

PATIENT INFORMATION HANDBOOK



101 SOUTH MOORE
CLAREMORE, OK 74017
(918)342-6200

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Dear Patient:

On behalf of the staff at the Claremore Indian Hospital, I welcome you to our facility. Our purpose is to achieve the goal and mission of the Indian Health Service by providing the highest quality health care available to the Indian people we serve.

We take pride in the quality of our professional staff. You and your health care needs are our number one concern. We believe that quality health care is a joint endeavor with both the patient and the health care provider working toward the common goal of optimal health. I would encourage you to take a few minutes to read the "Patient Bill of Responsibilities," which reflects the idea of patient and provider working together. Also included is the "Patient Bill of Rights," which will also help you understand what a patient can expect from our hospital.

Our hospital is fully accredited by the Joint Commission (TJC) and has been since our first survey in 1978. We are always striving to improve our services and welcome your suggestions of how to do better. We encourage you to express any concerns about your care to us or TJC.

To allow you to gain access to care as easily as possible, we have prepared this "Patient Handbook." I hope that you will find it helpful in gaining the services or care that you need.

We appreciate the opportunity to serve you and to help you meet your health care needs.

**Sincerely yours,
CAPT Martin L. Smith
Acting Chief Executive Officer**

**WHY WE ASK QUESTIONS
PRIVACY ACT NOTIFICATION
STATEMENT OF THE INDIAN HEALTH SERVICE**

BENEFITS

Reasons why Indian Health Service (IHS) and contract health service providers need to collect information from and about you (name, date of birth, mailing address and health information):

- *To find out how you feel or what you think is wrong;**
- *To find out if a member of your family has a condition that could affect your health;**
- *To locate your medical record among all the others;**
- *To reach you and your family (for follow-up care, or to mail medical test results or future appointments to you) to maintain your health;**
- *To determine your health condition and the kind of care that is right for you.**

It is not necessary to answer these questions to receive medical care. However, if you give complete and correct information to the best of your ability then IHS and contract health service staff will be better able to decide what the proper care is that you need.

USES

IHS and contract health services personnel will not reveal to anyone what is in your medical record without your written permission, except to;

- *State, local or other authorized groups to provide health service to you or to reimburse contractors for the services provided to you;**
- *Federally approved organizations that evaluate the health care you receive;**
- *Persons performing health related research where IHS is assured the research will help Native American people and the information will be adequately protected;**

- *State or local governmental agencies which by law require the information for the purposes of law enforcement, birth and death reporting and communicable disease control;**
- *Local schools for the purpose of providing health care to the children they teach;**
- *Organizations (Medicare; Medicaid, insurance companies) for them to reimburse IHS and contract health service providers for services provided to you;**
- *Agencies acting on behalf of IHS to collect reimbursable payments or to make payments on behalf of the Indian Health Service.**

ELIGIBILITY

Other information is required if we are to determine:

- *Your eligibility to receive health care from the Indian Health Service or contract health service providers (evidence of Indian descent and your residence);**
- *Your eligibility to have other agencies such as Medicare, Medicaid or private insurance companies pay IHS or contractors for part or all of your health care expenses;**
- *Your eligibility to receive health care from other organizations (such as the Veterans Administration).**

These requirements are contained in 42 CFR Section 36.12 and 42 CFR Section 36.23. These regulations say that IHS is to obtain information on possible use of other health resources which may be used to provide you with health care. This information is to be obtained before health care is provided to you directly by IHS or by contract health providers.

AUTHORITY

Records of health care provided to you are maintained by IHS under the following laws:

- *Public Health Service Act, Section 321;**
- *Indian Self-Determination and Education Assistance Act;**
- *Snyder Act;**
- *Indian Health Care Improvement Act;**
- *Construction of Community Hospitals Act;**
- *Indian Health Service Transfer Act**

IHS employees are required to keep a list of people to whom they release information from your medical record. You have a right to see that list. The list must show what was released, to whom (name and address), for what purpose and the date of release. You may speak with a person in the Release of Information Office – Room 155 regarding releases.

The information you provide will be maintained in Health and Medical Records, Systems, HHS/HRSA/IHS, (System Number 09-17-0001).

THANK YOU FOR YOUR HELP

U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICES

**Public Health Service
Indian Health Service**

**CLAREMORE COMPREHENSIVE INDIAN
HEALTH FACILITY
PATIENT'S RIGHTS AND RESPONSIBILITIES**

We present a Patient's Bill of Rights and Responsibilities with the expectation that observance of these will contribute to more effective patient care and greater satisfaction for the patient/parents and/or guardian, their physician, and the hospital organization. The patients/parents and/or guardian also must assume the responsibility to follow instructions and adhere to treatment plans recommended by the providers.

**THE PATIENT/PARENT AND/OR GUARDIAN HAS
THE *RIGHT* TO:**

- 1. Considerate and respectful care. To know by name, the physician responsible for coordinating their care.**
- 2. Obtain from his/her physician complete current information about his/her illness, course of treatment, outcomes of care (including unanticipated outcomes), and his/her prospects for recovery in terms that he/she can understand.**
- 3. To receive from their physician information necessary to give informed consent prior to the start of any procedure and/or special treatment.**
- 4. Refuse treatment to the extent permitted by law and to be informed of the medical consequences of their action.**

- 5. Every consideration of their privacy concerning their own health care program.**
- 6. Expect that within its capacity a hospital should make reasonable response to the request of a patient/parents and/or guardian for services.**
- 7. Obtain information as to any relationship of their hospital to other health care institutions insofar as their care is concerned.**
- 8. Be advised if the hospital proposes to engage in or perform human experimentation affecting their care or treatment and refuse to participate in such research projects.**
- 9. Expect reasonable continuity of care.**
- 10. Take complaints in writing regarding their health care to either the Chief Executive Officer or Chairman of the Indian Hospital Board of Directors and receive a reply on the status of their complaint within reasonable time.**
- 11. Access protective services when there is concern about patient abuse, neglect or misappropriation of a patient's property in the hospital.**
- 12. To appropriate assessment and management of pain.**

**A PATIENT/PARENT AND/OR GUARDIAN
HAS THE *RESPONSIBILITY* TO:**

- 1. Provide to the best of their knowledge, accurate and complete information about present complaints, past illnesses, hospitalizations, medications, and other matters relating to their health.**
- 2. Ask questions.**
- 3. Follow instructions.**
- 4. Accept consequences.**
- 5. Follow rules and regulations**
- 6. Show respect and consideration.**
- 7. Meeting financial commitments.**
- 8. Patients are responsible for being considerate of other patients, helping in the control of noise and disturbances, following smoking policies, and respecting other's property.**

GENERAL INFORMATION ENTRANCES

All doors are locked from 8:00 p.m. to 6:00 a.m. After this time you can only enter the hospital through the emergency room doors. We ask that you do not let people in through these doors after they have been locked. This is for security purposes. However, to exit the hospital you may use any door except those marked "Emergency Exit only."

