



Indian Health Care Resource Center of Tulsa Patient Handbook

IHCRC is accredited by:



ACCREDITATION ASSOCIATION
for AMBULATORY HEALTH CARE, INC.

CARING IS STRONG MEDICINE!

Welcome to your health care 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 billed 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 2 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 health care, 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!

Carmelita Skeeter

Carmelita Skeeter
Chief Executive Officer



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MISSION

The mission of the Indian Health Care Resource Center of Tulsa, Inc. (IHCRC) is to provide quality, comprehensive health care to Tulsa area Indian people in a culturally sensitive manner that promotes good health, well being and harmony.

VISION

The vision of IHCRC is to eliminate health disparities, expand innovative family-focused practices and promote an embracing approach to care that strengthens physical, mental, emotional and spiritual wellness within the Indian community.

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 Indian community in ongoing health promotion, prevention and disease management programs.



ABOUT US

Since 1976, IHCRC has been an important part of the local Indian community. The organization is the primary source of outpatient care services for American Indian 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. More than 11,000 American Indians call IHCRC their medical home every year.

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 in this booklet.)

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. 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 in the way that it says it will?

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.

MEDICAL SERVICES

IHCRC 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 health care team. Patient-centered is a way of saying that you are the focus of your health care.

- 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, ultra-sound, and lab diagnostics





DENTAL SERVICES

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

Unfortunately, dental services are currently limited to children and youth, pregnant women, and persons living with diabetes.

OPTOMETRY

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
- Eyeglass Prescriptions
- Testing for glaucoma and diabetic retinopathy
- Treatment of eye infections and other eye diseases

Unfortunately, optometry services are currently limited to children and youth, persons with diabetes and individuals with eye diseases or infections.

PHARMACY

The IHCRC Pharmacy provides prescriptions, medication education and adherence counseling for prescriptions written by IHCRC physicians only. Although the pharmacy does not bill patients for prescriptions, IHCRC does bill Medicare, Medicaid, the VA, SoonerCare and most private insurance policies.

Prescriptions may be picked up at one of our two drive-thru lanes or in the pharmacy utilizing the dedicated entrance. 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.

HEALTH EDUCATION AND WELLNESS

Sometimes we all need a little help staying healthy. Our diabetes educators are certified and are sought out by people from across the state. Our Registered Dietitians make certain you know how to cook the right foods for you, even if you are on a budget. The fitness classes, personal training, and family fitness activities set us, and you, apart from all the rest.

- AADE accredited diabetes education program
- Diabetes and cardiovascular disease prevention programs
- Individual diabetes management counseling
- Fitness instruction for youth and adults
- Nutritional counseling
- Cooking classes for youth and adults
- Activity programs for the entire family



BEHAVIORAL HEALTH

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.

Mental Health Services

- Psychotherapy/counseling
- Psychiatry
- Psychological assessment (by internal referral only)
- Domestic violence prevention and treatment program

Substance Abuse Treatment Services

- Therapy services for patients with addiction
- Recovery support services

Please note that IHCRC staff does NOT complete assessments for DPS/ Driver's License, nor is IHCRC ADSAC approved.

Systems of Care Wrap Around Services

The Systems of Care program serves children with emotional or behavioral disorders who are also at risk of being removed from either school or the home. Families are assisted in the development of a plan which will meet the youth's emotional, educational, intellectual, physical, family, cultural and social needs.



TRANSPORTATION

Free transportation is available in Tulsa County for patients and clients without means to get to IHCRC.

WIC - 918-382-1291 OR 918-382-1293

IHCRC partners with the Cherokee Nation to offer the Women, Infants and Children (WIC) program at our facility. WIC provides nutrition and health education, supplemental food benefits, and breastfeeding education to eligible women, infants and children. Eligible clients include children under the age of five, pregnant or breastfeeding women, and women up to six months postpartum. Walk-ins are welcome for WIC.

