNICATION BOARD (WHITE BOARD)

Your room has a white communication board that you can see from your bed. It will be updated by your team daily. Your nurse will also list your goals and activities for each day. Please review your communication board with your nurse.

ALARMS

Each patient room has different alarms for your care and safety. Examples of alarms can include heart monitors, bed alarms, or medicine pumps.

- If no one answers an alarm after a short period of time, please tell a nurse or push your patient call button to request assistance from a member of the clinical team.
- For your own safety, be careful not to touch other equipment.

QUIET TIME



To support your health and healing, Three Crosses Regional Hospital is making every effort to reduce unnecessary noise and to provide resources to support your rest while under our care. If you are unable to rest due to noise level please notify your care team by utilizing your call bell.

**HELP US SUPPORT HEALING
WITH QUIET & COURTESY.**

SERVICE DOGS

Three Crosses Regional Hospital welcomes your service dog during your visit to any of our facilities. However, if the service dog poses a health risk, is not housebroken, or is out of control, we may ask you to make other arrangements. Please ensure that your health partner is in charge of your service animal.





YOUR HEALTH & SAFETY



Our health care partnership begins with our commitment to your safety. Patients who are involved with their care in the hospital heal better. By working together with your health care team, you can lower your risk of harm and make your stay safer.

PATIENT ID FOR PROCEDURES & MEDICATIONS

When you're admitted to the hospital, we give you a safety band with your name, date of birth, and medical record number. **This safety band must be worn at all times during your hospitalization.**



Staff members will always check your safety band before giving you any medicine or performing any test or procedure. In some cases, they may ask for your name and date of birth. Please be patient when your identity is verified often—it's for your own safety. Medicine is matched to the patient with bar code technology.

For surgical procedures, you should always confirm which procedure you are to undergo and where on the body it will take place. The area of your procedure should always be marked prior to surgery, when possible. Our team will also call "time-outs" to ensure your safety.

PREVENTING INFECTIONS

Clean your hands and remind others to clean theirs, too. Use hand sanitizer gel or wash your hands with soap and water for 20 seconds after using the bathroom, before and after eating, or after touching anything that might be soiled. If your hands are visibly dirty, wash them well with soap and water for 30 seconds.



Health care providers are required to wash or sanitize their hands before and after seeing a patient. They should wear gloves when they perform tasks such as drawing blood, touching wounds, or handling body fluids. Don't hesitate to remind your care team members to clean their hands or wear gloves.

Make sure your family, visitors, and companions wash or sanitize their hands before and after seeing you. Ask sick family members or friends to stay home to prevent spreading illnesses to you and others. Your healing and recovery is important.

PREVENTING THE SPREAD OF RESPIRATORY INFECTIONS

Cover your mouth and nose when sneezing or coughing by using tissues or the bend of your elbow. Both tissues and masks are available upon request. We urge you to use them if you have a runny nose, cough, or sneezing. Follow with hand sanitizer or hand washing.



PATIENTS IN ISOLATION



You may have a condition that requires isolation. A sign will be posted on your room door and staff members and visitors will be required to wear a protective gown and gloves and, in some cases, a mask. If you are in isolation, speak to your nurse before leaving your room.

VACCINATIONS

When you are admitted to the hospital, you may be asked about your desire to have a flu or pneumococcal vaccination. Both are very effective at reducing the spread of disease.



PREVENTING INJURIES FROM FALLS

In the hospital, patients are at a higher risk of falling. Illness and medicines can weaken muscles and/or affect your balance and judgment. Also, medical equipment and the unfamiliar environment can make movement more difficult.

During your stay, we will ask you about your history of falls and assess your risk of falling when admitted and as your condition changes. Ask your nurse about your assessed risk of falling and what preventative measures are being taken to reduce the risk.

To improve the odds of not falling, follow these guidelines:

- If you feel dizzy or weak, use the call light to get assistance before you get up.
- Always wear your nonslip socks. We will provide them for you.
- If your health care team has asked you not to get up without staff help, use the call light to get assistance before you get up.
- Prevent falls by getting up slowly.
- Before standing, sit on the edge of the bed for a few minutes.
- Making sure you have a clear path to your chair or the bathroom before getting up.