HALLWAYS

We must keep the hallways clear at all times. When you are visiting our facility, we ask that you please have a seat in one of the waiting rooms. If all waiting rooms are full, please have a seat in the front lobby.

AUTHORIZATION FOR TREATMENT

All patients under the age of 18 must be accompanied by a parent or legal guardian unless emancipated. If the patient is brought in by someone other than a parent or legal guardian they must have written consent before treatment can be given.

RESTROOMS

Restrooms are located west of the main lobby, just past the coffee shop. Restrooms are also available near the Emergency Room entrance/exit. Handicap accessible restrooms are located between Community Health and Behavioral Health.

SMOKING

No smoking is allowed in the hospital or on the grounds.

HEARING IMPAIRED

If a patient is hearing impaired, one should see the Audiology Department in order to request a vibrating pager and/or have a photo taken to be used to alert the staff to the special needs. We also have an interpreter available for emergencies and by appointment.

SNACK BAR

Vending machines are located in the snack bar area and are open 24 hours a day, seven days a week.

Please be considerate of the other people that use this area. Please help us keep this area clean.

TELEPHONES

Pay phones are located at the entrance of the main lobby and by the ER entrance. There are also pay phones located in the visitor waiting areas for Surgery and OB.

Patients that are in the hospital have phones in their room. Only local calls may be made on these phones. Hospitalized patients must call the hospital telephone operator for assistance in making long distance phone calls. (Dial "0" to call hospital operator.) Long distance calls can only be made while the hospital operator is on duty. Hours are:

6:00 a.m.- 10:00 p.m. Monday through Friday

7:00 a.m.-9:00 p.m. Saturday, Sunday and holidays

Cellular phones maybe used in non-patient care areas within the hospital. Ring tones and conversations are required to be kept at a volume level that will not disturb or disrupt other people.

HOSPITAL EMERGENCIES

In the event of a fire (or fire drill) within the hospital, you will be instructed on what to do. Please follow instructions given by hospital employees.

In the event of a tornado or severe weather alert, you will be instructed to leave waiting areas near windows and directed to areas away from the outside perimeter of the building. The interior courtyard must also be avoided.

There are other emergency plans utilized by this hospital. When initiated, please cooperate fully with hospital staff's instructions.

CHAPEL

The hospital chapel is located in room 906. The chapel is to be used for prayer and counseling only. Please do not eat or drink while using the room. Please DO NOT use the chapel for waiting or sleeping. The chapel is to be kept locked. Please notify the nursing supervisor to unlock the door.

PARKING

Hospital parking is available for patients and visitors in the parking areas on the north side of the building. Handicap parking is available on the north and south sides of the hospital.

Patients/Visitors are not to park in the following areas:

**employee parking area
doctor's parking area
government vehicle area
fire lanes
handicap zone (unless vehicle displays a permit)
ambulance zone (Emergency Room entrance area)
on-call personnel parking**

Patients utilizing the Emergency Room after 4:00 pm and on weekends and federal holidays may park in the lot on the south side of the hospital, near the Emergency Room. If you are coming to the hospital for one-day surgery, please have your driver park on the north side of the building and enter through the front doors.



DEPARTMENT OF HEALTH & HUMAN SERVICES

Date: August 4, 2006

From: James F. Cussen
Chief Executive Officer
Claremore PHS Indian Hospital

Subject: Tobacco Free Hospital Campus

To: All Patients – Inpatient and Outpatient

In 2005, the Claremore Indian Hospital was designated as being Tobacco Free. As a result, no longer will tobacco product usage be allowed by patients, staff, or visitors within the hospital or on our campus, which includes the grounds or parking lot.

According to the principles of Health Promotion and Disease Prevention (HP/DP) it is our goal to educate all patients about the serious detrimental effects of smoking and other tobacco abuse while they are receiving treatment here at the Claremore Indian Hospital.

For this reason, the Executive Committee of the Medical Staff of Claremore Indian Hospital unanimously endorses the policy of no tobacco use as a means to improve patient health and patient care. We recognize that tobacco usage can be addictive and we can assist all patients to stop smoking during their stay with us by offering smoking cessation classes to all patients during and after hospitalization.

Should a hospitalized patient (inpatient) leave the property or campus to use tobacco, he or she will automatically be considered to have left against medical advice (AMA) and as a result will be a discharged from the hospital service. Should smoking occur in or on the hospital grounds, the patient is subject to loss of privileges.

On behalf of the staff, I appreciate and thank you for choosing us as your health care provider and hope your stay with us meets your highest expectations.


James F. Cussen

FEDERAL HOLIDAYS

New Years Day-----January 1
Martin Luther King's Birthday-Third Monday in Jan
President's Day-----Third Monday in February
Memorial Day-----Last Monday in May
Independence Day-----July 4
Labor Day-----First Monday in September
Columbus Day-----Second Monday in October
Veterans Day-----November 11
Thanksgiving-----Fourth Thursday in November
Christmas Day-----December 25

**All outpatient areas are closed on Federal Holidays.
Only the ER is open to see patients.**

**If the holiday falls on a Saturday or Sunday then the
holiday will be on Friday or Monday.**

SECURITY DEPARTMENT

The Security Guards are under the direction of the Facility Manager of the hospital who insures that full security coverage is maintained at all times by qualified security personnel.

The Security Guards are trained to act accordingly to circumstances which insure safe disposition of all incidents that occur on the hospital property. The Security Guards have been directed to use the Claremore Indian Hospital policy and procedure manual for operational purposes.

The hospital has also installed a closed-circuit monitoring system which is in operation.

