

Lake County Tribal Health Consortium, Inc.

PATIENT HANDBOOK

Modern Medicine *Personalized Care*



Lake County Tribal Health

Modern Medicine *Personalized Care*

Lake County Tribal Health was established to improve the physical, mental, spiritual, emotional, and social health status of the American Indians/ Alaska Natives of Lake County through the provision of culturally sensitive health care services.

We are also committed to keeping our whole community healthy by providing access to affordable, quality health care. Established patients have access to all our Medical, Dental, and Counseling services. Additional services including Human Services, Public Health, Pharmacy and Transportation are available to the Lake County American Indian/Alaska Native population.

MISSION

"To promote the positive change in the physical, spiritual, emotional, and social health status of the American Indians/ Alaska Natives and communities we serve through culturally sensitive health care services."

VISION

"We are committed to being the high-quality patient center health home for our community."

OUR PROMISE TO YOU

We are dedicated to our patients who will benefit from a team of experts who use leading techniques in patient care. We always recommend the same treatment that we would for our own family members; this ensures that you understand your options and that you receive efficient high quality care.

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A Short History of Native Americans in Lake County

Lake County Pomo Indians are direct descendants of the Pomos that have historically inhabited the Clear Lake area for over 11,800 years. Pomos had been fishermen and hunters, known especially for their intricate basketry made from lakeshore tules and other native plants, feathers, and shells.

In 1851 local tribal leaders met with a representative of the President of the United States, and all agreed upon a treaty that established several reservations around Clear Lake. On July 8, 1852 the United States Senate, in executive session, refused to ratify this and several other California treaties and ordered them filed under an injunction of secrecy that was not removed until January 18, 1905, 53 years later. At this same time Congress passed the Land Claims Act of 1851 that required claims to all lands in California be presented within two years of the date of the act. Tribal leaders were unaware of the need to present their claims and failed to meet the statutory deadline. Deprived of protected legal title to their lands by treaty or formal claim, these ancestors became landless. Years later the various Pomo bands around the lake were given small parcels of land called Rancherias. In 1914 the U.S. Department of the Interior repurchased some land for the tribes and in 1936 the Indian Reorganization Act provided the tribes federal recognition.

In 1963 the tribal governments in the state were again illegally terminated under the California Rancheria Act of 1959. The tribes were subsequently reestablished by court order as federally recognized tribal entities in 1983 under the Tillie Hardwick v. United States of America judgment. But during that 20-year period most of the original Rancheria lands were lost, often sold by the Lake County tax collector to non-American Indians/Alaska Natives for back taxes. Many of the adults were relocated to urban areas for job training, and the children were sent to Indian boarding schools where their hair was cut and they were prohibited from speaking their native Pomo language, Bahtssal. Lake County tribes are still rebuilding to this day, enabling their tribal members to return to their ancestral lands. In the early and mid-1980's the tribes began the process of reconstituting their rights of self-determination by reforming their governing policies and procedures. They continue to repurchase their lands from surrounding private owners, often with the help of federal grant funds. This huge effort is being made in an attempt to bring all tribal members home. The provision of necessary and culturally appropriate health services to all American Indians/Alaska Natives is crucial towards the success of this reunification movement.