YOUR CARE & TREATMENT

SURGERY AND PROCEDURES



You can make your care safer by being an active and informed member of your health care team. Your surgeon and anesthesiologist will educate you about your procedure. Please ask any questions you may have about the procedure and anesthesia they are planning. The surgeon may use a skin-safe marker to identify the procedure side.

PAIN MANAGEMENT

We want to make you as comfortable as possible and manage any pain you may have during your hospital stay. Staff members will ask you about your pain using a scale of 0 to 10 or a face chart. A rating of 0 means no pain. A rating of 10 means the worst pain you've ever had. There are many ways to control pain beyond taking medicines. Discuss your pain options for managing it with your health care team.

BEDSIDE SHIFT REPORT

To promote good communication, many nursing units at Three Crosses Regional Hospital participate in bedside shift reports. This means that the nurse going off duty shares important information at your bedside with you and your family or health care partner and with the nurse who is coming on duty. If you have any questions or additions during this bedside shift report, don't hesitate to share them.



UNDERSTANDING YOUR MEDICATIONS

While you're in the hospital, your medicines might change. Learning about the new ones your doctor has prescribed for you is very important to your recovery.

During your first day in the hospital, we ask you about which medicines you take at home. Make sure you tell us about all prescriptions, over-the-counter drugs, vitamins, and herbal supplements you are taking. Also, we need to know about any allergies or reactions you may have to medicines, foods, or supplements.

Ask your health care team the following questions:

- What is the name of the medicine and why am I taking it?
- When and how do I take it and for how long?
- Are there foods, drinks, and activities I should avoid while taking this medicine?
- Are there side effects? What should I do if I experience them?
- Will this new medicine work safely with other medicines I already take?
- Three Crosses Regional Hospital offers the service of at-hospital medication delivery prior to your discharge. Please speak with case management during your discharge planning meeting.



IMPORTANT INFORMATION ABOUT ANTIBIOTICS

Antibiotics are medicines that treat or prevent infections caused by bacteria and some other germs. Your health care team may start you on antibiotics if they suspect you might have an infection caused by a bacteria. You may also need an antibiotic to prevent an infection after you have a surgery or if your immune system doesn't work well.

Some things your healthcare team thinks about before prescribing an antibiotic include:

- The kind of infection
- The kind of bacteria
- How well your liver and kidneys work
- Other medications you are taking
- Any antibiotic allergies you may have
- Potential side effects

Talk with your healthcare team to find out why you are receiving antibiotics and how you should take them.



PREPARING TO LEAVE THE HOSPITAL

UNDERSTANDING YOUR DISCHARGE INFORMATION

As you prepare to leave the hospital, your nurse will give you a discharge summary. It will list your medicines and your after-hospital plan of care, including when you should schedule a follow-up outpatient appointment with your doctors. Please discuss any questions you or your family may have the nurse during this review. Make sure you have a phone number to call if you have questions after you leave the hospital.



UNDERSTANDING YOUR MEDICATIONS

The more you know and understand about the medicines you take, the easier it will be to take them correctly, setting you on the path to recovery. If you have a family member or another person helping you with your medicines, we will provide him or her with that information.

It's important to find out exactly when to take your medicine for the first time at home, after you're discharged. Make sure you write it down. Also, make sure your primary care doctor is informed of any changes or new medicines.



OUR COMMITMENT TO YOU

NON-DISCRIMINATION POLICY

It is the policy of Three Crosses Regional Hospital to provide services to all patients regardless of age, race, color, ethnicity, national origin, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation, gender identity or expression, or any other protected classifications identified under applicable federal, state, and local laws, regulations, or statutes. Three Crosses Regional Hospital does not discriminate against visitors based on age, gender, race, national origin, religion, sexual orientation, gender identity, or disabilities.