The goal of the Security Department is to provide a safe environment for all people entering our hospital property.

Patients and visitors may lose the privilege of receiving care or visitation due to illegal or other uncivil behavior on the grounds of the hospital.

PATIENT REGISTRATION

**Hours: Monday-Friday 6:45 a.m. to 6:00 p.m.
Saturday-Sunday 8:30 a.m. to 4:30 p.m.**

When a patient is ill and needs to see a doctor as a walk-in, the patient must first go thru Patient Registration, which is located on the left side of the main lobby as you enter the front doors. If a patient has an appointment in one of the clinics, it is necessary for them to report to registration before going to the clinic.

The registration process consists of updating patient information on the computer, obtaining copies of any documents that may be lacking from the chart such as CDIB card, birth certificate, Medicaid card, etc. The patient may also sign releases for private insurance or Medicare at this time along with HIPAA.

When the patient has finished with the registration process, the clerk checks the patient into clinic and will instruct the patient to have a seat in one of the waiting areas. The clerk will queue a "routing card" which instructs medical records personnel on where to deliver the chart. Once the clinic has the chart the nurse will page the patient to come to that clinic. CHARTS ARE PLACED IN ORDER ACCORDING TO THE TIME THE PATIENT WENT THROUGH PATIENT REGISTRATION.

Patients will be instructed to return to Patient Registration if their name has not been called within 45 minutes to 1 hour after they have registered.

PATIENT BENEFIT COORDINATORS

The Claremore Indian Hospital has three Patient Benefit Coordinators on staff to assist patients and their families with identifying alternate resources they may qualify for. These staff members are available Monday – Friday from 7:45 am – 4:30 pm.

The Patient Benefit Coordinators can locate outside resources, assist in filling out applications and explain the different programs available for our patients.

ANESTHESIA SERVICE

The Anesthesiology Service staff is available 24 hours a day, seven days a week to provide anesthesia service for both in-patient and outpatient care. State of the art equipment is available to assure excellent anesthesia care to our patients.

An intrathecal clinic is provided to serve our obstetric patients with the purpose of expanding options for labor pain relief.

EMERGENCY ROOM

Hours: The Emergency Room (ER) is always open.

NOTE: Any patient who has a life or limb threatening emergency should report to their nearest ER. Do not attempt to drive to Claremore if you are closer to any other hospital. If you do have a true emergency, live in Oklahoma and eligible for care at this facility, you are to notify Contract Health within 24 to 48 hours of the visit. A family member may report the visit to Contract Health if needed. Contract Health may be reached at (918) 342-6470. If contract funds are available, all reasonable costs of the ER visit may be paid.

The ER has the responsibility to assess, triage and treat patients with acute medical illness or traumatic injury. Because the majority of patients seeking care in the ER have non-urgent medical needs, the ER uses a system to categorize patients into groups, so that available resources (ER staff members, space, equipment and supplies) can be directed towards those most in need of care. The most important objective of our ER is to: *TREAT CRITICALLY ILL AND INJURED PATIENTS*

Non-emergent patients will not be treated whenever our staff is providing care for emergency patients. We will provide care to the non-emergent patient as resources allow. Non-emergent patients can be asked to return for care through the clinic system.

No refills, follow-ups, referrals or work releases are done through the Emergency Room.

Visiting Policy: Only one visitor is allowed. At any time, all visitors may be asked to leave to facilitate the care on any patient of the ER.

LABORATORY

When laboratory work has been ordered for you, it may or may not be sent to the Laboratory by computer. Your nurse will tell you what to bring to the laboratory.

1. If you bring your chart or requisition papers, place them in the box marked "Requests" at the reception desk in the Laboratory, sign in on the clipboard and have a seat.
2. You will be called to the phlebotomy area in the order that requests are received. Some patients have timed tests or the physician may deem their patients as emergency and these patients may be drawn ahead of routine patients. Phlebotomists may also be called to draw blood on the floor or in the Emergency Room which may interrupt the normal flow of work.
3. Please have patience as the Laboratory draws about one to two hundred patient per day.
4. The waiting time for any laboratory test is about one hour. The results go into the computer and are available to your doctor at completion. You do not wait in the Laboratory.
6. The Laboratory is made up of nine Medical Technologists, six phlebotomists, and one clerk and is open 24 hours/day 7 days/week. The Laboratory performs about 10,000 tests per day in-house and sends out about 400 tests per day to our contract reference Laboratory.

RADIOLOGY

The Medical Imaging Department (Radiology) is open 24 hours a day, seven days a week. All x-rays, ultrasounds and mammography procedures are performed by trained personnel. All procedures must be ordered by a physician or under a physician's standing order by other health care providers.

The radiology department will serve each patient as fast and as efficiently as possible. Non-scheduled patients will be seen on a first-come, first-serve basis: patients who are considered to be emergencies (not all patients from the Emergency Room are emergencies) will be seen ahead of all other patients. If you have been asked to have your exam scheduled, please bring your x-ray request to the front desk. We provide service to all IHS, Urban and Tribal Clinics.

Some exams such as, Upper GI Series, Lower GI Series, mammograms, ultrasounds, and DEXA scans require a waiting time. These exams are frequently ordered and there is a waiting period. Some scheduled exams also require the patient to be properly prepped. When your appointment is made for one of these exams you will be given instructions for that exam. Patients are advised to follow the instructions given so that your exam can be completed without delay.

Some exams such as Nuclear Medicine and Echocardiography are not performed in this department. Your physician can request these exams through Contract Health. Priority 1 Cat Scans are done here and other Cat Scans are requested through Contract Health.

The Medical Imaging Department at the Claremore Indian Hospital is here to serve the patients and physicians of this institution. Our goal is to have each patient satisfied when they utilize our service.

AUDIOLOGY

SERVICES PROVIDED

Audiology services are provided to patients of all ages. These services include hearing evaluations, hearing aid evaluations, fittings and repairs, auditory brainstem response measurements, middle ear measurements, interpretation of test results, counseling and ongoing patient education.

Audiology services are routinely provided on an outpatient basis by appointment. Emergency patients should telephone first to insure appropriate services are available.

HOURS

7:45 a.m. to 12:00 noon and 12:45 p.m. to 4:30 p.m., Monday through Friday.

