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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 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.

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,

George Valliere 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 care is needed.

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 at the outpatient or admitting desk to find out how to do this.

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 Advisory Board 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.

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. Meet 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.

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 and to be considered 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 consideration of 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: <u>CHS</u> is the payor of last <u>resort.</u> 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: <u>CHS</u> <u>funds</u> <u>CANNOT</u> <u>be</u> <u>spent</u> <u>on</u> <u>OUT-OF-STATE</u> <u>residents.</u>

For more information, please contact the Contract Health Services office at (918)342-6470.

GENERAL INFORMATION

ENTRANCES

All hallway doors are secured from 6:00 pm to 6:00am Monday through Friday. On Friday hallway doors are secured at 6:00 pm and will remain secure until Monday at 6:00 am. After 6:00 pm patients and visitors may continue to use the doors at the Main Entrance until 10:00 pm seven (7) days a week. The Emergency Room Entrance is open 24 hours a day. In the event of an actual emergency patients and visitors may exit the hospital through any door. Once a door has been secured DO NOT open doors to allow people to enter the hospital

HALLWAYS

We must keep the hallways clear at all times.

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 vending machines. Restrooms are also available near the Emergency Room entrance/exit. Handicap accessible restrooms are located between Community Health and Behavioral Health.

SMOKING

Smoking is prohibited on all hospital property. There is NO Smoking allowed in the parking lots or in vehicles. This is a Federal Law and is strictly enforced. There is a zero tolerance to this law and persons in violation of this law may have their hospital privileges suspended or revoked for a period of up to two (2) years. People wishing to smoke must leave hospital property. This law

also includes the use of smokeless tobacco products and electronic cigarettes of all kinds.

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 Canteen in the Main Hallway. Vending machines are available 24 hours a day, seven (7) days a week.

The vending machines located in the Canteen ARE NOT the property of Claremore Indian Hospital. The vending machines in the Canteen are the property of Business Enterprises for the Blind under direction of the Oklahoma Department Of Rehabilitation Services. If money is lost in the vending machines please make note of the vending machine money was lost in and the amount and currency type lost, (Quarter, Nickel, Dime) Notify the Hospital Operator and leave your name and a phone number. This information will be passed on to the DRS representatives who will validate the claim and make arrangements to reimburse the person who lost money.

The microwave ovens in the Canteen are industrial ovens and will heat items much faster than a conventional home microwave oven. Please use care and follow instructions when heating items in the microwave ovens.

Patients that are in the hospital have phones in their room. Only local calls may be made on these phones. Hospitalized patients <u>must</u> 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

HOSPITAL EMERGENCIES

In the event of an emergency within the hospital, you will be instructed on what to do. Please follow instructions given by hospital employees.

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 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.

FEDERAL HOLIDAYS

New Years DayJanuary 1
Martin Luther King's Birthday-Third Monday in Jan
President's DayThird Monday in February
Memorial DayLast Monday in May
Independence DayJuly 4
Labor DayFirst Monday in September
Columbus DaySecond Monday in October
Veterans DayNovember 11
ThanksgivingFourth Thursday in November
Christmas DayDecember 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

Security Officers are under the direction of the Facility Manager. Security Officers are on duty 24 hours a day, seven (7) days a week.

The Security Officers follow the direction of all Claremore Indian Hospital, Policies and Procedures and all appropriate Federal Laws in the performance of their duties.

The goal of the Security Department is to provide a safe and secure environment for all people entering Claremore Indian Hospital property.

Patients and visitors may lose their privilege of receiving care or visitation rights due to illegal or other uncivil behavior on Claremore Indian Hospital property.

PATIENT REGISTRATION

Registration is located on the left side of the main lobby as you enter the front doors. Registration is open 24 hours a day/7 days a week. All patients will go thru Patient Registration at every visit. Registration begins checking patients in for clinics at 7:00 a.m. Monday-Friday. Patient Registration will relocate from the main lobby to the ER at 6:30 P.M. Patients needing Emergency Room services will register at the Emergency Room Check in Station after hours and weekends.

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, Private Insurance Medicare, Medicaid, etc. The patient may also sign releases for private insurance or Medicare at this time.

