

Ketchikan Indian Community Tribal Health Clinic

Patient Handbook

Revised on 5/3/18

My Integrated Care Team:

Medical Provider:

Nurse:

Case Manager:

Medical Assistant/CNA:

Dentist & Dental Hygienist:

Behavioral Health Counselor:

Purchased/Referred Care Contact:

Patient Benefits Coordinator:

Allergies:

My Medications:

Medication Name	Directions	Reason	Prescriber
Example: Vit D	10000 I.U., Daily	Bone Health	DR. Smith

*Please inform your PCP of any nutritional supplements your taking.

2960 Tongass Avenue
Ketchikan Alaska, 99901

907-228-4900

Mon/Tue/Thurs/Fri 8:00 a.m.-5:00 p.m.

Wednesday 1:00 p.m.-5:00 p.m.

5th Floor

- KIC Administration 907-228-4900

4th Floor

- Dental 907-228-9202
- Lab
- Wellness 907-228-9428
- Specialty Clinics



3rd Floor

- Clinic/Triage 907-228-9200
- Pharmacy 907-228-9205
- Medical Records 907-228-9427

2nd Floor

- Patient Access
- Purchased/Referred care 907-228-9204

1st Floor

- Behavioral Health 907-228-9203



Ketchikan Indian Community

Tribal Health Clinic

Welcome! As your primary health care provider we look forward to helping you achieve your healthcare goals. Whether you wish to be seen for sick care, routine exams, or need help managing an illness, you will find our services are top quality. We take pride in offering a wide variety of quality, culturally-relevant healthcare programs designed for patients of all ages.

- Preventive care for children and adults
- Cancer screenings
- Family planning and birth control
- Immunizations (adult and pediatric)
- Routine check-ups, physical exams
- Treatment for acute illnesses (sick care)—see same day Clinic
- Treatment for minor injuries
- Chronic disease management
- Laboratory
- Referral services
- Behavior Health
- Dental services
- Wellness



Routine Appointments

We encourage you to make appointments for services in order for us to prepare for your visit. To schedule an appointment, please call:

Medical Clinic (907) 228-9200

Behavioral Health (907) 228-9203

Dental Department (907) 228-9202

Wellness Department (907) 228-9428

Update Records

Every time you arrive for an appointment you will be asked to update your Patient registration information (e.g., address, telephone number, health insurance status, ect).

Same Day Appointments

Medical Clinic (907) 228-9200

Same day appointments are available. Appointments for sick-care conditions, are managed through triage. Prescriptions & controlled substances medications are not available through same day appointments.

Late/Canceled Appointment

Medical Clinic (907) 228-9200

Please arrive 15 minutes early for your appointments. An appointment is considered broken if you are 7 minutes late for 30 minute appointments and 15 minutes late for hour long appointments. If late for your appointment the provider may decide to reschedule you for a future appointment. Please let us know 24 hours ahead of time or as soon as possible if you can not make you appointment.

After Hours & Weekend care

907-228-9200

Triage is staffed with Nurse consultants and will offer medical advice.

In the event the nurse suggests you visit the ER, you may be responsible for all costs incurred.

Emergencies

Call 911 or visit Peace Health Medical Center (PHMC) emergency room in the event of a life-threatening emergency (such as severe shortness of breath, severe chest pain, serious burns, major trauma, or bleeding) or other emergencies that involve the risk of harm to self or others. Ketchikan Indian Community is not equipped or staffed to treat life threatening emergencies.

Patients eligible for Purchased/Referred Care (formerly CHS) must call and leave a message for the Purchased/Referred Care Department at 907-228-9204 **within seventy-two (72) hours** if they go to the emergency room.

Services Outside of Tribal Health Clinic

907-228-9204

Patients may require services beyond what is available at KICTHC. Your primary care provider may refer you to outside care to receive the care you need.

Patients with alternative resources can be approved to receive their care locally. All referred services require prior authorization through your KIC primary care provider and KICTHC Purchased and Referred Care (PRC).

Medivac Transfers

KICTHC does not pay for Medivac services. Coordination is arranged between Peace Health Medical Center and Alaska Native Medical Center.