APPOINTMENTS

Appointments are made on an ongoing basis either by telephone, (918)342-6453, or in person at room 200. Referrals are accepted from any reasonable source, including medical staff, tribal health staff, and individuals.

COMPLAINT PROCEDURES

Patients having complaints regarding the Audiology Clinic should contact the Audiologist. If this does not resolve the situation, written complaints should be addressed to the Chief Executive Officer.

BEHAVIORAL HEALTH

The Cherokee Nation Behavioral Health Department provides outpatient counseling services for individuals and families that have mental health or substance abuse issues. Psychiatric adult services are available by appointment.

For more information; you may come by the office or call (918) 342-6460 Monday thru Friday 7:45 a.m. - 4:30p.m.

DENTAL SERVICES

HOURS

**7:45 a.m. to 4:30 p.m. Monday through Friday
excluding government holidays**

**Walk-in emergent care patients may present between
the hours of 7:30 a.m. and 2 p.m.**

**Appointments may be made by calling 342-6400 on the
last Tuesday of the month starting at 7:45 a.m.**

MISSION

**The PHS Indian Hospital, Claremore, Oklahoma,
dental service is committed to improving the overall
oral health of the Claremore Service Unit population.**

SERVICES PROVIDED

**Patients are treated regardless of age. However,
patients older than 19 years of age are limited to
emergent care, which is provided on a walk-in basis.**

**The goal of emergent care treatment is relief of
discomfort. Emergency treatment is limited to tooth
extraction or pulpal extirpation when pulpal necrosis is
present.**

**Restorations are placed as time permits and in
appropriate cases.**

**Patients with unusual medical problems may be
advanced in priority for care.**

**Patient's under 20 years of age are targeted for basic
definitive care, with the stated goal of achieving total
oral health.**

ADULT MEDICAL CLINIC

AGES

Any person that is 18 years of age and over can be seen in either clinic.

DIABETIC CLINIC

Diabetic Clinic is on Tuesday, Wednesday, and Thursday mornings from 7:30 a.m. until noon. Diabetic Intensive Management Clinic is Tuesday, Wednesday, and Thursday mornings by referral only for patients with uncontrolled Diabetes. Diabetes yearly clinic is Tuesday, Wednesday, and Thursday from 7:30 a.m. until noon and see Diabetic patients once a year to give a comprehensive exam that includes eye, foot, and dental exams along with education regarding dietary and physical exercise needs.

Diabetic Clinic is available to persons with Diabetes for yearly or routine exams by appointment. All of our clinic staff is available for teaching to anyone that may have specific questions about their Diabetes.

MEDICAL CLINIC/FAMILY PRACTICE CLINIC

Family Practice Clinic is Monday through Friday from 1 p.m. to 6.p.m.

INR Coagulation Clinic is Monday through Friday 8-9 a.m. for stable Coumadin therapy patients.

Internal Medicine Clinic sees patients with an appointment or referral by other clinic with an appointment. Internal Medicine Clinic is held Monday through Friday 1:00 p.m. to 4:00 p.m.

CHF Clinic is Monday through Friday 8 a.m. to 11 a.m. by appointment only.

Internal Medicine Referral Clinic is conducted several times per month on an as needed basis by appointment only.

HIV/Aids Clinic is by referral/appointment only.

WALK-IN CLINIC

The walk-in clinic's purpose is to provide access to care for the adult patient who cannot obtain an appointment in time to meet their acute care needs. Appointments are available for routine care.

Patients with life or limb threatening illness or injury should report directly to the Emergency Room (ER) for triage. The patient may be sent back to the Walk-In clinic if appropriate.

The walk-in clinic begins screening patients at 7:30 am, Monday through Friday (except holidays), and closes at 4:00 pm. Due to high demand, Walk-in clinic patients can expect to wait one to four hours. On Mondays, Fridays and days following federal holidays, waits exceeding four hours may occur.

If it becomes apparent that you will not be able to be seen before 4:00 pm, you are encouraged to return to the walk-in clinic early the next day (unless the next day is a weekend or holiday).

If you are a patient new to Claremore Indian Hospital, then you must first be evaluated for care through the Walk-In Clinic. After this routine appointments may be available for Chronic (on-going) care.

GENERAL INFORMATION

Persons that do not have an appointment or referral for these clinics should report to Walk-In Clinic for evaluation.

The treatment room nurses in this clinic provide instruction in Insulin administration.

If you have any questions, the staff will be glad to assist you in any way they can.

ALLERGY SHOTS

Allergy shots will be provided to patients who bring in medications from a private source. Allergy desensitizing injections will be given without an appointment on a "first come, first served" basis by the nursing staff of the medical clinic treatment room, according to the regimen prescribed by your physician. Due to high demand for this service, please anticipate a delay until your name is called. Additional delays may be caused by other procedures that must be completed in the treatment room.

Because of the waiting time between your injections and when it must be "read," no injections will be given after 4:00 pm.

DIABETES EDUCATION PROGRAM

Appointments: Room 200 or call (918) 342-6451

Monday through Friday, 8:00 AM to 4:00 PM

Services Provided:

- 1. Diabetes Self Management Course recognized by the American Diabetes Association and the Indian Health Service.**
- 2. Self Care Education for Persons with Diabetes during Pregnancy.**
- 3. Foot Exams, Foot Care and Protective Foot Wear**
- 4. Self blood Glucose Testing supplies and education**
- 5. Medical Nutrition Therapy for diabetes, hypertension, hyperlipidemia, kidney disease management**
- 6. Coordinate with intensive Diabetes Management Clinic for added support in obtaining blood sugar control. Medical nutrition therapy for diabetics, hypertension, hyperlipidemia, and kidney disease management.**
- 7. Coordinate with Intensive Diabetes Management Clinic for support in obtaining blood sugar control.**
- 8. Hypertension class.**

EYECARE CLINIC

Office Hours: 7:30 a.m.-4:00 p.m.

Office Phone: (918) 342-6323

Optometric Assistant: Office Phone: (918) 342-6301

PRIORITIES

Diabetic and glaucoma patients, eye injuries and infections, and establishing appropriateness for referrals to receive treatment by the private sector for services not available throughout the Indian Health Service System.