HEALTHY START

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 RIGHTS

Health Insurance Portability and Accountability Act of 1996 (HIPAA) Patient Rights

- 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 (<http://www.hhs.gov/ocr/privacy/hipaa/understanding/consumers/noticepp.html>)

Respect - You have the right to be treated with respect and dignity. You have a right to be helped in a way that lets you be as healthy as possible. Patients and guests that fail to respect others will be asked to leave the clinic.

Confidentiality - You have the right to have all your information kept confidential (private). Your medical records will not be given to anyone but you unless you give us permission in writing. (If a court orders us to give them your records, we must do so.)

Information - You have the right to know and understand information about your health, diagnosis, and treatment plan. You have a right to understand what services are available and when; what to do if you have an emergency; how much money you will need to pay (you do not pay for anything at IHCR); and how we bill your insurance, including Medicaid and Medicare (if you have it).

Participation - You have the right to make choices about your care, if the doctor does not say that the care you need must be done. If you are not able to talk to the doctor because of your health, the doctor may talk to the person you have said can know about your health or to the person the court says can know about your health.

Choice - You have a right to say yes or no to treatment (care) if the law allows it. You have the right to say no to being part of a research program. You have a right to change your doctor.

PATIENT RIGHTS CONTINUED

Service - You have a right to quality care. IHCRC does not provide after-hours or emergency care. If you have an emergency, please go to the nearest emergency room and let contract health know you are there. (See Contract Health Services in this booklet.)

Suggestion and Complaints - You have the right to share your thoughts and to file a complaint. IHCRC will reply to your complaint as quickly as they can.

Billing for Service - Patients are not be billed for any of the services at IHCRC. We do bill Medicare, Medicaid, SoonerCare, the VA and private insurance companies if you have them.

Advance Directive - You have the right to set up an Advanced Directive (Living Will, Durable Power of Attorney for Healthcare e.g., Health Care Proxy, Mental Health Advance Directive, DNR Order, or Organ Donation Request). You may or may not have an Advanced Directive. You will get medical care at IHCRC whether you do or don't have one.

CONFIDENTIALITY

IHCRC promises to follow the federal Health Insurance Portability and Accountability Act of 1996 (HIPAA) laws. IHCRC will keep your information private. This includes Protected Health Information (PHI) on paper (chart) and Electronic Protected Health Information (EPHI) on computer.

YOUR JOB AS A PATIENT, PARENT, OR GUARDIAN

Respect- Be kind and respect the IHCRC staff and other patients. Do your best to not damage things in the clinic. Cussing is not allowed.

Information - Give us up-to-date information on where you live, your phone number, your health and medications, current care you are receiving and other doctors or clinics that you are using.

Appointments - If you cannot make your appointment, please call and tell us by 4:00 pm the day before you are to be here. (4:00 pm on Friday if you are to be here Monday.) There are many reasons why you should keep your appointment. But we know that sometimes you must cancel. Not calling to tell us you are canceling is not fair to other people who need to be seen by the doctor.

Participation - Be a part of your care. You are responsible for following your plan to get better or to stay healthy. Ask questions if you need to know more about what your provider said you should do.

Safety - If your doctor tells you to bring someone to drive you to IHCRC and back home, or if your doctor says someone will need to stay with you for 24 hours, please find a responsible adult. Do not get in the car with someone you know has been drinking.

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.

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 (gun or knife) into the clinic, the police will be called.

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 in the park across the street.

No Smoking

IHCRC is a tobacco free campus. You may not smoke, chew, dip, vape, or use e-cigarettes in the IHCRC parking lot, on the IHCRC lawn or in the IHCRC building.

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:

- 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.

POLICIES AND RULES CONTINUED

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 limited access patient. 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.)

Walk-In Or Same Day Appointment Policy

(Established/Active Charts Only)

If you are at IHCRC for a Same Day or Fast Track Appointment, you are being worked into the schedule. Some things to know about Same Day appointments:

- Who Goes First - The sickest people are seen first. It is not a first come first serve basis.
- Time Limitations – A walk-in appointment will be seen as soon as a provider has time. We may not get to all walk-ins in a day but we do our best to care for all walk-ins.
- Scheduled Appointments – Let us know if we can help you in scheduling a future appointment.