COMPLAINTS OR SUGGESTIONS FOR IMPROVEMENT



As our patient, your comfort and well-being is our primary concern. Each employee is charged with making your stay as pleasant as possible. However, in the event you or your family members have a concern about the care you are receiving, you have the right to voice your concerns without fear of reprisal. In fact, if you believe you are not receiving appropriate care or attention, we want you to tell us how we may be more effective and conscientious in our delivery of service to you.

We assure you and your family that each concern or suggestion you have will be directed to the appropriate staff, as well as shared with Three Crosses Regional Hospital administration. Through this process, our entire healthcare team can become more effective and responsive to patient needs. To do this, please notify your caregiver immediately. If your caregiver is unable to meet your needs, he/she will contact the appropriate person to resolve your issues.

You may also contact our Patient Liaison while you are in our facility or after discharge.

PATIENT LIAISON OFFICE: (575) 800-3179

**Any person may file a concern
about a healthcare facility with:**

**NEW MEXICO DEPARTMENT OF HEALTH:
1-800-752-8649**



SPECIAL SERVICES

LANGUAGE INTERPRETATION & SERVICES FOR THOSE WITH VISION, HEARING, OR HEARING DEFICIENCIES IMPAIRMENTS

We want to make sure that the exchange of information between you, your family, and your health care team is as clear as possible. That's why we offer our patients language interpretation services.

If you need a professional language interpreter, please talk with your nurse.

A phone or video interpretation line will be used to assist you.

If your vision or hearing is impaired, our staff members can help with reading documents or offer video interpretation for American Sign Language.



YOUR MEDICAL BILL

FINANCIAL INFORMATION

BILLING

At Three Crosses Regional Hospital we take a proactive approach to patient billing and collections with respect and professionalism at the forefront of our services. Our expectation at the time of service is for you to meet your co payment and deductible. We understand that billing and collections for healthcare 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 options available.

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, co-pays, and co-insurance 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 over-payment will be promptly refunded and we will not charge interest on the balance of your bill that remains after your insurance provider has provided us with their portion of the payment.

BILLING DEPARTMENT: (575) 386-5275

PAY YOUR BILL ONLINE AT:

<https://threecrossescustomer-pp-prtl.spectrumretailnet.com>



YOUR MEDICAL RECORD

Your medical records are the basis for planning your care and treatment. Each time you see a doctor or nurse, a record of the visit is made. The Medical Records Department/Health



Information Management (HIM) maintains records for all patients tested, evaluated, and/or treated at Three Crosses Regional Hospital. In addition, birth certificates originate in Medical Records and are forwarded to the State Health Board. Located on the first floor, Medical Records / HIM is staffed Monday through Friday from 8 am - 5:00 pm.

PATIENT PORTAL— MY MEDICAL RECORDS

This free patient portal allows 24/7 secure, online access to your Three Crosses Regional Hospital Medical Records. It empowers all our patients and their families to take a more active role in their care by providing easy, secure access to health information. All information in My Medical Records comes from your Three Crosses Regional Hospital electronic health record.

My Medical Records allows you to access:

- Lab Results
- Imaging Reports

**MEDICAL RECORDS DEPARTMENT/
HEALTH INFORMATION MANAGEMENT (HIM)**
(575) 800- 3865

PATIENT RIGHTS & RESPONSIBILITIES



We are a team and your care is a priority. We want you to have the information you need so that we can provide you with the best possible care. Three Crosses Regional Hospital respects your personal decisions and choices and values you as a person.

YOUR RIGHTS AS A PATIENT

ACCESS

You have the right to the best care possible, regardless of age, race, national origin, language, beliefs, culture, disability, sources of payment for care, sex, sexual orientation, and gender identity or expression.



RESPECT AND DIGNITY

You have the right to the best care possible, regardless of age, race, national origin, language, beliefs, culture, disability, sources of payment for care, sex, sexual orientation, and gender identity or expression.

INFORMING PHYSICIANS AND OTHERS

If you wish, you have the right to have your own physician, family, and/or other person of your choosing involved in your care, treatment, and service decisions. You have the right to have someone stay with you during your stay for emotional support to the extent it does not interfere or impact the privacy of other patients, as allowed by state mandate and current visitor policy (subject to change).