SERVICES

Diagnosis and treatment for external ocular infections, glaucoma, and injuries, the monitoring of ocular conditions by providing visual fields, gonioscopy, fundus photography, dilated fundus ophthalmoscopy, refractions, applanation tonometry and biomicroscopy.

SERVICES NOT AVAILABLE

Examinations for eye glasses and contact lenses, nor the fitting and dispensing of eye glasses and contact lenses.

APPOINTMENTS

Chronic eye diseases, especially for glaucoma and diabetes, and for new, unexplained changes in visual status and ocular conditions that need a diagnosis.

WALK-IN SERVICES

New onset eye injuries, infections, or abrupt changes in quality of vision.

PEDIATRIC CLINIC

HOURS

8:00 am to 3:45 pm (Must have registration time of 3:45 pm or earlier. Can register as early as 7:45 am).

AGES

Newborn thru 17 years old. Patients must be accompanied by a parent or legal guardian. If patient is brought in by someone other than a parent or legal guardian they must have written consent before treatment can be given, at each visit, or a completed CIH consent form in the chart.

CHECK IN

Go to Pediatric Department Registration window and check-in. It is located in the Pediatric Clinic. Pediatric walk-in patients are seen by their registration time and between scheduled appointments. There is no Walk-In Clinic available during Cardiology Clinic, which is the first Wednesday of every other month until approximately 11:00 am.

APPOINTMENTS

The following are some of the types of services which are seen by appointment; well child care, physicals (sports, dental surgeries, Headstart, treatment facilities, camps), chronic medical conditions, wart treatment, or any other long-term complaint or concern. All patients established or new may call 918-342-6388 Monday-Friday 8 am-4 pm to schedule appointments.

WALK-INS

Acute illnesses (new onset of sickness), referrals, ER follow ups, ear rechecks, and immunizations may be done as a walk-in.

CARDIOLOGY CLINIC

First Wednesday of every other month (by referral only) Walk-in patients will be seen after cardiology clinic is over, which is approximately 10:30-11:00 am. Services are available by referral only by CIH Pediatricians.

CHRONIC DISEASE CLINIC

By appointment only on the third Thursday each month with Pediatric staff physicians. For any patients with Asthma, Diabetes, Seizure Disorders, ADHD, or any other chronic medical condition not listed may schedule appointments to be seen. These appointments must be kept or medication will not be refilled in Pharmacy.

ALLERGY INJECTIONS

Provided to patients who bring in medications from a private source. Must make appointment for initial evaluation by staff physician before initiating treatments here. Injections are given between 8:00 am and 3:45 pm. The patient must remain in the Clinic 20 minutes after the injection to be assessed for possible reaction. Patients and caregivers must be willing to follow the Pediatric Department protocol for immunotherapy.

WOMEN'S HEALTH CLINIC

SERVICES PROVIDED

Obstetrical care, gynecology, dysplasia clinic, non-stress testing, ultrasound, Obstetrical and gynecology surgeries.

HOURS

**OB Clinic: Monday, Wednesday 8 am to 4:00 pm
Friday 8:00 a.m. to 12 noon**

**GYN Clinic: Tuesday and Thursday - 8:00 a.m. to 4:00
p.m.
Friday - 1:00 p.m. to 4:00 p.m.**

APPOINTMENTS

**Call Monday - Friday 8:00 am - 4:00 pm (918)342-6530
for an appointment to be seen in this clinic.**

WALK-INS

Walk-in patients (patients without an appointment) are seen as time permits and/or screened for an appointment. To be seen as a walk-in, go to registration and have your chart sent to the women's clinic. Then report to the clinic and wait for your name to be called.

Also, ask about an appointment for the CDC breast and cervical cancer screening program which is available monthly to qualified women.

CHEROKEE NATION WIC PROGRAM

Cherokee Nation WIC is a health program which provides nutrition education, supplemental foods and health referrals to Women, Infants, and Children. WIC provides nutrition education, breast-feeding education and support, and referrals for health care and social services.

HOW DO I GET WIC?

The WIC staff will first check your income. If you meet the income guidelines, the WIC staff will assess you or your child's diet, growth (or weight gain if you are pregnant), iron level, and medical history. A health care professional will determine if you or your child is at nutritional or medical risk and will certify you for WIC. You will receive vouchers that can be exchanged for food at a WIC approved store. At each appointment you will come to the WIC clinic for nutrition education and to pick up vouchers.

To make an appointment call (918)342-6370 or (918) 342-6371 or (918) 342-6372.

SURGERY CLINIC

Patients requiring surgical consultation are referred to Surgery Clinic by their primary physician or emergency room physician. Appointments may be obtained by phoning (918)342-6388.

Patients seen as walk-ins will be worked in as soon as possible, usually after those with appointments are seen. All patients in Surgery Clinic are seen for evaluation, consultation, or minor procedures. Normally surgery will not be done the same day as the Surgery Clinic appointment. Please bring any x-rays and reports with you.

For colonoscopy appointments:

- You will be evaluated on first visit, schedule the procedure date, have blood tests, EKG, etc.**
- DO NOT PREP YOURSELF or take any laxative on the first visit.**
- X-ray of the colon may be ordered to pick up what might be missed by colonoscopy. Your surgeon will discuss what treatment is best for you.**

The surgery clinic area is also used for the following clinics:

- 1. Nephrology Clinic—First Thursday of each month**
- 2. Podiatry Clinic—Tues-Fri**
- 3. Shoe Clinic-For Diabetics by referral and appointment**
- 4. Vascular Clinic—First Tuesday of each month**
- 5. Wound care – Every Wednesday**
- 6. Pain Management – By appointment**

FOR YOUR INFORMATION ADVANCE DIRECTIVES

If you should have to go to the hospital one of these days, don't be alarmed if you're asked a question you might not be prepared for: Do you have an advance directive?

Advance directives are documents that indicate your choices for future care if you become incapacitated and unable to communicate. Living wills, which describe your preferences for life-sustaining treatment means an advance directive that substantially complies with the requirements of the Oklahoma Natural Death Act. Their purpose is to give people more control over their medical care.

For example, advance directives can keep medical technology from being used on dying patients who would not have wanted it but cannot communicate their wishes.

Hospitals are now required by law to ask patients if they have an advance directive and to give them the opportunity to execute one. Most patients are relieved to know they can make choices for themselves in advance rather than leaving the burden to their family.

