



**INDIAN HEALTH CARE**

RESOURCE CENTER OF TULSA



# PATIENT HANDBOOK

*Caring is Strong Medicine!*



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# Caring is Strong Medicine!

Welcome to your healthcare center. Indian Health Care Resource Center of Tulsa, Inc. (IHCRC) is pleased you have chosen us to care for you and your family. We hope you will find all the services you need here in one location.

IHCRC is not owned by any tribe and it is not an IHS facility (although we have a contract for services). We are a nonprofit organization governed by a local volunteer Board of Trustees. Members of any federally recognized tribe and their children under the age of 18 are eligible to receive care. Although no individual patient is charged for health care services or prescriptions, IHCRC does bill Medicare, Medicaid, SoonerCare, the VA and most private insurances.

Long standing treaties with the federal government guarantee all Native Americans free health care. More than two million Native Americans receive free health care at federally supported Indian health facilities. Thousands of others receive care from tribal facilities and Indian organizations in urban cities. However, Indian health care is not insurance.



Although tribal members are entitled to free healthcare, most Indian facilities do not offer a full range of services. When patients need major surgery or treatments (such as cancer treatment), they are referred to specialists outside of Indian clinics. At least two-thirds of those referrals are turned down. That puts Indians at risk of either paying major medical bills themselves or doing without needed care.

Keep this handbook where you can find it. It answers many questions and provides you good information regarding your care. This handbook is your first source of communication and outlines general information about IHCRC's services, policies and procedures.

We look forward to serving you!

A handwritten signature in black ink that reads "Carmelita Skeeter". The script is elegant and cursive.

**Carmelita Skeeter**  
Chief Executive Officer

# About Us

Since 1976, IHCRC has been an important part of the local American Indian community. The organization is the primary source of outpatient care services for American Indian people living in Tulsa and the surrounding areas. IHCRC is dedicated to providing the best services possible in a way that is understanding of American Indian culture.

IHCRC is a **Non-Emergency** outpatient clinic. Basically we function like a doctor's office. We are not an urgent care clinic either, although some same day appointments are available. We encourage patients to make and keep their appointments for their best possible health. If you have an emergency, please go to the nearest emergency room and let contract health know you are there, see Contract Health Services on page 16.

IHCRC's commitment to quality is evident in its accreditation by the Accreditation Association for Ambulatory Health Centers (AAAHC) and the AAAHC certification as a Medical Home and Dental Home. Accreditation is an outside independent review of the way we provide health care compared to nationally-accepted standards and its own policies, procedures, processes and outcomes. In other words: Does IHCRC deliver safe, high-quality patient care?

AAAHC accreditation means that IHCRC participates in on-going self-evaluation, peer review and education to always improve its care and services. IHCRC also commits to a thorough, on-site survey by AAAHC surveyors, who are themselves health care professionals, at least every three years.

## Mission

To empower the American Indian through exceptional healthcare!

## Vision

We will be the recognized leader in redefining primary healthcare for the American Indian.

## Values

Guided by our C.A.R.E.S. values: Community, Accountability, Respect, Excellence, and Stewardship, IHCRC remains committed to serving the American Indian community with integrity and compassion.

## Health Promotion Goal

The long-term health promotion goal of IHCRC is to improve general health status and reduce the incidence and severity of chronic disease by engaging the American Indian community in ongoing health promotion, prevention, and disease management programs.



## Medical

*Located at IHCR 550*

IHCR uses a patient-centered medical home model of care. The patient-centered medical home is a team approach to health care. Your medical home team will include your health care provider, others who support you, and **YOU**. In the patient-centered medical home, **YOU** are the most important person on the healthcare team. Patient-centered is a way of saying that you are the focus of your healthcare.

- Primary care (general medicine, “sick” care, and wellness care)
- Internal medicine (chronic conditions like diabetes, arthritis, and high blood pressure)
- Pediatrics and well-baby care
- Public health (testing and treatment for sexually transmitted diseases, immunizations, and prenatal/newborn education)
- Medication adherence and therapy management
- Women’s health (prenatal care, family planning, breast health, and mammography)
- Geriatric medicine
- X-ray, ultrasound, and lab diagnostics



## Dental

*Located at IHCRC 530*

Our dental teams go out of their way to make your visit as pleasant as possible while providing you top of the line dental care.

- Dental check-ups
- Dental hygiene instruction
- Teeth cleaning
- Fluoride treatment and sealant application
- Fillings
- Extractions
- Pediatric oral screenings
- Screenings for oral cancer and other diseases

*Dental services are available to children and youth, pregnant women, and persons living with diabetes.*

## Optometry

*Located at IHCRC 530*

Did you know that we have computerized diagnostic machines to make certain we are protecting your eyes to the best of our ability? Combine that with highly skilled and caring optometry staff and you can clearly see why IHCRC should be your choice.

