

# Patient Handbook



Southern Ute Indian Tribe  
Tribal Health Department

Southern Ute Health Center  
Ignacio, Colorado  
Phone: 970-563-4581

# Hours of Operation

**Health Center / Lab & Pharmacy hours:**

Monday–Friday: 7:30am through 5:30pm

\*The health center and pharmacy will be closed at noon  
On the first Thursday of each month.

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**Dental hours:**

Monday –Friday 7:15 am through 5:30pm

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**Optometry hours:**

Monday –Friday 8:00am to 5:00pm

Optometrist in clinic: Every Wednesday

1 Tuesday/Month & 1 Thursday/month

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Public Health Nurse -Varies please call 970-563-0154

CHR Services -Varies please call 970-563-0154

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The health center is closed on Weekends, Federal & Tribal Holidays. Please check for hours and closures during the week of the Holiday.

# Introduction

It is our pleasure to welcome you to the Southern Ute Health Center. We would like to take this opportunity to acquaint you with some of the ‘ins and outs’ of the facility and services. It is hoped that by sharing the information contained in this brochure, your experiences and understanding of the Health Center will be greatly enhanced.

The Southern Ute Health Center (SUHC) is a Tribally operated outpatient facility managed and operated by the Southern Ute Indian Tribe via a PL. 93-638 contract. The health center opened its doors in October 1978 replacing the old Indian Health Service (IHS) Clinic, which had served the reservation since 1955.

The information contained in this brochure will help define the scope of services you may expect to receive, as well as the proper procedure for using them. Please feel free to share with us any questions, concerns, or suggestions you may have. It is hoped that by working together we can achieve the optimal level of health care for you, your family, and for all patients served.

## **SUHC became accredited as a medical home in 2016**

A Medical Home has shown many benefits and has become a hot topic in health care. This model encourages patients and their provider teams to work closely together to ensure that care is more comprehensive, coordinated, and consistent. This approach should result in more streamlined and personalized care, and better outcomes, especially for patients who have chronic conditions.

Home is a place where you are known and cared for.  
A medical home is much the same!

# Telephone Numbers

<b>Emergency / Ambulance</b>	<b>911</b>
<b>Poison Control Center</b>	<b>1-800-222-1222</b>
<b>After-Hour Care / Non-Emergency</b>	<b>970-563-4581</b>
<b>Southern Ute Health Center Main Line</b>	<b>970-563-4581</b>
<b>Tribal Health Department</b>	<b>970-563-4742</b>
<b>Referral Services &amp; Contract Health</b>	<b>970-563-4829</b>
<b>Pharmacy &amp; Medication Refills</b>	<b>970-563-4781</b>
<b>Dental Clinic</b>	<b>970-563-4719</b>
<b>Community Health Representatives</b>	<b>970-563-0154</b>
<b>Shining Mountain Health and Wellness</b>	<b>970-563-4741</b>

# Eligibility

## Who is Eligible?

American Indians/ Alaska Natives from federally recognized tribes are eligible for direct services. Direct Services include services provided by the Southern Ute Health Center that are available on-site, unless otherwise noted.

## How do I Register?

Obtain Registration Packet at the Front Desk of the Health Center, Dental, or Pharmacy office.

Complete the packet & provide all required documentation prior to scheduling an appointment

Once the packet is received, allow 2-5 business days for review

You will receive a phone call for notification of your eligibility, and can schedule your first appointment at that time.

# Scope of Services

The Southern Ute Health Center provides primary care services. Our providers include family practice physicians and family nurse practitioners.

Appointments are strongly encouraged. The Southern Ute Health Center is not an Urgent Care facility. We do not recommend “walk-in” appointments. Same-day and next-day appointments may be available for acute care problems. We do our best to accommodate established patients. Please call 970-563-4581 for an appointment.

Hours of Operation – 7:30-5:30, Monday – Friday.

Closed on Weekends, Federal, and Tribal Holidays.

Please note: On occasion, the clinic may close for administrative time (education, meetings, etc). Notice will be made ahead of time.