At Claremore Indian Hospital we encourage our patients and community to talk over the options for life-prolonging medical technology with their families and physician before executing an advance directive. We also advise them to give a copy to their hospital and carry a wallet card indicating the document's existence and location.

We want to honor your wishes for medical care even when you cannot tell us what they are. The best way is by giving us your directions for care in writing.

VISITING HOURS

Relatives and friends are strongly encouraged to visit hospitalized patients. The encouragement and support provided by visitors can make a significant difference in a patient's timely recovery. We do ask that you follow the request of each nursing unit regarding visiting times.

OVERNIGHT ACCOMMODATIONS FOR VISITORS

With the exception of one parent of a hospitalized child, the hospital cannot provide overnight accommodations for visitors. When a young child has to be hospitalized, one parent encouraged to stay with the child to facilitate their care. Meals will also be provided for the parent.

INTENSIVE CARE UNIT

Please utilize the intercom at the Intensive Care Unit to ask permission from nursing staff before entering to visit. When a patient is severely ill, it is beneficial to both nursing and physician staff to deal primarily with a "designated spokesperson" for the patient's family. Visiting hours are from 10:00 a.m. to 8:00 p.m.

OBSTETRICAL UNIT

Visiting hours in the Maternity Unit are from 9:00 a.m. to 8:00 p.m.

Siblings any age are allowed to visit at any time during these hours on the postpartum unit.

OUTPATIENT PHARMACY SERVICES

Hours of Operation:

Weekdays --7:45 am – 6:00 pm Monday through Friday

Weekends and holidays--New prescriptions from after-hours Emergency Room visits can be filled from

9:00am–10:00am & 2:00pm–3:00pm

HOW TO ACCESS PHARMACY SERVICES

The pharmacy dispenses both new and refilled prescription orders. It also provides patient care in specialty clinics. These patients have specific appointments after referral.

Prescriptions are processed in the order they are received in the electronic health queue. The doctor or nurse may flag the pharmacy to prioritize the prescriptions due to a special medical need.

New prescriptions must be requested at the pharmacy window by a patient or his/her representative. Your doctor enters new prescription orders in the electronic health record. Prescriptions brought from doctors outside of this hospital cannot be filled unless this hospital referred you to that doctor, and that item is stocked.

If you cannot stay while your medicine is being filled: Your name will be called two times when your prescriptions are ready. If you don't answer, your name will be put on the board in the reception area. Tell the receptionist your name when you return. You must return for your medicine within 3 business days.

Refill prescriptions may be requested two ways.

- 1. Refills can be requested by using the automated telephone request system. These prescriptions can be ready to pick-up after a 2 hour processing time if you call before 2:00pm on weekdays.**



The Claremore Indian Hospital automated information system requires...

- A touch-tone phone
- Your chart number
- Your Rx number

**Dial 342-6671 (local calls),
or 1-918-342-6671 (outside the local calling area)**

**Enter your chart number (followed by #)
Press 2 for pharmacy options**

For Refills Press 1

Enter Rx number (followed by #)

or

Press 2 for Status of prescription

Enter Rx number (followed by #)

or

Press 8 if you need assistance

To request enough medicine to last until your scheduled appointment – Press 1

- 2. Refills may also be requested by coming to pharmacy window 1 with a list of the medications needed. The technician at window 1 will be able to tell you when those refill medications will be ready.**

**REFILLS ARE AVAILABLE MONDAY – FRIDAY
7:45 AM - 5:30 PM**

3. If you need a small amount of medication to last until your scheduled appointment, you should tell the pharmacist when your next appointment is scheduled. A pharmacist will review your chart and may be able to give you enough medicine to last until your next appointment

PUBLIC HEALTH NURSING

7:45 a.m. – 4:30 p.m. Monday – Friday

Phone (918) 342-6441

The purpose of CHEROKEE NATION'S PUBLIC HEALTH NURSING program is to provide teaching and necessary nursing services to assist our people to achieve their best health. The program is divided into four general service areas providing a holistic approach for:

CARE OF WOMEN: Prenatal, parenting, post-partum, family planning, teaching and follow-up home visit on teenage and high-risk mothers, immunization clinics, health education, awareness and prevention.

CARE OF CHILDREN: Follow-up home visits to high-risk newborns, crippled children, immunization clinics, health education, screening services in schools and assistance to families experiencing crisis/abuse.

COMMUNICABLE DISEASE CONTROL: Health information and screenings are conducted at various sites and provide information on communicable diseases such as HIV/AIDS, STD's, TB and Hepatitis. The PHN Department assists hospitals, county health departments and OSDH for follow-up of reported communicable diseases.

CHRONIC DISEASE CONTROL: Follow-up with patient and family education for the control and prevention of complications on chronic disease patients (i.e. diabetics).

BIRTH CERTIFICATE OFFICE

Location: Room 155
Hours: 7:45 a.m.-4:30 p.m. Monday through Friday
Phone: (918)342-6569

We must have the original or certified copy of the following legal documents (if applicable) before delivery: Marriage license (common law marriage bring three notarized statements call or come by for more information); divorce decree (we need this even if you have remarried); if the mother and father of the child are not married then the father can't be put on the birth certificate.

Please note: By state law, if a woman is legally married at the time of *conception*, but obtains a divorce before delivery, the ex-husband's name must be listed as the father on the birth certificate unless the divorce decree explicitly states: "The woman is pregnant at time of divorce, but the (ex-) husband is not the father of the child she is carrying." By law, it makes no difference whether the wife/husband were living together or separated at time of conception.

By or before 36 weeks of pregnancy, the mother-to-be should come to the birth certificate office with the required information, to make sure all needed documents are available. Portions of the birth certificate information sheet will be filled out, and the remainder will be completed after birth.

After birth, the parents need to obtain a state birth certificate, CDIB card, social security card for the newborn, and bring them to patient registration.

Oklahoma law allows you to name the baby anything you want (within reason). You can decide at the time of birth if you want Oklahoma State Department of vital records to submit the information from the birth certificate to the Social Security Administration.