Emergency Care	Same Day Clinic	Primary Routine
Suitable when you experience life or limb conditions or symptoms	Suitable for acute conditions (minor injury or illness)	Suitable for the management of chronic disease that requires treatment or management over long periods of time
Call 911 or go to Emergency Room	Come see us. Same Day Mon/Tue/Thurs/Fri: 8 a.m. -5 p.m. Wednesday 1pm-5pm	Schedule a regular appointment with your KICTHC Primary Care Provider
Examples: Abdominal pain Amputations Chest pain Cuts to the hands or face Life-threatening injury One-sided weakness Severe wounds Stroke-like symptoms <i>Purchased Referred Care (PRC) -eligible patients must call the PRC Department within 72 hours to report the occurrence in the event of a hospital emergency room visit.</i> <i>*PRC- previously known as CHS.</i>	Examples: Adult immunizations Allergy symptoms Bronchitis and respiratory illness Colds, Chest congestion Ear ache, Ear wash Eye infection symptoms Flu shots (when available) Flu Symptoms Insect bites Minor cuts, scrapes, burns Minor sunburns Motion sickness prevention Pregnancy test Sinus infection symptoms Skin conditions Sore throat Sprains/strains STDs Stomach problems Urinary tract infection symptoms Immunizations/TB Testing	Examples: Anxiety medication Chronic (long-term) pain Chronic illnesses such as diabetes, heart disease, hypertension or high cholesterol Neck or back (spinal) conditions ODOT Physicals / Paperwork Annual Physicals Routine prescription refills Well-child Exams Well-woman Exams + PAP smear Workman’s Compensation (on-the-job injury)

Referrals

If you need health care that is beyond the scope of service provided by KIC, you may be referred to a another health care facility for your continuity of care. Your primary care provider will coordinate with an outside facility. Payment for referrals or other services rendered outside of KIC are NOT a guarantee.

Purchased & Referred Care (PRC) is utilized in situations where:

- No tribal or IHS direct care facility exists.
- The IHS or tribal direct care facility cannot provide the required emergency and/or specialty care.
- A patient's alternate resource(s) is not enough to cover the total of required care.
- The service is determined to be within established medical/dental priorities.

All referred services require prior authorization through your KICTHC primary provider and KICTHC Purchase and Referred Care.

Patient Benefits Coordinator

The Indian Health Service only funds a portion of the cost to provide health care to IHS beneficiaries. By receiving payments from outside resources, KICTHC is able to provide more and better services for all beneficiaries.

If you are eligible for other health care coverage, such as private insurance, Denali Kid Care, Medicaid or Medicare which help pay for services, you are responsible to apply for those medical benefits which help pay for KICTHC services.

Health Care Outside Ketchikan Area

If you are traveling outside of Ketchikan and have an emergency **notify KIC PRC** within 72 hours at 907-228-9204 — including weekends and holidays. If you are 65 years or older or you are disabled, you have 30 days to contact PRC. If you are too sick and disabled, a relative, friend or health care provider can notify PRC on your behalf. However, the notification is ultimately your responsibility.

Eligibility

American Indians/ Alaska Natives from federally recognized tribes are eligible for direct services. Direct Services include services provided by Ketchikan Tribal Health Clinic on-site.

Non-Native women who are pregnant with the child of an eligible Alaska Native/American Indian are eligible for care at KICTHC through 6 weeks post-partum. A signed affidavit of paternity, a prenatal agreement, and an application for Denali Kid Care is required if the patient does not have insurance.

Non-Native step/adopted children are eligible for direct and PRC services until the age of 19.

Document(s) required as proof include one of the following

- Certificate of Indian Blood from the Bureau of Indian Affairs
- Membership card from a federally recognized tribe.

Parents of non-native or adopted/step children will need to provide a copy of marriage certificate, birth certificate of both parents, and adoption certificate (if child is adopted).

Eligible Students Attending School Outside Alaska

If you plan to attend school outside Alaska, you must contact KICTHC Business Office at 228-9200 before leaving. KICTHC will follow the same guidelines for emergent care outside Ketchikan travel.

The Indian Health Service Facility Locator is located at:

<http://www.ihs.gov/forpatients/findhealthcare/>



Obtaining Your Medical Records

If you decide you would like to share your protected health information with another individual or healthcare facility, you will need to complete and sign our Release Of Information (ROI) form: Authorization to Use and/or Disclose Protected Health Information. This form becomes a part of your medical record. **Non-KIC ROI's are not accepted.** Forms may be mailed or faxed to:

Attn: Medical Records/KIC Clinic

Ketchikan Indian Community

2960 Tongass Highway

Medical Records Fax: (800)-887-6839

Confidentiality

Ketchikan Tribal Health Clinic is dedicated to preserving patient confidentiality. KICTHC complies with applicable laws and regulations including the Health Information Portability and Accountability Act of 1996 (HIPAA). A full length copy of our Notice of Privacy Practices is provided to patients at the time of your first appointment and can be located on KIC website. All patients must sign an Acknowledgement of Receipt of Notice of Privacy Practices. The Notice of Privacy Practices outlines how information about you may be disclosed. We encourage our patients to carefully read this important document.