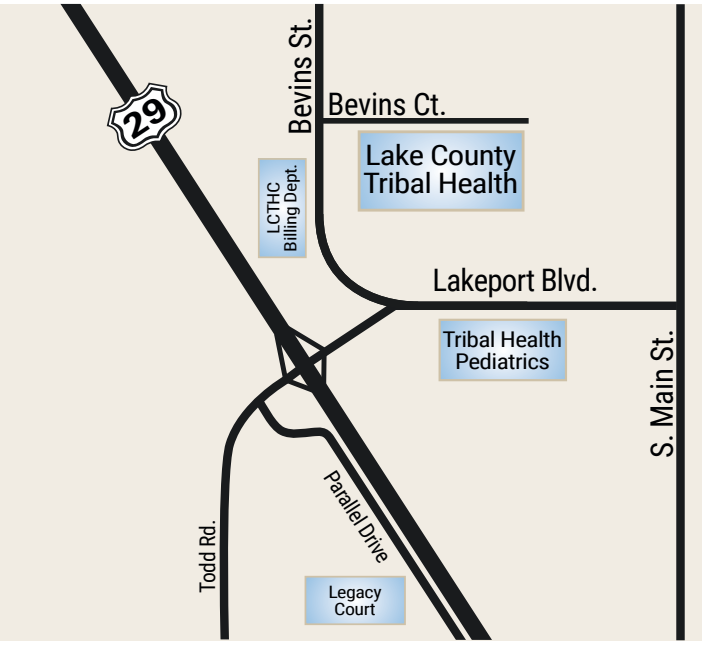
Organization Profile

We are a non-profit organization funded by Indian Health Service (IHS). The Indian Health Service is an agency within the Department of Health and Human Services that is responsible for providing federal health services to American Indians/Alaska Natives. The provision of health services to members of federally recognized tribes grew out of the unique government-to-government relationship between the federal government and American Indian/Alaska Native tribes. This relationship, established in 1787, is based on Article I, Section 8 of the Constitution, and has been given form and substance by numerous treaties, laws, Supreme Court decisions, and Executive Orders (Organization Bi-Laws, 1968).

IHS is the principal federal health care provider and health advocate for American Indians/Alaska Natives, and its goal is to raise their health status to the highest possible level. The beneficiaries of this IHS annual funding are the six federally recognized tribes from the local area. Each tribal council appoints two delegates (and two alternates) to sit on the Board of Directors, which is made up of 12 voting board members. These members of the council direct all activities and affairs of the consortium and delegate management of the consortium through its Chief Executive Officer.

Our 33,000 sq. ft. facility is located in California; We employ about 200 plus employees and service about 10,000 plus patients. We currently offer Medical, Dental and counseling services for our established patients. Additional services like, Public Health, Human Services, Contracted Health Services, onsite Pharmacy, and Transportation are available to local American Indian/Alaska Native patients. We offer primary care and limited lab services at two satellite clinics.

CONTACT AND LOCATIONS



LAKEPORT CLINIC

925 Bevins Ct.
Lakeport, CA 95453
(707) 263-8382

BILLING DEPARTMENT

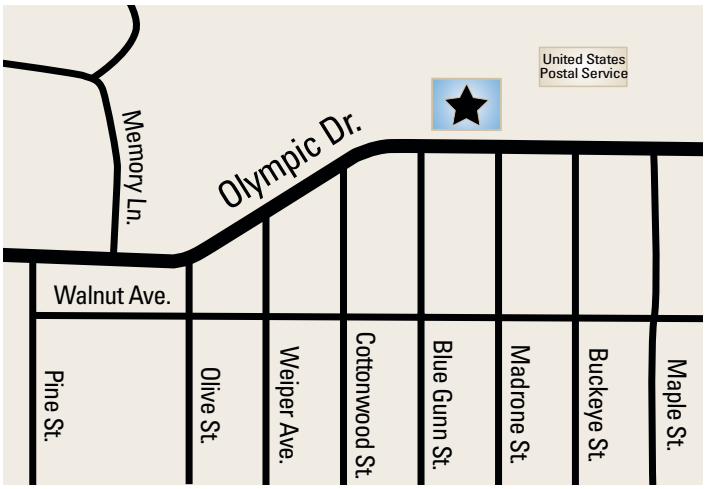
811 Bevins St.
Lakeport, CA 95453
(707) 263-8382

PEDIATRICS

359 Lakeport Blvd.
Lakeport, CA 95453
(707) 533-2740 • 1-800-750-7181

LEGACY COURT

1950 Parallel Drive
Lakeport, CA 95453



SOUTHSHORE CLINIC

14440 Olympic Drive
Clearlake, CA 95422
(707) 533-2760

PAIN AND WELLNESS CENTER

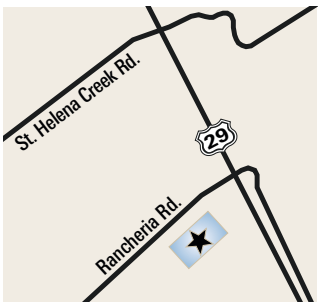
14440-C Olympic Drive
Clearlake, CA 95422
(707) 533-2760

SATELLITE CLINICS *(by appointment only)*



LAKESHORE SATELLITE CLINIC

14678 Lakeshore Blvd., Clearlake, CA 95422
(707) 263-8382 ×1436



MIDDLETOWN SATELLITE CLINIC

22223 CA 29, Rancheria Rd, Middletown, CA 95461
(707) 263-8382 ×1440

SERVICES WE PROVIDE

MEDICAL SERVICES

We provide primary medical care for all of your chronic medical needs such as diabetes, high blood pressure, etc. as well as treatment for acute illness and injuries. We also provide ongoing continuing care through child exams, immunizations, health education, annual screening exams, and much more.