After Hours On-Call: 970-563-4581

Services:

## Acute Care/Sick Care

- Diagnosis and treatment of illness or injury
- Sick infant or child exams
- Upper respiratory symptoms
- Frequent urination or burning sensation when urinating

## Preventative Care

- Adolescent exams
- Adult immunization services
- Adult medical exams
- Child immunization services
- Employment, sports and school physicals
- Well-woman exams
- Infant and well child exams

# Scope of Services

## Specialty clinics

- Rheumatology
- Nephrology
- Audiology
- Psychiatry (Adult and Child)

## Dental Services

- Restorative
- Prosthetic (fixed and removable)
- Endodontic
- Periodontic
- Oral Surgery (routine and surgical extractions)
- Pediatric
- Preventative

## Behavioral Health Services

- Evaluation, diagnosis and management of behavioral health conditions
- Psychotherapy services for individuals, groups and families
- Treatment coordinated with medical treatment as needed
- Consultation with other professionals
- Community Trainings
- Psychiatric Services for all ages – evaluation and medication management

Pharmacy services and Clinical Pharmacy services

Onsite lab and x-ray

Optometry

Public Health Nursing Services

Shining Mountain Health and Wellness

# Appointments

## Scheduling An Appointment

Patients will be seen at the Health Center by appointment. Same Day appointments are available for acute illness. Patients are encouraged to call and speak with a triage nurse or medical assistant prior to arriving at the clinic for unscheduled care. If the patient comes to the Health Center without an appointment, the nurse will assign the patient an appointment time depending upon medical need.

Every effort will be made to see scheduled patients in a timely manner. Patients arriving more than 10 minutes after their scheduled appointment may be asked to reschedule.

Scheduled patients are encouraged to notify the Health Center as soon as possible if they will not be able to make their appointment.

Twenty-four (24) hour advance notice of cancelled appointments is requested so that other patients may be scheduled for the appointment time slot. Patients can cancel an appointment by calling the main switchboard at 970-563-4581.

\*For Dental Clinic cancellations, please call:

970-563-4719.

# Emergencies & Urgent Care

The Southern Ute Health Center does NOT provide emergency services.

Call 911 with life-threatening emergencies.

Patients presenting with an urgent medical need shall undergo assessment by a member of the nursing or clinical staff. When a patient's condition requires transportation to another medical facility, the Health Center will make these arrangements.

Patients with urgent (non-emergent or not life-threatening) medical needs occurring outside of regular business hours may reach the on-call service, and if indicated, the on-call clinical provider, by contacting the health center's main line at 970-563-4581

Patients eligible for Purchased Referred Care can expect payment by PRC or emergency room services whenever a true emergency occurs after clinic hours and if funds are available. However, the clinic must be notified within seventy-two (72) hours of the service if the patient is non-elderly and non-handicapped OR within thirty (30) days if the patient is elderly or handicapped.

\*Patients seeking emergency room care for non-emergencies, non-urgent medical problems during regular office hours or for routine care may not be eligible for Purchase Referred Care (PRC) payment for these services.

## When You Come into SUHC

Always start at the Front Desk/Medical Records to check in.

It is important to update your registration information at this time. Please notify Medical Records staff of any updates or changes in your information, including phone number, address, or emergency contact information.

Please provide your insurance information or status changes in your health care coverage, including Medicare, Medicaid, or other alternate resources.

When you finish your appointment, please return to the front desk to schedule your next follow-up visit.

\*For Pharmacy refills, patients may call the Pharmacy main line 970-563-4781 for chronic medications, and these will be ready for pick-up in 24 business hours.

# Payment for Medical Care

## Direct Care

Care received at the Southern Ute Health Center (SUHC) is provided without charge to all eligible patients. Eligible persons are those who can prove they are members or descendants of a federally recognized tribe.

All other referral for care may be the patient's responsibility, even if a patient is referred by the clinic.

\*See Purchased Referred Care.