Patient Feedback

KICTHC is committed to providing healthcare services of the highest quality and we want you to be satisfied with services you receive at all times. Patients are encouraged to express positive feedback, make suggestions, and express complaints. Please share your dissatisfaction any time we fail to meet your expectations. It is best to communicate your dissatisfaction in writing so that we may conduct the appropriate follow up with staff. Patient Comment Forms are available on 5th, 3rd, and 2nd floor. Patients may also call KICTHC main line 907-228-4900 to be transferred to Patient Advocate.

Dental Clinic Services

907-228-9202

General dentistry services are provided by a highly skilled team of providers made up of our general dentists and registered dental hygienists. We offer a full range of preventative and restorative dental services to help preserve a healthy smile. Comprehensive dental exams include x-rays, cleanings, and oral cancer screening. Preventative treatment may include prophylaxis (cleanings), sealants and fluoride varnish. Restorative therapy may include fillings, root canals, crowns, bridges and dentures. Oral surgery may include tooth extractions or other minor procedures.

Same-day appointments for dental emergencies for evaluation are available Mon/Tue/Thurs/Fri 8:00 a.m. to 5:00 p.m. Dental is closed Wednesday 8:00 a.m.-1:00 p.m. for quality training and meetings. In order to prevent dental emergencies, we strongly recommend regular check-ups and completion of a dental treatment plan. Please speak with your dentist or hygienist if you have questions or concerns.

Behavioral Health

907-228-9203

A compassionate team of licensed or certified behavioral health professionals are available to help individuals of all ages experiencing behavioral health issues and substance use issues such as depression, anxiety, grief and trauma, as well as alcohol and drug addiction.

Behavioral Health Services include:

- Crisis screening and brief interventions (Walk-in-service)
- Mental health and substance abuse assessments
- Individual, family or group psychotherapy
- Outpatient group substance abuse treatment
- Psychological Evaluation/Testing

Pharmacy Services

907-228-9205

The Pharmacy Department provides pharmaceutical care for eligible patients of KICTHC. Patients may receive prescriptions from the pharmacy if written by a KICTHC medical provider and the medication is on the KICTHC Formulary. The Pharmacy also provides tobacco quit help for eligible patients. If you have questions about medications or if you would like help with quitting tobacco use, please contact the pharmacy during business hours so that we may assist you.

Pharmacy Refills

907-228-9350

To request refills of your medications, please call the KICTHC Pharmacy Refill Line. Please request refills 3 working days before you plan to pick up your medications. This time is needed to fill your prescriptions and obtain authorization for refills from your provider if necessary. It will also provide us time to order your medication if we don't have it in stock. When requesting your prescriptions, please provide your name, chart number or birth date, and the names or Rx numbers of the prescriptions you need. If you do not indicate which specific medications you need, pharmacy may not be able to process your request.

Wellness

907-228-9428

Wellness department offers group classes for diabetes prevention and diabetes self management. Education is focused on healthy eating, physical activity, managing stress, and prevention. Diabetic foot, eye exams, and individual appointments for diabetes education are also available.

KICTHC Office Closures

KIC Tribal Health Clinic observes the following federal and tribal holidays. All clinic offices will be closed.

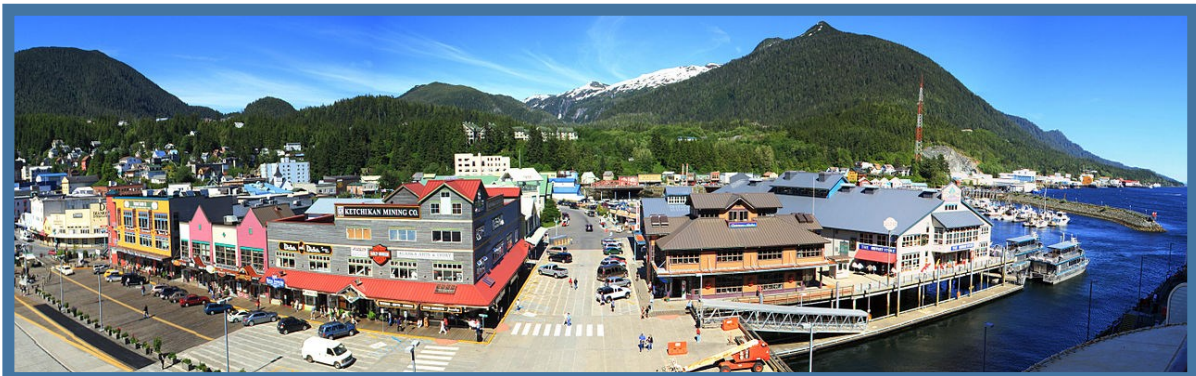
New Years Day	Memorial Day	Veterans Day
Martin Luther King Day	Independence Day	Thanksgiving Day
Elizabeth Peratrovich Day	Labor day	Native American Heritage Day
Presidents Day	Alaska Day	Christmas Day