Our specialty care includes Pediatrics, Obstetrics, Clinical Diabetes Management, Diabetes Education, Chiropractic Care, Acupuncture, Telemedicine Psychiatry, Pain Management, Medical Nutrition Therapy, Physical Therapy, Rheumatology, and Dermatology.

DENTAL SERVICES

We provide a wide range of services for the whole family ranging from preventative care to restorative dentistry including: routine care exams, x-rays, dental cleanings, fillings, tooth extraction, crown and bridges, emergency dental care, and full/ partial dentures. In addition, we will make sure you are referred out to a specialist when a referral is needed. Must be a registered and established LCTHC medical patient to be eligible for services.

BEHAVIORAL HEALTH

It is the goal of the Behavioral Health Department to provide culturally relevant comprehensive services including the incorporation of traditional practices, adult and family behavioral health therapy counseling and support, SUD services, and children's treatment services to Native American and Alaska Native persons within the context of a community-based primary care health center.

HUMAN SERVICES

Native families are empowered to strengthen emotional, mental, physical, social and spiritual wellness, and increase connections to their culture and community so that parents and children are safer, healthier, happier and more resilient. Our services include Child Development, Youth Activities, Parenting Support, Pre School Program, Wellness Groups, Help with Accessing Services, Adult GED Course, Vocational Trainings & Job Search, and Tribal Home Visiting.

PUBLIC HEALTH AND OUTREACH SERVICES

We are here to build bridges to eliminate barriers. We offer health promotion and disease prevention services to all LCTHC patients including: nutrition education, health education and wellness programs, Tobacco Cessation Services (TCS) and Tobacco Cessation Workshops (TCW), Center for Disease Control (CDC) accredited Diabetes Prevention Lifestyle Program (DPP), American Diabetes Association (ADA) accredited Diabetes Self-Management (DSMP), community garden classes, digital story workshops, Chronic Disease Self-Management Education (CDSME), Walk With Ease (WWE) and HomeMeds. For our Native youth we have programs to help prevent and manage diabetes such as Together We Can (TWC) and youth garden classes. For all our Native patients living in Lake County we have elder case management, home visitations, and transportation services.

PHARMACY

The Pharmacy offers a formulary of medications. Our emphasis is on the top 15 or 20 most used medications that treat chronic illnesses, such as diabetes, heart disease, and asthma. You can be sure that the Pharmacy can fill most of our **American Indian/Alaska Native patients'** prescription needs. We work together with your provider to make sure your prescriptions are filled in a timely manner and that they are accurately processed. Our medications are Standard Pain, Diabetes, Hypertension, Contraceptive, and Preventative. *No schedule C-II control medications*

PURCHASE REFERRED CARE

We assist eligible American Indians with payments for approved medical and dental services within our levels of care. When patients need medical services that are not provided at Lake County Tribal Health, we will refer to an outside provider and may assist with the payment of these services for our PRC eligible patients.

TRANSPORTATION

We provide limited transportation services to American Indian/Alaska Native patients seeking clinic services for a better opportunity to access care.

HOW TO REGISTER

All new patients must register to become eligible for services. **Patients must register and supply documents prior to being seen for their first appointment.** Call Registration at (707) 263-8382 for more information. Registration Packets are found on our website, www.lcthc.com.

You will need to supply the following items prior to your first appointment: Insurance Card, Driver's License or Valid Picture ID (if patient is under 18, please provide parent's or guardian identification), Social Security Card, Tribal Verification, Birth Certificate, a "Consent to Treat a Minor" is required, if applicable.

All required patient forms must be completed prior to being seen as a patient. Failure to complete forms prior to appointment could keep the patient from being seen. If you need assistance with forms, please contact us.