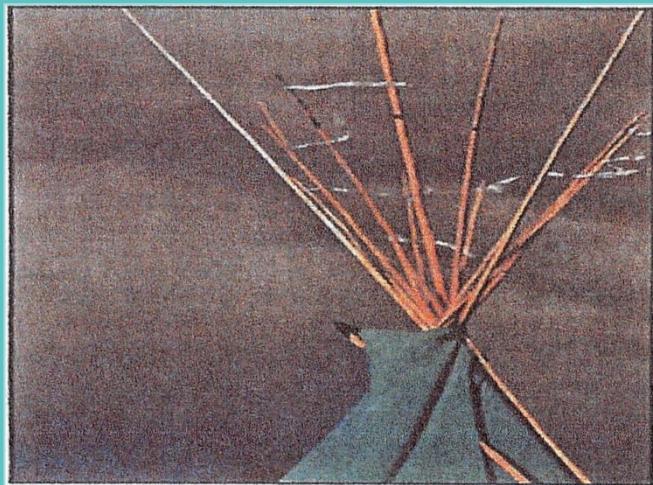


Photo by Jeremy Shockley:Southern Ute Drum 2010

# Tribal Health Department -

## Purchased Referred Care

If you are eligible for Purchased Referred Care (PRC) services, some outside care may be covered.

A referral from the Health Center is not a guarantee of PRC eligibility.

Some common reasons why a PRC service may be denied:

- Not being PRC Eligible
- Not living on or close to one's own reservation
- Failure to apply for alternate resources or to use these resources
- Failure to get prior approval from PRC office
- Failure to notify PRC within 72 hours of receiving emergency services
- Having a medical problem that does not fall within the medical priority set by PRC
- Lack of appropriate documentation or no medical record at the Southern Ute Health Center
- The service was available at the Southern Ute Health Center or other IHS facility

PRC is a payor of last resort. If the patient has Medicare, Medicaid, or private insurance those third party resources must be utilized first before federal funding can be used to pay for care not provided at the clinic. If the patient is eligible for Medicare and/or Medicaid, he or she must apply for determination before PRC will pay for all or part of the cost of care.

Purchased Referred Care: 563-2203

Tribal Member Health Benefits: 563-2211

# Transportation & Health Promotion

## TRANSPORTATION

The Community and Home Health Services provides non-emergency transport for medical care only. The service is available to recipients of care at the Southern Ute Health Center who live on the Southern Ute Indian Reservation, during normal business hours, and for Southern Ute Tribal Members, after hours/weekends. They may also assist with medication delivery as necessary.

Priority of services is given to the elderly, those with handicaps, and those without transportation.

Contact 563-0154 for more information..

## HEALTH PROMOTION

The Shining Mountain Health & Wellness is a federal HHS/SDPI grant program that offers Diabetes Self-Management Education and Preventive Health Education for recipients of care at the Southern Ute Health Center during normal business hours,

Contact 970-563-4741 for more information.

# **Patients' Rights**

## **As an eligible patient of record, you have the right to:**

- Be treated with respect, consideration, and dignity in a safe and secure environment.
- Be treated with respect and regard for privacy, individuality, personal values, beliefs, spiritual and cultural traditions.
- Receive information regarding your health status, diagnosis, prognosis, the course of treatment, the benefits and risks of treatment, and the prospects for good health in terms you can understand.
- Personal privacy and confidentiality. Consultation, examination, treatment and case discussion are confidential and will be conducted discreetly.
- Receive timely and quality, evidence-based care in a setting appropriate to health care needs.
- Receive referrals to staff and services in a timely manner consistent with quality professional practice.
- Know the professional status and name of the person(s) directing and/or providing care and those giving medical advice after hours.
- Participate in decisions affecting your care and treatment according to your desires, needs, and understanding including the choice to have family and friends participate in the process.
- Refuse care, treatment and services, to the extent permitted by law. You will be fully informed of possible consequences of such refusal.