When the patient has finished with the registration process, the clerk will instruct the patient to have a seat in one of the waiting areas or check in at the clinic area. Registration will notify the clinic that the patient has arrived and the nurse will page the patient to come to that clinic

URGENT CARE CLINIC

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

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 are eligible for care at this facility, you are to notify Contract Health within 72 hours of the visit to be eligible for consideration of payment. 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.

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

Claremore Indian Hospital Laboratory operates 24/7, and our normal business hours are 7:45 A.M. till 4:30 P.M., Monday-Friday.

When you arrive at Laboratory, please check-in at the reception window and take a seat in our waiting area to be called.

Note: Sometimes patients check-in Lab only to discover that their orders have either not been placed or delayed in getting placed in the computer system, which can increase wait times.

Please inform the laboratory person at the window if you have waited longer than 10-15 minutes and have not been called.

Please understand that wait times can also be increased especially when laboratory staffing is reduced, such as: before 7:45 A.M., around noon, after 4:30 P.M., weekends, holidays, or when a blood drawer(s) is called to perform a draw outside of Lab (e.g. ER, OR, ICU, OB, etc...).

RADIOLOGY

The Medical Imaging Department (Radiology) is open 24/7. All x-rays, ultrasounds, CT scans, Dexascans 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 come to the Radiology department to schedule your appointment.

Some exams such as, Upper GI Series, Lower GI Series, CT's, mammograms and ultrasounds 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.

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, Video Otoscopy eaminations, 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)342-6450, or in person at room 200. Referrals are accepted from any reasonable source, including medical staff, tribal health staff, and individuals.

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 of Operation

The dental clinic is open from 7:45am to 4:30pm Monday through Friday excluding government holidays. Appointments can be made by calling (918)342-6400 or by presenting to the dental clinic. Walk in hours for emergency dental care is from 7:30am to 2:00pm Monday through Friday only. Walk in patients are not scheduled; dental patients and waiting time varies on when the patient will be seen for evaluation and treatment. Patients who present with noticeable facial swelling, facial trauma, or infants may be seen ahead of other patients.

Parents are not allowed to stay with their children during the dental appointment, unless the child is five or under. Siblings are not allowed to accompany other children's dental appointment. Children are not allowed to accompany adult's dental appointment.

Services Provided

Patients of all ages are treated. However, patients older than 19 years of age may be limited to dental hygiene services and emergency care.

Patients who are 19 and younger can receive comprehensive dental care excluding orthodontics. Priority is also given to patients awaiting dental clearance for organ transplant, chemotherapy, etc. Specialty services to include Pediatric dental care and Oral and Maxillofacial surgery may be provided on a case by case basis.

Family Medicine/General Practice Clinic

Hours: 8:00AM-4:30PM Monday-Friday Services Provided:

Adult Medicine (18 years of age or older) chronic disease management and acute/urgent care is provided by a staff of Physicians (Family Medicine Specialists or General Practitioners) and mid-level providers, such as Advanced Practice Nurse Practitioners and/or Physician Assistants.

Routine Care Appointments may be scheduled up to 60 days in advance by contacting the scheduling clerks at (918) 342-6658. Appointments requested for more than 60 days in the future will be placed on a waiting list and an appointment made at the requested time, if able, approximately 60 days in advance of the appointment date.

Same Day Appointments (SDA) may be scheduled up to 1 day in advance by contacting the scheduling clerks at (918) 342-6658. If available, the SDA will be scheduled the same or next day with the patient's designated Primary Care Physician or Provider (PCP). If that PCP is not available, an appointment will be schedule with a covering Physician or Provider from the same Care Team, where able.

Indian Health Medical Home:

The outpatient Family Medicine/General Practice Clinic strives to serve as an Indian Health Medical Home, where the patient is at the center of care, supported by a Care Team of health professionals, including a Primary Care Physician, a team of nurses, medical support assistants, and specialists. A Primary Care Physician should be selected from our capable staff and a Care Team assigned. All chronic medical care will be provided through this Care Team relationship. The Care Team will assist with routine chronic disease management, such as for Diabetes, High Blood Pressure, High Cholesterol, etc, and will also help

the patient navigate screening recommendations, such as colon screening, well-woman examinations, cardiovascular screenings, etc. When available, acute or urgent care visits may also be scheduled with the PCP to foster a more continuous Physician-Patient relationship.