Children under 18 MUST be accompanied by a parent or legal guardian at every appointment (paperwork for guardians must be on file).

If you have not been seen by a Tribal Health provider within the past three (3) years, you will be required to re-register. **Patients are required to update registration information yearly or when expired.**

ARRIVAL FOR APPOINTMENTS

All patients must check in at the front desk of the department where they have an appointment to verify/update patient information (address, contact numbers and insurance). For your first visit, please plan to arrive 30 minutes prior to your scheduled appointment. This will allow us to prepare your record and collect other required information from you. For subsequent visits, please arrive 15 minutes prior to your scheduled appointment. Scheduled appointments will not be made in any department until the registration process is complete.

LATE ARRIVALS AND MISSED APPOINTMENTS

It is the patient's responsibility to keep track of their appointments. If you are unable to keep an appointment, please call 24 hours in advance. Late arrivals may need to be rescheduled. Some departments have missed appointment policies that can restrict further appointment scheduling. Policies are available upon request or found on our website.

WALK-IN APPOINTMENTS

There are Medical Walk-In appointments available each day, Monday through Friday from 8:20am–11:00am and 12:40pm–4:00pm. We are closed 11:00am-12:40pm. **Patients must be present to sign in for a walk-in appointment.** Patients must be present when their name is called or they will need to sign in again. Walk-ins are available for urgent care issues only. You will be treated for **One Acute Illness Only**.

See the "Urgent Care Patient Symptoms" list on the next page to determine if you require urgent care. Walk-ins are not to be used for: Medication refills, Referrals, Follow up for Rx and Lab, Completion of paperwork, immunizations, physicals, recurrent/chronic problems, or new patients. For any one of these requests, please follow up with your Primary Care Provider.

– HOW TO USE OUR –

Walk-in Services

- **Walk-in visits are available** Monday through Friday from 8:20am-11am and 12:40pm-4pm. We are closed 11am-12:40pm.
- **Patients must be present** to sign in for a walk-in visit.
- **Patients must be present** when their name is called or they will need to sign in again.
- **Walk-ins are available for urgent care issues only.** You will be treated for **One Acute Illness Only.** See the "Urgent Care Patient Symptoms" list below to determine if you require urgent care.

Walk-ins are not to be used for:
Medication refills, referrals, follow up for Rx and lab, completion of paperwork, immunizations, physicals, recurrent/chronic problems, or new patients. For any one of these requests, please follow up with your Primary Care Provider.

– Scheduled appointments with your Primary Care Provider are encouraged –

URGENT SYMPTOMS:

Children

- Decrease in number of wet diapers in 24 hours
- Unable to keep liquid down in 24 hours

Children & Adults

- Fever of 101.5 or greater
- Earache and sore throat
- Pelvic infections and pain
- Urinary tract infections
- New, severe headaches
- Eye injuries or infections
- New, severe abdominal pain
- Minor accidents/lacerations
- Mild head trauma
- Severe musculoskeletal pain
- Wound complications
- Asthma exacerbation
- Bronchitis
- Severe diarrhea or vomiting (1 day)

GO TO THE ER IMMEDIATELY:

If you have severe chest pain with difficulty breathing, or stroke-like symptoms, such as:

- Worst headache of your life with or without new seizures or fainting spells
- Sudden onset of facial drooping, slurred speech, or one sided weakness, (can't use an arm or leg)
- Altered mental status or acute confusion
- Sudden blindness

707-263-8382
1-800-750-7181

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www.lcthc.com

DENTAL URGENT CARE APPOINTMENTS

There are Dental Urgent Care appointments available Monday through Friday, from 8:00 a.m.– 5:00 p.m. We are closed 12:15 pm- 1:00 pm. Patients must call to schedule the visit on the same day. Children (1-17 years old) must be accompanied by a parent/authorized guardian and be present in the dental clinic during the entire appointment. You will be treated for One Acute Illness Only. An Urgent Care visit is strictly for: bleeding that doesn't stop, painful swelling in or around your mouth, Pain in a tooth/teeth/jaw bone, Gum infection with pain or swelling, After surgery treatment (dressing change, stitch removal), Broken or knocked-out tooth, or Biopsy of abnormal tissue.