Weather Advisory

Tribal Health Clinic Services may open late or close early due to heavy snowfall, icy road conditions or weather related advisory.

Suspension of Patient Privileges

When the care of other patients and the safety of KICTHC staff are possibly threatened due to a patient's behavior clinic restrictions will be enforced. Per policy, the KICTHC Health Administrator is responsible for determining if such a restriction is needed. This restriction will usually take the form of a written notice being issued which suspends the patient's access to the clinic for 90 days. Other legal action may be undertaken when deemed appropriate.



Patients Have The Right To:

- ◆ To choose a primary provider and to make KIC Tribal Health Clinic your Medical Home.
- ◆ To be treated with respect and dignity regarding your care.
- ◆ To be informed by physicians and health care givers, regarding information concerning your diagnosis; nature and purpose of all proposed treatments; prescribed medications; procedures; risks; side effects; probable outcome; alternatives to treatment and probable consequences of no treatment.
- ◆ To refuse treatment and to be informed about the probable medical consequences of this refusal.
- ◆ To privacy and confidentiality of all information and records pertaining to your treatment and care in accordance with the requirements set for in the Health Insurance Portability and Accountability Act (45 CFR164.53).
- ◆ To review all records pertaining to your care (in the presence of a KIC Tribal Health Clinic health care provider or a member of the Medical Records staff).
- ◆ To have an advance directive (a living will, health care proxy, or durable power of attorney for health care) concerning treatment with the expectation that the KIC Tribal Health Clinic will honor that directive to the extent permitted by law.
- ◆ To appeal any decision made by the Purchased and Referral Care Department that denies payment of medical bills submitted to the KIC Tribal Health Clinic for payment.
- ◆ To be informed about procedures for expressing suggestions, complaints, and comments about your health care services.
- ◆ To have your pain assessed and managed appropriately.



Patients Are Responsible For:

- ◆ To choose a primary care provider and make KIC your medical home
- ◆ To be considerate of other patients and all KIC Tribal Health Clinic health care providers and staff, as well as treating them with respect and courtesy.
- ◆ To follow the instructions and advice of treatment plan prescribed by your medical provider or pharmacist and to inform them of any adverse reactions to prescription medications.
- ◆ To provide accurate and complete information regarding medical history (illness and medications) and any other matters related to your health status.
- ◆ To provide accurate and complete information to the best of your ability to your medical provider about your health, any medications including over the counter products and dietary supplements, and any allergies or sensitivities.
- ◆ To ensure that registration information is current and correct. This includes documentation of eligibility, insurance, telephone number, address, etc.
- ◆ To provide information on alternative resources such as Medicare, Medicaid, Veterans' benefits or third-party insurance; and to use those resources when receiving treatment at the KIC Tribal Health Clinic and when referred to a private physician or hospital.
- ◆ To provide the KIC Tribal Health Clinic with a copy of any advance directive documents (living will, health care proxy, durable power of attorney for health care) or other document that could affect your care, if such documents exist.
- ◆ To know that payment of Emergency Room services not considered an emergency is your responsibility.
- ◆ To accept personal financial responsibility for any self-referral charges not covered by your insurance.

Other KIC Departments

615 Steadman

Ketchikan Alaska, 99901

- Employment & Education Services 907-228-9365
- Tribal Scholars Program 907-228-9237
- LVLC Day Care 907-228-9326
- Elders Program 907-247-7433 (Ride)

201 Deermount

Ketchikan Alaska, 99901

M-F 8:00am-5:00pm

- Social Services 907-228-9446
- Elders Day Center 907-247-7433 (Ride)

429 Deermount

Ketchikan Alaska, 99901

M-F 8:00am-5:00pm

- Housing 907-228-9222
- Cultural Resources 907-228-9222