DIABETES EDUCATION PROGRAM

Hours: 8:00 AM to 4:00 PM Monday through Friday Appointments: Room 200, Monday through Friday 9:00 AM to 3:00 PM.

Walk-in/drop-in times: 8:00-9:00 AM and 3:00-4:00 PM Monday through Thursday

Services Provided:

- 1. "Diabetes Self-Management Education Support" sessions by referral. The program is recognized by the American Diabetes Association.
- 2. Diabetes during pregnancy/Gestational Diabetes selfcare education appointments by referral.
- 3. Diabetes foot screens, foot care, and a shoe clinic for patients identified who need protective foot wear.
- 4. Self- blood glucose monitoring: (by appointment or drop-in) instruction on using meter, identify patterns in blood sugars, and issuing testing supplies.

Recommendation is to bring in meter each time supplies requested.

- 5. Medical Nutrition Therapy by referral for diabetes, hypertension, hyperlipidemia and kidney disease management.
- 6. Blood Pressure Monitoring Program by appointment only. Group Classes on Tuesday mornings from 8:00 AM to 9:00 AM.

Staff of the program include: Registered Dietitians (2), Registered Nurse, Pedorthist and a Secretary.

PEDIATRIC CLINIC HOURS

8:00 am to 3:45 pm (Must have registration time of 3:45 pm or earlier)

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.

APPOINTMENTS

Needed for physicals, well baby checks, anything routine or chronic. Every six months physical exams are needed for Diabetes, Asthma, Seizures, Attention Deficit Disorder or anything requiring chronic medications and refills.

Appointments may be made by calling (918)342-6388. Monday - Friday 8:00 am to 3:45 pm.

WALK-INS

Acute illnesses, WIC, refills, referrals and immunizations may be done as a walk-in. To be seen as a walk-in; go to registration and register to pediatric clinic. You will not need to sign in at the Pediatric Clinic, wait in the appropriate waiting room until you are called to the Screening Area.

CARDIOLOGY CLINIC

First Wednesday every other month

CHRONIC DISEASE CLINIC

Third Thursday each month with staff physicians. Patients with Asthma, Diabetes and Seizure Disorders. By appointment only.

IMMUNIZATIONS

By appointment or walk-in. Appointments taken first according to appointment time, walk-ins taken by registration time.

WIC

Weights, measurements, lab requests provided for WIC patients. Seen in order of registration time. An appointment with WIC does not indicate an appointment in Pediatric Clinic.

WOMEN'S HEALTH CLINIC

SERVICES PROVIDED

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

APPOINTMENTS

Call Monday - Friday 8:00 am - 4:00 pm (918)342-6521 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.

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. Please bring any x-rays or reports with you.

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.

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. 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. 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.

OUTPATIENT PHARMACY

Hours of Operation:

Weekdays-7:45am to 6:30pm Monday through Friday Weekends and Holidays-New prescriptions from the Emergency Room can be filled from 9:00am to 10:00am and 2:00pm to 3:00pm.

PHARMACY SERVICES AVAILABLE

The pharmacy program at Claremore Indian Hospital offers not only traditional services, such as new and refill prescriptions, but also offers the option of enrolling in our mail order refill program to receive your refilled prescriptions through the mail. In addition, the program is nationally recognized as a leader in Clinical Pharmacy Services that are provided to patients at Claremore Indian Hospital. Each of these will be discussed below.

NEW PRESCRIPTIONS:

The Claremore Indian Hospital Pharmacy uses the same electronic health record that is used by your provider. Once you have completed your visit with your provider, your prescription order will be entered into your electronic health record. The order is received and reviewed in the pharmacy and you will receive consultation about your medication(s) by a pharmacist. Once you have completed this consultation, your prescription order will be processed and you will be called to a specific pharmacy window or room to receive your medication(s).

REFILL PRESCRIPTIONS:

For refilling your prescriptions, we have options available to best suit your individual needs.