INFORMATION

You have the right to complete information about your condition, likely treatment outcomes, and unanticipated outcomes in terms that you can understand. Interpretation services and communication aids will be provided, if needed.

PLAN OF CARE / PAIN MANAGEMENT

You have the right to be involved in making decisions about treatments during your hospital stay and to be involved in your plan of care, including how your pain is managed. You have the right to appropriate assessment and management of your care.

CONSENT

Once fully informed, you, or the person you choose, have the right to consent to any aspect of your care, or to refuse a treatment of care, as permitted by law, throughout your stay.

ADVANCE DIRECTIVES

You have the right to have advance directives to appoint someone to make healthcare decisions for you or to write your end-of-life decisions and to know that healthcare providers will follow your directives. Someone from Case Management may be able to assist you with resources for creating an advance directive if you do not have one.





CONFIDENTIALITY

You have the right to expect that information about your hospital stay is kept private, unless you give permission to release information or reporting is required or allowed by law. You may request access to your health information, request an amendment to it, and obtain information about disclosures of your health information as allowed by law.

PRIVACY

You have the right to personal privacy, security, and confidentiality.

CONTINUITY OF CARE

You have the right to expect that Three Crosses Regional Hospital will provide health service to the very best of its ability. You have the right to be informed of care alternatives when acute care is no longer the appropriate level of care.

HEALTHCARE BILLS

You have the right to receive an explanation of your bills and to have help in applying for financial aid when needed.

ETHICAL CONCERNS

You have the right to participate in ethical questions that arise during your care, including any conflict issues and end-of-life decisions. If you have any concerns, please contact our Patient Safety Officer.





PATIENT RESPONSIBILITIES

YOUR RESPONSIBILITIES

- Provide accurate and complete information including past illnesses, hospitalizations, medications, allergies, and surgeries to facilitate care, treatment, and services.
- Ask questions when you do not understand your care or what you have been told about your care.
- Follow instructions, policies, rules, and regulations in place to support quality patient care and a safe environment for all individuals in the hospital.
- Support mutual consideration and respect by maintaining civil language and conduct in interactions with staff and licensed independent practitioners.
- Video taping and photographing of staff and patients is not courteous and not allowed without consent.
- Meet the necessary financial commitments with your insurance copayments and deductibles.





IMPORTANT PHONE NUMBERS

THREE CROSSES REGIONAL HOSPITAL

Administration.....	575-800-3856
Admissions Registration.....	575-800-3825
Cafeteria.....	575-800-3156
Case Management.....	575-800-3822 or 3823
Emergency Ambulance.....	911
Health Information Mgt. (Medical Records).....	575-800-3865
House Supervisor.....	575-800-3758
Human Resources.....	575-800-3866
Laboratory.....	575-800-3191 or 3192
Patient Financial Services.....	575-800-3857
Patient Liaison.....	575-800-3179
Patient Safety Officer.....	575-800-3169
Radiology / Imaging.....	575-800-3801
Respiratory Therapy.....	575-800-3768
Surgical Services.....	575-800-3158

CLINICS

Cardiology (Southwest Heart)	575-522-7247
Internal Medicine, Nephrology, Endocrinology Clinic.....	575-800-3810
Gynecology Clinic.....	575-800-3769
Orthopedic Clinic.....	575-800-3750
Pain Clinic.....	575-800-3137
Specialty Clinic (General Surgery and Plastics).....	575-522-1931
Vascular Clinic.....	575-323-8828



REPORTING CONCERNS

Any person may file a concern about a healthcare facility with:

New Mexico Department of Health
1-800-752-8649

ABUSE, NEGLECT & EXPLOITATION REPORTING

1-800-445-6242

Report suspected abuse, neglect, and exploitation of adults receiving services through the Developmental Disabilities and Mi Via Waivers statewide, 24 hours a day, 7 days a week.