- Vision testing
- Testing for glaucoma and diabetic retinopathy
- Eyeglass prescriptions
- Treatment of eye infections and other eye diseases

*Optometry services are available to children and youth, persons with diabetes and individuals with eye diseases or infections.*



## Behavioral Health

Located at IHCRC 550

Comprehensive mental health services are provided by a professional staff of licensed therapists, psychologists, and psychiatrists. The staff is culturally sensitive. Stability and wellness are emphasized through healthy lifestyle practices.

- Individual Therapy
- Family Therapy
- Psychiatry\*
- Drug and Alcohol Abuse Treatment
- Psychological Testing
- Group Services

*\*Please note that child and adolescent psychiatry services are provided in the Medical Department.*

## Pharmacy

Located at IHCRC 530

The IHCRC Pharmacy provides prescriptions, medication education, and adherence counseling for prescriptions written by IHCRC physicians only. Although the pharmacy does not charge patients for prescriptions, IHCRC does bill Medicare, Medicaid, the VA, SoonerCare and most private insurance policies. There are currently two options available to request prescription refills and check on refill status:

- Phone refills 24/7: 918.382.1270
- Sign up for text notifications in the pharmacy or call 918.382.1270

## Nutrition

*Located at IHCRC 550*

Sometimes we all need a little help staying healthy. Our educators have training in a variety of specialized areas to provide you with the knowledge and ability to make lifestyle changes which can improve your overall health.

- ADCES accredited diabetes education program
- Diabetes management and disease prevention programs
- Individual diabetes self-management education and support
- Individual nutrition education visits
- Cooking classes for youth and adults
- Activity demonstration programs for the entire family
- Group health education classes

## Wellness Center

*Located at IHCRC 530*

### Physical Therapy

Physical Therapy (PT) helps patients recover from injuries, improve mobility, and manage chronic pain. With personalized treatment plans and one-on-one guidance, PT supports long-term physical health.

- Evaluation & Diagnosis
- Dry Needling
- Exercise Prescription
- Education & Prevention
- Manual Therapy

### Fitness

Our Fitness Program is designed to help you move, strengthen, and feel your best. With high-end equipment and Fitness Educators ready to provide personalized guidance, you'll have everything you need to reach your wellness goals. Services include personal training, group exercise classes, Running Strong (running/walking club), and gym access.



### *Therapy Services Continued*

#### **Occupational Therapy (expected in 2026)**

Will help patients build or regain the skills needed for daily living and independence. Services will support those recovering from injury, living with disability, or managing chronic health conditions, particularly those that affect fine motor function, coordination, and self-care.

#### **Speech Therapy (expected in 2026)**

Will support patients of all ages with communication disorders, speech delays, and swallowing difficulties. This service will further expand IHCRC's ability to deliver comprehensive rehabilitative care.

## **Transportation**

*Serving IHCRC 530 and 550*

Free transportation is available to patients in Tulsa County. Patients must be without any other means of transportation. You need to schedule transportation at the same time you schedule your appointment.

## **Healthy Start**

*Located at IHCRC 550*

IHCRC partners with the Tulsa Health Department and the Healthy Start program to provide case management and educational services for pregnant women. Services are also available for expecting fathers. IHCRC's program provides a variety of ongoing parenting education classes.

# Patient Bill of Rights and Responsibilities

We encourage you as a patient of Indian Health Care Resource Center of Tulsa to actively participate in your healthcare. We want you to be involved in your treatment choices. Together we are partners in your care. Ultimately, it is through this partnership that we are to reach our organization's Mission: To empower the American Indian through exceptional healthcare!

## Health Insurance Portability and Accountability Act of 1996 (HIPAA)

- You have the right to see and get a copy of your health records.
- You have a right to amend your health information.
- You have a right to ask to get an Accounting of Disclosures of when and why your health information was shared for certain purposes.
- You are entitled to receive a Notice of Privacy Practices that tells you how your health information may be used and shared.
- You may decide if you want to give your authorization before your health information may be used or shared for certain purposes, such as marketing.
- You have the right to receive your information in a confidential manner.
- You have a right to restrict who receives your information.

If you believe your rights are being denied or your health information isn't being protected, you can:

- File a complaint with your provider or health insurer;
- File a complaint with the U.S. Government (<https://www.hhs.gov/ocr/complaints/index.html>)

## Your Rights

**Respect:** You have the right to be treated with respect, consideration, and dignity regardless of your age, gender, race, national origin, religion, or disabilities and to receive considerate, respectful, and compassionate care in a safe setting.