## Patients' Rights - Continued

- Be informed of specialized services at other clinics or hospitals.
- Submit an Advance Directive and appoint someone to make health care decisions for you if you are unable to. If you do not have an Advance Directive, we can provide you with information and help you complete one. All patients' rights apply to the person whom you elect.
- Express satisfaction regarding services rendered and to comment and make suggestions for improvement of the quality of care and services.
- File a complaint and to receive a response in a timely manner without fear of discrimination.
- Access your medical records, approve and refuse the release of your medical records. Records are maintained private and confidential in a safe and secure environment.
- Know, in advance of services, the cost of services and any applicable payment policy.
- Refuse the presence of healthcare students or refuse to participate in research/experimental activities.
- Change your provider if other qualified practitioners are available.

# Patient Responsibilities

As a patient, you have the responsibility to:

- Participate in discussions and decisions regarding your health care.
- Provide complete and accurate information about your health and medical history, including present condition, past illnesses, hospitalizations, any medications, including over-the-counter products, traditional healing remedies, dietary supplements, illicit substances, and any allergies or sensitivities.
- Follow your provider's health care instructions or inform provider if you cannot or will not follow the treatment plan.
- Accept consequences for refusing care or not following treatment plan.
- Discuss your health care problems, concerns, and personal needs with your provider in an honest manner and to inform the health care provider of any changes occurring in your health.
- Come to all appointments drug and alcohol free. Patients believed to be under the influence may be asked to leave.

## Patient Responsibilities - Continued

- Cooperate with all health care personnel involved in your care and to conduct yourself in a polite and respectful manner.
- Respect the rights of your health care provider and to exchange information in a non-abusive manner either physically or verbally while receiving care.
- Show consideration and respect the rights and property of all health care professionals, employees, and other patients.
- Make and keep all scheduled appointments. To assure that all patients are served in a timely manner, patients are responsible for calling and changing appointments 24 hours in advance.
- Maintain continuity of care with their Primary Care Teams in accordance with Patient Centered Medical Home model.
- Provide patient registration with accurate, complete and current information pertaining to insurance coverage, physical address, telephone number, social security number, and verification for eligibility of services.
- Advise your provider of all changes in decisions concerning advance directives and/or persons designated by you to make health care decisions.
- Apply for all alternative health payment benefits, i.e.: Medicaid, Medicare, VA benefits, employer or private insurance.

## Treatment of Minors

Patients under the age of 18 require parental or guardian consent for medical care. Parental involvement in the minor's care is always encouraged, although parental consent is not required for the following services:

- Contraception and information about contraception
- Prenatal and post-delivery medical care
- Diagnosis and treatment of sexually transmitted infections
- Substance abuse treatment
- Mental health treatment for minors 12 years of age or older
- Emergency situations requiring stabilization prior to transfer

A parent or legal guardian may designate an adult person to consent to care for their minor child. This designation must be renewed annually and may be revoked at any time by the parent or legal guardian. Except in circumstances allowed by law (such as Durable Power of Attorney), without such written designation by the parent, a surrogate (family member or friend) may not consent to care for the minor.

Minors must be accompanied by an adult when seeking care except in circumstances outlined above. An adult must remain present in the facility even if patient is being seen by a provider alone (i.e., behavioral health session).

Non-controlled medications may be picked up by minors who are being treated under circumstances not requiring parental/guardian consent.

# Feedback and Grievance Policy

## FEEDBACK

It is the right of all patients to submit feedback to any staff member. All feedback will be documented and reviewed.

All patients providing feedback will be contacted and notified of resolution of any concerns within 10 business days.

You may leave your feedback in the suggestion box, on the Patient Satisfaction Survey, or you may voice your feedback to any Health Center staff member.

If desired, you may offer your feedback directly to Management:

•Margo Yeager, Chief Nursing Officer

All formal or written patient complaints will be documented on the Tribal Health Department Feedback Form. The form will be routed to the supervisor and the QMI Coordinator, who will fill out a feedback cover sheet and assign a tracking number. The supervisor will investigate, and provide a written response to the complainant.

Complaints will be reviewed at the QMI Committee meeting in a confidential, non-specific manner in order to provide employee awareness and seek improvements .



Photo by Jeremy Wade Shockley: Southern Ute Drum