REPORTING & SURVEILLANCE

505-827-0006 (LOCAL)

Available 24 hours a day, 365 days a year to report public health concerns that need to be addressed immediately, such as: plague, measles, hantavirus, meningococcal disease, and pertussis. The number can also be called to ask questions about potential outbreaks such as influenza in a healthcare facility, suspected food-borne disease linked to food establishments, environmentally-related conditions such as lead, carbon monoxide, or mercury poisoning, and reporting and receiving recommendations about animal bites.

CENTERS FOR MEDICARE & MEDICAL SERVICES (CMS)

1-877-267-2323

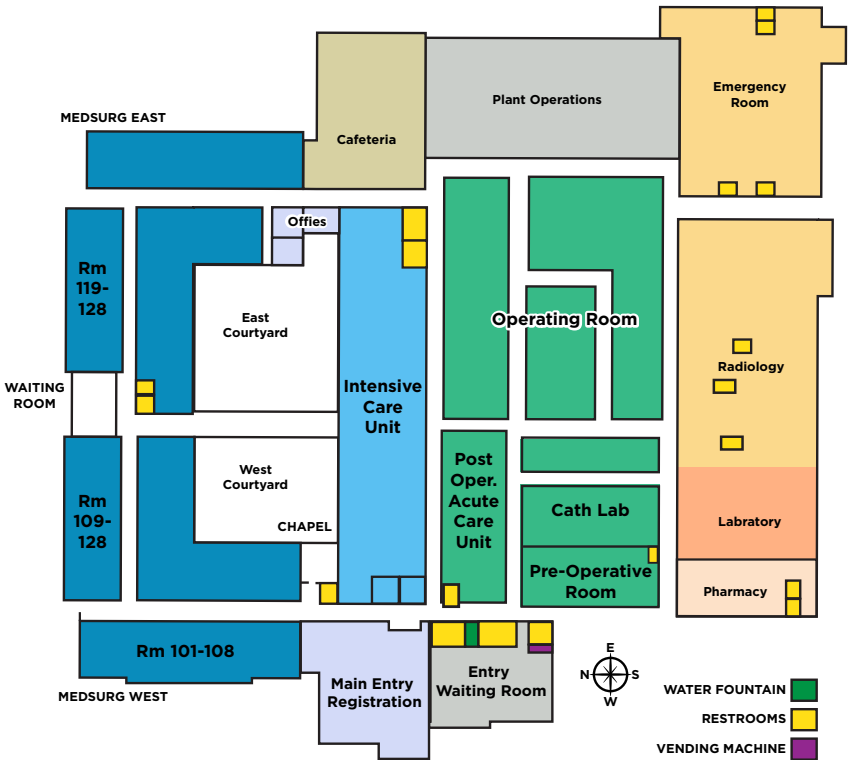
Contact CMS if you have a concern about the safety or quality of the care you received.



THREE CROSSES

REGIONAL HOSPITAL

FLOOR PLAN





THE DAISY AWARDS



HONORING NURSES INTERNATIONALLY
IN MEMORY OF J. PATRICK BARNES

WANT TO SAY THANK YOU TO YOUR NURSE?

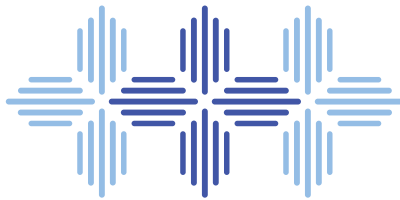
Share your story of compassionate and skillful nursing care. Scan the QR code below from your smart phone camera or type in the website address to access the online nomination form:

[HTTP://WWW.DAISYNOMINATION.ORG/4555](http://www.daisynomination.org/4555)





**THANK YOU
FOR CHOOSING**



THREE CROSSES
REGIONAL HOSPITAL

**2560 Samaritan Drive
Las Cruces, New Mexico 88001
(800) 421-8274
FAX (575) 592-2224
threecrossesregional.com**



THREE CROSSES
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The image shows the exterior of a modern hospital building. The main structure is a light beige color with dark brown wood accents on the roofline and window frames. A section of the building features a stone facade. The sky is clear and blue. In the foreground, there is a paved area with a white arrow pointing towards the building. The overall scene is bright and clear.

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