RELEASE OF INFORMATION OFFICE

Location: Room 155
Hours: 7:45 a.m.-4:30 p.m. Monday
through Friday (except Holidays)
Telephone: (918)342-6570

POLICIES

Information kept in your medical record at Claremore Indian Hospital is considered confidential, and is protected under federal laws (Privacy Act of 1974, as amended [Title 5 USC 552 (a); 45 CFR 5b]) and HIPAA.

We cannot process telephone requests. All requests must be made in writing (by mail or in person or by fax to (918) 342-6598). However, if you have questions regarding release of information, feel free to call us at the above listed number.

Records are copied on a first come, first served basis. However, emergencies, referrals, and continuing medical care requests will have priority. Only Medical/Health information may be copied. We cannot copy birth certificates, CDIB cards, or other administrative records which may be in your chart. There is no charge for copies UNLESS 251 pages or more are copied; then the charge is 10 cents per page. X-ray copies are at cost, currently \$10.00 each.

Most requests are processed and copies mailed within ten working days. However, if the requested records are inactive, they may be stored in the Federal Archives. There may be an additional delay on these records.

We will accept faxed requests, however, we cannot fax the records back; the records will be mailed or you may pick them up in person.

PROCEDURE

Please be sure the following information is included with your request:

- Name, date of birth, and complete address (please print)
- Request copies be released from Claremore Indian Hospital
- Where to send copies (full name and mailing address)
- The purpose or need for the copies
- Specific portion of the medical record that is needed. For example: Immunization record; most recent lab work; 1994 prenatal care; June 1994 records; colon surgery.

NOTE: If records include information regarding alcohol, drug abuse, or communicable disease information, be sure to specifically state that you want that type of record released.

- Patient must sign and date request in ink. Exceptions: 1. If patient is a minor, parent/legal guardian must sign; 2. If patient has been declared incompetent, legal guardian must sign, and send a copy of court declaration.
- We must have an authorization with the original signature, or a faxed copy of the authorization.

By law patient information can be released only with the patient's written consent, unless the request is covered by an exemption or routine use noted in the Privacy Act.

The Privacy Act and HIPAA also provides patients with the opportunity to request factual inaccuracies in their records be corrected, or a statement of disagreement be added to their record. Proofs may be required. Requests to change *medical information* should be made in writing. For more information, call or come by our office.

SUPPORT SERVICES DEPARTMENT

The Support Services Department is responsible for the hospital supply system called Material Management. It is also responsible for telecommunications. All purchasing is performed within this department as well as receiving documents for items shipped into the hospital. Any item that is purchased/requisitioned or received by anyone within the hospital has gone through the Support Services Department.

Telecommunications include the switchboard located in the main lobby. As well as acting as the Hospital Receptionist, the operators are on duty from 6:00 a.m. to 10:00 p.m., Monday through Friday, then from 7:00 a.m. to 9:00 p.m. on Saturday, Sunday and holidays. They assist inpatients with collect or credit card long distance telephone calls and provide other assistance to patients while admitted and have the need to utilize the hospital telephone system.

This department is proud to serve the patients of this hospital and strive to have the right item on hand at the right time in the right size or quantity when the physician prescribes an item for our patients.

PHYSICAL THERAPY

Hours: Monday - Friday 8:00 am to 4:30 pm

Phone: (918)342-6214

All patients seen require a doctor referral. Patients are seen by appointments with walk-ins on a space available basis.

The Physical Therapy department treats patients with musculoskeletal problems to restore function, strength and to decrease or eliminate painful conditions. We offer rehab for all orthopedic conditions including joint replacement as well as post surgical rehab. We also provide limited rehab therapy for neurological conditions.

DIETETIC SERVICES

Hours: 8:00 a.m - 4:30 pm Monday - Friday
After hours appointments available as needed

Phone: (918)342-6232

A registered dietitian is available to assist with meal planning according to individual needs helping prevent health problems and improve existing medical conditions. The dietitian is able to work with all nutrition needs from infancy throughout adulthood. Allergies, cancer treatment, weight control, eating disorders, high blood pressure, high cholesterol and digestive disorders are some problems the dietitian will be able to assist in making food choices.

Appointments are made for individual and family counseling. Group nutrition classes are provided on different topics.

The dietitian may also make referrals to other staff appropriate to the patient's needs. Such services might be to dental, social service, behavioral health, community health nurse or the WIC program.

RESPIRATORY CARE SERVICES

Respiratory care hours of duty: Daily from 7:00 a.m. to 5:00 p.m.

Pulmonary Function Tests includes Simple Spirometer, Pre and Post Bronchodilator, Slow Vital Capacity, Functional Residual Capacity, Diffusion Capacity, and Maximum Minute Ventilation. Testing is done by appointment by calling 918-342-6315. Patients are instructed to check in at registration prior to signing in at the Respiratory Therapy Department, room 927. In-patients requiring PFT's are completed as time permits.

Arterial Blood Gases (ABG'S):ABG's are performed primarily on in-patients. Out-patients requiring ABG's are asked to call for an appointment at 918-342-6315.

Other services provided by the Respiratory Department include a variety of breathing treatments, chest percussion and vibration, airway care, mechanical ventilation, life support and CPR. Patient education is a primary function of the department.

All therapists on staff are Registered Respiratory Therapists (RRTs) and are credentialed by the State of Oklahoma and the National Board for Respiratory Care.

EKG's are performed by the Respiratory Department for out-patients only during regular business hours in room 931. Holter Monitoring and Cardiac Stress Testing is offered by appointment only by calling 918-342-6333.

THIRD PARTY REIMBURSEMENT CLAIMS PROCESSING

The Indian Health Service has instituted the Business Office in all IHS-managed Service Units/Facilities to maximize reimbursements to IHS from third party alternate resources. The reimbursements will be utilized to enhance the availability and accessibility of health care services for American Indians/Alaska Natives provided by the IHS.

Your participation in this process is very important as it will provide the Business Office with accurate information at the time of your visit. By presenting your Photo ID, your tribal enrollment card/CDIB/Tribal Role verification, and your alternate resource information, i.e., Medicare, Medicaid, Sooner Care, or private insurance card etc., at the time of your visit the overall waiting time will be lessened and timely processing of claims will occur.

After you have received health care services and if you have alternate resources, a claim will be sent to your private insurance company or to the appropriate third party for reimbursement to the IHS.

You will never receive a bill for services received at this facility. We accept what the third parties pay us. This money is used by the facility so that we may continue to provide our patients with the highest quality of care.