MEDICATION REFILLS

American Indian/Alaskan Native patients who choose to fill their prescriptions at the Pharmacy may request refills by telephone, cell phone refill app., online refill or in person at our onsite location. When ordering refills by phone, patients are encouraged to leave a detailed message of their prescription and refill along with their contact information.

PLEASE ALLOW 48-72 HOURS FOR PRESCRIPTION REFILLS.

In order to obtain medication refills in a timely manner, we ask that you:

1. Call your pharmacy for any refill requests.
2. Call 2 to 3 business days before you run out.
3. If your refill request is denied, our office will call you.

SERVICE/COMPANION ANIMALS

We will make reasonable accommodations for patients with service animals and companion animals and, in doing so, will not compromise the health or safety of patients and staff by the presence of an animal inside our facility. For more information, please refer to the "Service/Companion Animals" policy.

FEES AND PAYMENT POLICIES

Fiscal policy requires that the fee schedule and sliding fee scale are reviewed annually to ensure that they are accurate and appropriate. **All fees for agency services are due and payable at the time of service, including share of cost and co-pays.** Agency services to verified American Indians/Alaska Natives are to be provided free of charge. The agency will bill all verified third party insurance coverage. Patients with insurance, Medi-Cal, CMSP, or Medicare will not be billed for the portion covered by these insurances until insurance payment is received and found to be deficient.

We accept all form of payment. The patient is responsible for their share of cost portion or co-payment at the time of service. **The patient is also responsible for any charges not paid by their insurance.** Please be aware that fees paid by the patient at the time of service may not include all billable items. The patient will be responsible for the difference. We do not act as an HMO for any insurance programs. **Patients need to be aware that if their insurance resource is an HMO, we will not be able to bill**

for the service and the patient will be required to pay cash at the time of service. We do not participate in discount programs. Any lab fees required for care will need to be paid by the patient prior to delivery and installation on any medical or dental applications.

Delinquent accounts older than 90 days from the last date of service will be sent to an outside collection agency for possible legal action.

If you have questions regarding fees and payment policies, or if you want to pay your bill, you can contact the Billing department at (707) 263-8382.

ADDITIONAL CHARGES FOR SERVICES

There may be an additional charge for services provided in the facility, which are not identified as "in-house".

THEY INCLUDE, BUT ARE NOT LIMITED TO:

Lab Services–*All Medical and Dental lab fees must be paid in advance, if applicable.*
Acupuncture therapy
Registered Dietitian
Certified Diabetes Educator
Fitness/Wellness program
Smoking Cessation
Parenting Classes
Pain Management

LAB SERVICES

Tribal Health offers patients the ability to pay Council of Community Clinics (CCC) pricing for lab services at Quest Diagnostics if not covered and billed to your insurance. Must be ordered by a provider in order to eligible for the CCC pricing.

To receive this discounted rate at a Quest Diagnostics lab, take lab slip to Medical reception for calculation and payment of fees for the tests to be run.

TRANSPORTATION

Transportation will be provided on a limited basis to verified American Indians/Alaska Natives only. The individual must be a registered active user of agency services or in the process of being registered for agency services. Patients are required to wear seat belts and use safety seats for children. Children under the age of 18 must be accompanied by a parent or authorized guardian. No smoking or consumption of alcohol or drugs will be tolerated in an agency vehicle. No intoxicated person shall be transported. Also, no food or beverages are allowed in the vehicles for trips less than one (1) hour in duration, unless medically necessary. No one will be transported who is carrying any type of firearm, loaded or unloaded, or any type of self-defense device or weapon.

Transportation requests must be submitted by 4:00 PM the day prior to the need for transport, unless an urgent appointment is necessary. The receptionist will schedule, on a first come, first serve basis, transportation to qualifying appointments. It is the patient's responsibility to notify the department receptionist of the need for transportation at the time the appointment is made. The agency reserves the right to refuse the transportation of any patient or individual.

For further information, please see the Transportation policy available in the brochure, online, or upon request.

ADVANCED DIRECTIVES

Advanced Directives inform your provider about your wishes regarding medical treatment during a time when you are physically unable to explain those wishes. You may wish to consider an Advanced Directive. Advanced Directives fulfill several objectives, including: Stating your choice about the medical treatment you receive; and Naming another person to make decisions for you if you become unable to make those decisions yourself.