1. You may phone ahead using our automated telephone refill system to request your fills be ready once you arrive at the pharmacy. To access the automated telephone refill system, you must know your chart and prescription numbers and allow 24 hours advance notice to prepare your refills for you.

2. You may come directly to the pharmacy and request to have your refills processed.

MAIL ORDER REFILL PRESCRIPTIONS:

Claremore Indian Hospital pharmacy program offers a mail order refill program for prescription refills. Please stop by the pharmacy at your next visit and speak with a pharmacist to determine if you are eligible for this program. You will order your refills through our automated telephone refill system and they will then be processed and mailed to you. To access the automated telephone refill system, you must know your chart and prescription numbers and allow a 7 day advance notice to prepare your refills for you.

CLINICAL PHARMACY SERVICES:

The pharmacy program at Claremore Indian Hospital takes great pride in the Clinical Pharmacy Services we provide to patients. These clinical services are individualized to each patient and are based upon a referral from your primary care provider. These services include smoking cessation, anticoagulation management, congestive heart failure management and others. If you would like information related to these services, please speak with a pharmacist and we will be glad to assist you with the process.

Reminder:

Please remember, anytime you see your hospital provider (physician, nurse practitioner, physician's assistant, etc.), always stop by and speak with a pharmacist about your prescriptions whether you need them that day or not. This will help ensure your refills will be available to you when you need them.

COMMUNITY HEALTH NURSING 7:45 a.m.- 4:30 p.m. MONDAY-FRIDAY Phone (918-342-6441)

The purpose of CHEROKEE NATION'S COMMUNITY HEALTH NURSING PROGRAM is to provide the teaching and necessary nursing services to assist our people to raise their health level to highest possible level. The program is divided into four general service areas:

CARE OF MOTHERS

Prenatal, parenting, post-partum, and family planning, teaching and follow-up home visits on teenage and high-risk mothers.

CARE OF CHILDREN

Follow-up home visits to high-risk newborns and crippled children, immunization tracking and follow-up, health education and screening services in schools, and assist families experiencing crisis/abuse.

COMMUNICABLE DISEASE CONTROL

Offer and provide HIV/AIDS prevention information, counseling and testing. Screening/health fairs, assist hospitals and county health departments in screening and follow-up on all suspected and actual communicable diseases, such as STD's, TB, and Hepatitis.

CHRONIC DISEASE CONTROL

Follow-ups on chronic disease patients (i.e. diabetes complications), provide teaching to patients and their families on how to control and prevent diseases or their complications.

BIRTH CERTIFICATE OFFICE

Location: Room 155

Hours: 7:45 a.m.-4:30 p.m. Monday through

Friday

Phone: (918)342-6569

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 300 pages or more are copied; then the charge is 25 cents per page.

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 <u>Claremore Indian</u> <u>Hospital</u>
- 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.

<u>NOTE:</u> 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.

PHYSICAL THERAPY

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

Phone: (918)342-6214

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

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.

RESPIRATORY CARE SERVICES 918-342-6314

The Respiratory Care Department is staffed weekdays from 7 AM to 5 PM.

All practitioners at CIH are credentialed by the National Board for Respiratory Care and licensed by the State of Oklahoma.

Respiratory Therapy is a life-supporting, life enhancing health care profession practiced under qualified medical direction. Services provided include:

Diagnostic testing – Pulmonary Function Testing, Arterial Blood Gases, EKG, Holter monitoring, respiratory assessment, pulse oximetry, and carbon monoxide measurements.

Therapeutic procedures – hand held and continuous nebulization, chest percussion, pulmonary hygiene, oxygen therapy, airway management, and mechanical ventilation.

Prophylactic therapy – Incentive Spirometer, patient education, smoking cessation, breath training and exercise.

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 social security card, your tribal enrollment card/CDIB/Tribal Role verification, and your alternate resource information, i.e., Medicare insurance card/Medicaid insurance card etc., at the time of your visit, 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) 342-6607 or (918) 342-6676

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 918-273-7500

Salina 918-434-8500

Sapulpa 918-224-9310

Tulsa 918-582-7225

Muskogee 918-781-6500

Vinita 918-323-0191

Bartlesville 918-366-0823

Coweta 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 701 Market Drive Oklahoma City, Oklahoma 73114

Updated: 2012