If you have any questions or wish additional information, please contact your patient benefits coordinator.

Monday - Friday 7:45 a.m. - 4:30 p.m.

Phone: (918) 342-6216 or (918) 342-6611 or (918)342-6565

CONTRACT HEALTH SERVICES PROGRAM

The purpose of Contract Health Services program is to supplement Indian Health Service hospitals and clinics. Medical care not provided within IHS facilities is referred to private sector contracting providers. Approval of this care is based on the availability of CHS funds. Funds are appropriated on a fiscal year basis through Congressional appropriations. This means there are financial limitations in place to prevent obligation of unavailable funds. Patients must provide proof of Indian heritage through a Federally recognized Tribe and proof of Oklahoma residency to be eligible for contract health services.

REFERRALS: Indian Health Service physicians are considered to be the primary care providers of patients referred to the private sector and are the only authorized physicians to write an IHS referral. Referrals must be obtained for each visit and taken to the CHS office for processing prior to patients being seen by private sector providers.

EMERGENCIES: Patients with life or limb threatening emergencies are advised to go to the nearest hospital and contact the CHS office within 72 hours of initial treatment for payment assistance. Patients must sign a release of information at the time of treatment and make sure the CHS office receives medical records of the emergency medical service received. Failure to do so may lead to denial of payment of hospital/physician charges.

THIRD PARTY PAYMENT: CHS is the payor of last resort. Medicare, Medicaid, Insurance, Workman's Comp. Etc. are primary payers.

CHS REVIEW COMMITTEE: All referrals and emergency call-ins are reviewed weekly by the review

committee and prioritized in the order of medical need.

**CONTRACT HEALTH SERVICE DELIVERY AREA:
CHS funds CANNOT be spent on OUT-OF-STATE
residents.**

For more information, please contact the Contract Health Services office at (918)342-6472.

CIH-CLINIC APPOINTMENT SCHEDULES

Clinic	Day	Sign in time	Clinic closed
WOMENS CLINIC 342-6521			
OB	Monday & Wednesday	8:15 am- 11:15 am	4:30 pm
OB Walk In	Mon-Fri	1 pm – 3 pm	4:30 pm
	Friday.	9 am-11:15am	12 pm
GYN	Tuesday & Thursday.	8 am-11 pm	4:30 pm
		1 pm – 3 pm	4:30 pm
	Friday.	1 pm -3 pm	4:30 pm
DYSPLASIA	Thursday	8 am – 10:45 am	12 pm
PEDIATRIC CLINIC 342-6392			
Pediatric Clinic	Monday through Friday	8 am – 3:45 pm	5 pm
Cardiology	First Wednesday	8 am	12 noon
Chronic Disease	Third Thursday Of each month	7:45 am – 10:30 am	3:45 pm
Ill children will be seen as walk-in patients daily, except on the first Wednesday when they will be seen in the afternoon only			
SURGERY CLINIC (Appointment Only) 342-6388			
Surgery	M-W	8 am – 4 pm	
	Friday	8am – 12 noon	
Specialty Clinic	Appointment only	342-6388	
Intrathecal	First and Third Wednesday	Call 342-6521 12:30pm – 3:30 pm	
Pain Clinic	By referral only		
Nephrology	First Thursday	12:30 pm – 4 pm	
Podiatry Clinic	Tuesday – Friday		
Dr. Margiotta			
	Tuesday – Friday	8 am – 12 noon	
	Thursday	8 am – 4 pm	
	Friday	1 pm – 4 pm	
Dr. Jones			
	Tuesday	12:30 pm – 4:00 pm	
Shoe	Varies. Call Diabetic Appointment Desk 342-6451		
Vascular	First Tuesday	12:30 pm to 4 pm	

Clinic	Day	Sign in time	Clinic closed
MEDICAL CLINIC 342-6530			
Family Practice	M-F	1:00 & 1:30 appt. 1 pm – 4 pm	6:00 pm
Late Medicine Clinic	M-F	4:00 and 4:30 pm appts.	6:00 pm
Diabetic	Tuesday, Wednesday, Thursday	9 am-10 am appt 8 am – 11:40 am	4:00 pm
Internal Medicine	Monday through Friday	1 pm – 3:00 pm	4:00 pm
WALK-IN CLINIC No appointment needed 342-6544			
	Monday through Friday	6:45 am – 3:30 pm	4:00 pm
DENTAL	342-6400		
Scheduled patients	Monday thru Friday	7:45 am – 4:30 pm	4:30 pm
Walk-In Patients	Monday, Tuesday	7:30 am – 2 pm	4:30 pm
	Wednesday	9 am	4:30 pm
	Thursday, Friday	7:30 am – 2 pm	4:30 pm
	Second Thursday	10 am – 2 pm	4:30 pm

**FIELD CLINICS
IHS AND TRIBAL OPERATED**

Note: All clinics accept patients by appointment and non-appointment basis, although some have restrictions on how non-appointment patients are accepted - please call the clinic before going there for care.

Jay 918-253-4271

Miami 918-542-1655

Nowata 918-273-0192

Salina 918-434-5397

Sapulpa 918-224-9310

Tulsa 918-582-7225

Muskogee 918-687-0102

Koweta 918-279-3200

SUGGESTIONS

We continually do patient satisfaction surveys to provide a way to address patient views. We hope that all of you will participate in the surveys. Suggestions for improvement are always welcome from the patients we serve. You will find a suggestion box available at the telephone operator's desk in the front lobby.

PATIENT GRIEVANCE PROCEDURES

Patients having grievances or complaints about the care or policies and service at the Claremore Indian Hospital have two resources available to them for voicing their complaint or grievance. You may submit your complaint to the Chief Executive Officer. The address is:

**U.S. Public Health Service
Indian Hospital
101 S. Moore Avenue
Claremore, Oklahoma 74017-5091**

If the Chief Executive Officer does not resolve the situation to your satisfaction, you may go to the next higher level. The address is:

**OKC Area Indian Health Service
THRU: Area Director
ATTN: Chairperson, Governing Body
Five Corporate Plaza
3625 N.W. 56th Street
Oklahoma City, Oklahoma 73112-4519**



Original Design by: Melinda Teehee, MS, RN,
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