If you have questions, please talk to your Health Care Provider or contact the Outreach Department.

PATIENT RIGHTS AND RESPONSIBILITIES

Tribal Health is committed to providing high-quality, cost-effective health care to the communities we serve.

We believe that every patient deserves to be treated with respect, dignity, and concern. We will provide care regardless of race, creed, sex, sexual orientation or national origin.

We consider you a partner in your health care. When you are well informed, participate in treatment decisions, and communicate openly with your provider and other health professionals, you help make your care as effective as possible. Tribal Health encourages respect for the personal preferences and values of each individual. It is our goal to assure that your rights as a patient are observed and to act as a partner in your decision making process.

PATIENT RIGHTS

While you are a patient at Tribal Health, you have the right to:

- Communicate with people inside and outside the facility. If you do not speak or understand English, you have the right to have access to an interpreter. If you have a hearing impairment, you should have access to a TDD or an interpreter.
- Receive considerate care that respects your personal value and belief systems.
- Expect that we will give you necessary health services to the best of our ability.
- Informed participation in decisions regarding your care.
- Know the names and professional status of individuals providing service to you and to know which provider or other practitioner is primarily responsible for your care by prominently posting the information.
- Receive complete and current information from your provider regarding your diagnosis, recommended treatment, and prognosis in language that is reasonable and understandable.
- Accept or decline treatment to the extent permitted by law after having received clear, concise information from your provider. Be informed of the consequences of refusing treatment. You should not be subjected to any non-emergency procedure without voluntary, competent, and understanding consent on your part or the part of your legally authorized representative.
- Referral – providing names of additional providers or other appropriate individuals to provide care, which may be required and is not available from the provider seeing you at the time.

- Be aware that Tribal Health will not tolerate conduct that disrupts patient services or our work environment. This includes behavior that is disrespectful, hostile, violent, intimidating, threatening or harassing.
- Receive care that respects your psychosocial, spiritual, and cultural values.
- Be allowed personal and informational privacy according to federal and state laws.
- Be informed of any research/educational projects affecting your care or treatment.
- Communicate any complaints or concerns that arise in the provision of your care, without threat of discrimination or reprisal.
- A grievance or complaint can be communicated verbally, by phone, or in writing. Your complaint will be investigated and the appropriate person(s) will respond to you in a timely manner.
- Participate in any ethical issues that arise in the provision of your care.
- Receive a satisfactory explanation of your statement of charges, regardless of your source of payment.
- Receive reasonable continuity of care.
- Choose or change your provider from among Tribal Health's staff of qualified health care professionals.
- Choose the pharmacy or change to the pharmacy of your choice.

PATIENT RESPONSIBILITIES

You have certain responsibilities while you are receiving care at Tribal Health, including:

- Providing, to the best of your knowledge, an accurate and complete description of your present condition and past health history, including past illnesses, medications, and hospitalizations.
- Making an effort to understand your health-care needs and asking your provider or other members of the health-care team for information relating to your treatment.
- Reporting any changes in your condition to your provider and indicating whether you understand a suggested course of action.
- Informing those who treat you whether or not you think you can, and want to, permit or decline specific treatment.
- Following our policies that affect patient care and conduct.
- Abiding by local, state, and federal laws.
- Keeping appointments, including referral appointments, and cooperating with your providers and others caring for you.
- Actively participate in your treatment plan.
- Provide transportation to and from appointments according to Transportation policy. If using transportation services, abide by policies.
- Taking all medications as prescribed and asking for clarification about medications.
- Requesting refills of prescriptions at least 72 hours in advance.
- Being responsible for the prompt payment of any fees or charges including making payment arrangements at the time of service.
- Being considerate of other persons and upholding the rights of all people as observed by Tribal Health.

FAMILY PLANNING PATIENT RIGHTS

Men and women, regardless of race, religion, age, sex, ethnic and religious background or economic standing have:

- The right to decide whether or not to have children and, if so, to determine their timing and spacing:
- The right to be treated with dignity and respect;
- The right to privacy and confidentiality in all aspects of services;
- The right to adequate and objective education and counseling;
- The right to have all procedures explained and questions answered in language that can be understood;
- The right to know effectiveness, possible side effects, and complications of contraceptives;
- The right to participate in selecting the contraceptive method(s) to be used;
- The right to know the results and meanings (diagnosis, treatment, prognosis) of all tests and examinations;
- The right to see their records and have them explained;
- The right to know the meaning and implications of all forms they are asked to sign;
- The right to consent to or refuse any contraceptive method, test, examination, or treatment.