**Safety:** You have the right to receive care in a safe environment free from all forms of abuse, neglect, or mistreatment. You have a right to be supported in a manner that enables you to be as healthy, self-sufficient, and functional as possible.

**Confidentiality:** You have the right to have all matters treated with confidentiality. Your medical records will not be released without your written consent, unless otherwise required by law.

**Information:** You have the right to information about your health, diagnosis, evaluation, and treatment plan. You have a right to clearly understand all information that is provided to you, including information on the availability of services, after-hours and emergency care, fees for services, and payment policies.

**Participation:** You have the right to information in decisions involving your care, unless it is not appropriate due to medical reasons. When it is medically inadvisable to give such information to a patient, the information will be provided to a person designated by the patient or to a legally authorized person.

**Choice:** You have a right to accept or refuse treatment to the extent permitted by law. You have the right to refuse to participate in experimental research. Patients have the right to change their Primary Care Provider.

**Service:** You have a right to quality care. Our facility does not provide after-hours care or emergency care. If you need emergency care, you should go to the nearest emergency care medical facility.

**Telehealth:** You have the right to telehealth services that are encrypted to protect patient confidentiality. Patient information cannot be shared without written consent. Telehealth services will be provided in a location that ensures privacy and confidentiality. You have access to all transmitted information except live videos. You have the right to withdraw from telehealth services at any time.

**Suggestion and Grievances:** You have the right to make suggestions and to express any grievances or complaints and to expect a reply to any complaint within a reasonable time.

**Advance Directive:** You have the right to formulate an Advance Directive (Living Will, Durable Power of Attorney for Healthcare e.g., Health Care Proxy, Mental Health Advance Directive, DNR Order, or Organ Donation Request). The provision of your care is not conditioned upon having an Advance Directive.

**Billing for Service:** Patients will not be billed for services. We do, however, bill Medicaid, Medicare and private insurance.

## **Patient's Responsibilities**

These responsibilities include at least the following:

- **Providing information.** You and your family are responsible for providing accurate and complete information.
- **Asking questions.** You and your family are responsible for asking questions when you do not understand what you have been told about your care.
- **Following instructions.** You and your family are responsible for following the care, service, or treatment plan developed. You should express any concerns you have about your ability to follow and comply with the proposed plan or course of treatment.
- **Accepting results.** You and your family are responsible for the outcomes if you do not follow the care, service, or treatment plan.
- **Following facility rules and regulations.** You and your family are responsible for following the facility's rules and regulations concerning patient care and conduct.
- **Showing respect and thoughtfulness.** You and your family are responsible for being thoughtful of the facility's personnel and property.
- **Play a role in successful telehealth experience.** You and your family are responsible for providing accurate information and are prepared for virtual visits.
- **Transportation.** Patients are informed of the responsibility to provide a responsible adult to provide transportation home and to remain with him/her as directed by the provider or as indicated on discharge instructions.

In addition, you and your family are responsible for being considerate of other patients, helping control noise and disturbances, following the tobacco-free policies, and respecting others' property.

# Policies and Rules

## Payment

All services at IHCRC, including prescriptions from your IHCRC doctor, are free. IHCRC does bill Medicare, Medicaid, SoonerCare, the VA and most private insurance policies. IHCRC is not owned by any tribe and it is not an IHS facility (although we have a contract for services). We are a nonprofit clinic with a local volunteer board.

## Patient Transportation

Free transportation is available in Tulsa County if you have no other way to get to IHCRC. Please schedule your transportation when you schedule an appointment. IHCRC also offers limited transportation to Claremore. You can also ride the city bus to IHCRC. It stops at the park across the street.

## No Weapons

No guns or knives may be carried into the clinic or onto the clinic parking lot or yard. If you bring a weapon into the clinic, the police will be called.

## No Smoking

IHCRC is a tobacco and marijuana free campus. You may not smoke, chew, dip, vape, or use e-cigarettes on the premises.

## No Food

Please do not bring food and drinks in the building. IHCRC does not have pop or candy machines in the building.

## Patient Dismissals

Your responsibility is to be kind to the IHCRC staff and our other patients when you are in the clinic. Some actions are not okay and may get you dismissed as a patient of IHCRC. Those actions may include:

- Visiting the clinic without appropriate attire including but not limited to shirts, pants, and shoes.
- Using a camera to capture video or photos in a common space. This includes video calls where IHCRC patients may be visible in the background.
- Trying to get your doctor to give you medication (drugs) when they are not needed or when they are being filled at another clinic
- Threatening your provider, staff, or other patients

- Screaming, bullying, or being physically or verbally abusive (this includes cursing)
- Tearing up or attempting to tear up IHCRC property and/or equipment
- Theft of any kind

### **Late Arrivals**

If you get to the clinic late for an appointment you will need to wait to see if you can be seen. If you are able to be worked back into the schedule, your appointment will be shorter. If we are unable to work you back into the schedule, you will need to reschedule your appointment.