You may be given an appointment for your walk-in or same day visit. You may stay in the clinic and wait or you may go somewhere else. Either way you must check in with the receptionist at least 5 minutes before your scheduled appointment time. If you are unable to wait, please let the front desk know so they may give your place to another patient. Please remember that walk-ins may not be able to be seen every day. Thank you for your understanding.

OTHER THINGS WE WANT YOU TO KNOW

Improving Patient Care (IPC) And Medical Home

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 health care. Your medical home team will include your health care provider, others who support you, and YOU.

You are the most important person on the health care team. Patient-centered is a way of saying that you are the focus of your health care. 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 Comment Form (get one 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 Comment Form.



OTHER THINGS WE WANT YOU TO KNOW CONTINUED

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

1. You must have an active and updated chart at your Contract Health Service/PRC location.
2. You must live in your Contract Health Service/PRC area. You must prove that is where you live.
3. 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.
4. 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.
5. 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 the 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 (918-342-6200)

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, Wagoner County

Cherokee Nation Contract Health, Tahlequah, OK (1-800-256-0671 – ask for Contract Health)

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

Inpatient Services: Adair County, Cherokee County, Sequoyah County

Creek Nation Contract Health, Okmulgee, OK (918-758-2710)

Outpatient and Inpatient Services- Creek County, McIntosh County, Okfuskee County, Okmulgee County

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, 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

ACTIVITIES, EVENTS, AND PROGRAMS

For more information on activities, events, and programs, visit - www.ihcrc.org

Running Strong

IHCRC's run/walk club for youth and families now has more than 100 members. In addition to meeting weekly to run, learn new skills, and encourage each other, the run team also participates in several community runs. The team also gives back to their community by volunteering at various organizations, including the Day Center for the Homeless and Iron Gate.

Spring Break Camp

Held every year during the week of spring break, camp includes three days of amazing trips to help our youth learn more about their culture and their state. Spring Break Camp is limited to 40 youth each year.

Stomp Dance

The stomp dance is held in October of each year. The stomp dance provides an opportunity for families to celebrate culture and tradition together. All ages are welcome to enjoy traditional food and dance.

Summer Camp

Native Culture and Wellness Camps provide enrichment for our urban youth, instilling Native culture in a rich experiential manner. Youth participate in traditional Indian games, fitness activities, and learn skills for Native arts and crafts. A special field trip highlights each week and campers receive a healthy breakfast, lunch, and a snack every day.

Restoring Harmony Powwow

The Restoring Harmony Powwow is an annual celebration to recognize National Children's Mental Health Awareness Day. A full day of activities culminates in a dance contest for dancers of all ages. Each year in May, over 900 people attend including spectators, dancers, singers, volunteers, arts and crafts vendors, and exhibitor booths.

Native American Youth Summit

The Youth Summit provides a unique and engaging opportunity for Native American youth to become educated on important topics, such as bullying, healthy relationships, suicide prevention, college, gender and race identity, and thriving through difficult situations.

Family Fun and Fitness

Family Fun and Fitness events are held at least once a month. The events are designed for IHCRC youth, their families, and other members of the Native American community. Attendance at events is often limited and sign-up is required. The goal of family events is to get our families moving together while having fun. Events range from hiking and fishing to visits to local attractions.

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



QUICK REFERENCE GUIDE

Medical Care: 918-588-1900

Mammography: 918-382-1284

Optometry: 918-382-1263

Dental Care: 918-382-1257

Health Education and Wellness: 918-382-2222

Indian Youth Program: 918-382-2217

Behavioral Health: 918-382-1241

Pharmacy Refills: 918-382-1270

WIC Nutrition Program: 918-382-1290

or 918-382-1291

Main Telephone: 918-588-1900

Main Fax: 918-582-6405

Administration and Complaints: 918-382-1204

Main Email: Administration@ihcrc.org



INDIAN HEALTH CARE

RESOURCE CENTER OF TULSA

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