### **Limited Access Policy**

If in 6 months' time, you miss 3 or more appointments without calling to cancel by 4:00 pm the day before, you will be placed on limited access. Limited access means you will not be able to make an appointment for 6 months. You can get care by coming into IHCRC as a Same Day visit. As a limited access patient you will need to wait until your doctor is able to see you or until another service you need can get you in. (This includes all services at IHCRC.)

### **Same Day Visit Policy**

For Same Day visits we are working you into the schedule based on the following:

- **The Sickest People Are Seen First:** It is not a first come first serve basis.
- **Time Limitations:** A Same Day visit will be seen as soon as a provider is available. We may not get to all Same Day visits in a day; however, we will do our best to serve all Same Day visits.
- **Scheduled Appointments:** Let us know if we can help you in scheduling future appointments.

**You must stay in the building to be eligible to be seen.** If you are unable to wait to see a medical provider, please let the receptionist know so they can remove you from the visit queue to allow others to possibly be seen. Please keep in mind that daily schedules do not always allow all Same Day visits to be seen. Thank you for your understanding.

# Additional Information

## Improving Patient Care (IPC) and Patient Centered Medical Home (PCMH)

IHCRC uses the “Improving Patient Care” (IPC) model of the Indian Health Service to make our services better. The patient centered medical home is a team approach to healthcare. Your medical home team will include your healthcare provider, others who support you, and **YOU**.

You are the most important person on the healthcare team. Patient-centered is a way of saying that you are the focus of your healthcare. You will see the same team members on every visit to the clinic. That way you know your doctor or nurse and feel good about talking to them. They also know you better and can help you more easily.

## Compliments and Complaints

You are important to us. We want to know when you like something and when you don't. Please use a Patient Communications Form (accessible on our website or in the Administration Office) if you have a problem while you are in the clinic and you think someone should know. If a staff member or doctor has been very helpful or kind, please use a Patient Communications Form.

## Contract Health Service/PRC for Emergency Care and Referrals

IHCRC is not a clinic where you can utilize Contract Health Services/PRC (Purchased Referred Care.) We do not pay for services if they are not in our clinic.

If you need emergency care and you go to a local emergency room (like OSU Medical, Hillcrest, or St. John's), you or someone acting on your behalf must notify your Contract Health Service/PRC office within 72 hours from the start of care. (Section 406, PL 102-573 allows individuals ages 65+ and individuals with disabilities 30 days to notify Contract Health Services/PRC).

Contract health is not an entitlement (no law or treaty says you must have it). Paying for your trip to the emergency room or for a specialist is not a sure thing.

These are some important things to know about contract health:

- You must have an active and updated chart at your Contract Health Service/PRC location.
- You must live in your Contract Health Service/PRC area. You must prove that is where you live.
- You must use all other resources (insurance, Medicaid, Medicare, VA benefits) to pay for your referred or emergency care. They will check to see if you have other resources.
- A physician's referral or a trip to the emergency room does not mean Contract Health Services/PRC will pay for your care. It is your responsibility to call your Contract Health Service Center to make sure the referral was approved.
- All Contract Health Service/PRC locations require you to have an active up-to-date medical chart before they can begin the referral process.

### **After-Hours Care**

If after-hours care is required, you can call on the next business day (Monday through Friday, 7:30 am to 4:30 pm) and speak with someone at Claremore's Contract Health/PRC Department at 918.342.6200 (or the CHS location that handles the county that you live in). Do not call Indian Health Care Resource Center (IHCRC) as we cannot help you with Contract Health Services/PRC for after hours or emergency care.

It is your responsibility to gather your medical records (doctor and/or hospital records) plus all your hospital bills. Contract Health Services/PRC must receive these within 30 days of when you visited the hospital. If Contract Health Services/PRC does not receive them within 30 days, a letter saying your bills will NOT be paid will be sent to you. If you receive a letter of denial (a letter that says your bills will not be paid), you will need to write a letter of appeal. The way to appeal is always included at the end of the denial letter. Pawnee Service Unit residents should follow Pawnee Benefit Package handbook directions.

## Contract Health/PRC Service Locations

### **Claremore Indian Hospital (CIH) Contract Health Claremore, OK (918.342.6470)**

**Inpatient Services:** Craig County, Delaware County, Mayes County, Nowata County, Rogers County, Tulsa County (Only if patient lives NORTH of Admiral Blvd inside Tulsa), and Washington County.

**Outpatient Services:** Rogers County, Tulsa County, and Wagoner County

### **Cherokee Nation Contract Health Tahlequah, OK (1.800.256.0671 – ask for Contract Health)**

**Inpatient Services:** Adair County, Cherokee County, and Sequoyah County

**Outpatient Services:** Craig County, Delaware County, Mayes County, Muskogee County, Nowata County, Washington County, Adair County, Cherokee County, and Sequoyah County

### **Creek Nation Contract Health Okmulgee, OK (918.758.2710)**

**Inpatient Services:** Muskogee County, Wagoner County, Tulsa County (Inpatient if the patient lives SOUTH of Admiral Blvd in Tulsa), Creek County, McIntosh County, Okfuskee County, and Okmulgee County

**Outpatient and Inpatient Services:** Creek County, McIntosh County, Okfuskee County, and Okmulgee County

### **Miami Contract Health Miami, OK (918.675.2019)**

**Outpatient and Inpatient Services:** Ottawa County

### **Pawnee Contract Health Services Pawnee, OK (918.762.6506)**

These services are only available to patients who reside in the counties that have the Pawnee Benefit Package and who are enrolled in the **Pawnee Benefit Package Program (PBPP 1.800.452.3588)**: Grant County, Garfield County, Kay County, Noble County, Osage County, Pawnee County, and Payne County

## Area Indian Clinics and Hospitals

### **Bartlesville Health Clinic**

(Cherokee Nation)  
501 E. 5th Street  
Bartlesville, OK 74003  
918.336.0823

### **Choctaw Nation Health Center**

McAlester Clinic  
1127 S. George Nigh Expressway  
McAlester, OK 74501  
918.423.8440

### **Claremore Indian Hospital**

(Indian Health Service)  
101 S. Moore Avenue  
Claremore, OK 74017-5091  
918.342.6200

### **Creek Nation Community Hospital**

309 North 14 Street  
Okemah, OK 74859  
918.623.1424

### **W. W. Hastings Indian Hospital**

(Cherokee Nation)  
100 S. Bliss Avenue  
Tahlequah, OK 74464  
918.458.3100

### **Koweta Indian Health Facility**

(Muscogee-Creek Nation)  
31870 E. Hwy 51  
Coweta, OK 74429  
918.279.3200

### **Okemah Indian Health Center**

(Muscogee-Creek Nation)  
309 North 14 Street  
Okemah, OK 74859  
918.623.0555

### **Okmulgee Indian Health Center**

(Muscogee-Creek Nation)  
1313 E. 20th Street  
Okmulgee, OK 74447  
918.758.1926

### **Pawnee Indian Hospital**

(Indian Health Service)  
1201 Heritage Circle  
Pawnee, OK 74058-3744  
918.762.2517

### **Will Rogers Health Center**

(Cherokee Nation)  
1020 Lenape Drive  
Nowata, OK 74048  
918.273.7500  
Toll free: 877.373.0192

### **A-Mo Clinic**

(Cherokee Nation)  
900 N. Owen Walters Boulevard  
Salina, OK 74365  
918.434.8500

### **Sapulpa Indian Health Center**

(Muscogee-Creek Nation)  
1125 E. Cleveland Ave  
Sapulpa, OK 74066-4643  
918.224.9310

### **Three Rivers Health Center**

(Cherokee Nation)  
1001 S. 41st Street East  
Muskogee, OK 74403  
918.781.6500

### **Vinita Indian Health Facility**

(Cherokee Nation)  
27371 S. 4410 Road  
Vinita, OK 74301  
918.256.4800



## Services Contact Information

**Medical Care:** 918.382.1224

**Mammography:** 918.382.1284

**Optometry:** 918.382.1263

**Dental Care:** 918.382.1257

**Nutrition:** 918.382.2222

**Mental Health Care:** 918.382.1241

**Behavioral Health:** 918.382.1241

**Pharmacy Refills:** 918.382.1270

**Eligibility Services:** 918.382.1219

**Patient Transportation:** 918.382.1224

**Wellness Center:** 918.382.1280

## Main Contact Information

**Phone:** 918.588.1900

**Fax:** 918.582.6405

**Administration and Complaints:** 918.382.1204

**Email:** [info@ihcrc.org](mailto:info@ihcrc.org)

**Address:** 550 S. Peoria Avenue, Tulsa OK 74120

*Achieved Accreditation by*