Participation of any individual in the Family Program is voluntary and free of compulsion or coercion of any kind. If you feel your rights have been violated, please call the Administration Department at (707) 263-8382.

REPRODUCTIVE RIGHTS FOR MINORS

In accordance with California State law, minors (people 12 to 18 years old) have the right to obtain birth control services, prenatal care, and sexually transmitted infection/HIV services without parental notification or permission. These services are available through the California Family P.A.C.T. program.

MANDATED REPORTING REQUIREMENTS

All providers in the Medical, Dental, Public Health, and Human Services departments are required by law to report all cases of suspected or known abuse or neglect of a child, dependent adult, or elder. Medical and Dental providers are required by law to report all cases of suspected or known domestic violence/assault.

TRADITIONAL HEALTH POLICY

Tribal Health supports the rights of all American Indians/Alaska Natives to believe, express, and freely exercise their traditional spiritual and healing beliefs. The American Indian/ Alaska Native Religious Freedom Act (AIRFA) of 1978 clearly states that it is federal policy: "To protect and preserve for American Indians/ Alaska Natives their inherent right of freedom to believe, express, and exercise the traditional religions of the American Indians/Alaska Natives, including but not limited to access to sites, use and possession of sacred objects, and the freedom to worship through ceremonial and traditional rites." [42 United States Code (U.S.C.) 1996] The organization is well aware of the importance of traditional healing for the harmony and balance of many individuals, and the importance of supporting and respecting those healing practices. All staff will be sensitive and respectful of traditional beliefs and practices and, where possible, will attempt to meld Western-healing practices with traditional practices. Patients are responsible for informing their providers if they are using any traditional herbs/medicines.

ACCREDITATION

Our Diabetes Self-Management Program and our Diabetes Prevention Program are accredited by ADA and CDC. We are currently seeking accreditation through the Accreditation Association for Ambulatory Health Care (AAAHC). Accreditation is a voluntary process through which an ambulatory health care organization is able to measure the quality of its services and performance against nationally recognized standards. The accreditation process involves self-assessment by the organization as well as a thorough review by AAAHC's expert surveyors who are themselves practicing health care professionals.

The accreditation certificate is a symbol to others that an organization is committed to providing high quality care and that it has demonstrated its commitment by measuring up to AAAHC's high standards. The true value of accreditation, however, lies in the consultative and educational process that proceeds the awarding of the certificate. It is the self-analysis, peer review, and consultation that ultimately helps an organization improve its care and services.

COMPLIANCE/MEDICARE COMPLIANCE POLICY

Our Compliance Program has been established to demonstrate and ensure our commitment to complying with all applicable federal, state, and local laws and regulations relating to the services we perform and submit claims for professional fee reimbursement. This Compliance Program requires, in part, that proper billing codes are provided, and backed with accurate documentation in the health record that supports the codes.

The program ensures that we are in compliance with all laws regarding Medicare billing policies and procedures. To this end, we are committed to regular training of all staff, requiring that each spend a minimum of four (4) hours a year in compliance training, and have made this a condition of continued employment with this organization. This ensures that we continue to stay in compliance with all laws and regulations.

If you have any questions about compliance or suspect that something suspicious or fraudulent has occurred, please contact our Compliance Officer directly at (707) 263-8382.

PATIENT CONFIDENTIALITY/HIPAA

Our continued success is dependent upon our patients' trust and we are dedicated to preserving that trust. Our staff owes a duty to its patients and stakeholders to act in a way that will merit the continued trust and confidence of the public. If you choose to have your information shared and/or released to another individual, you will need to sign the applicable release forms which become a part of your health record.

We will comply with all applicable laws and regulations including the Indian Health Service Privacy Act of 1974, the Health Information Portability and Accountability Act of 1996 (HIPAA), and the California Confidentiality of Medical Information Act (CMIA). All patients must sign an Acknowledgment of Receipt of Notice of Privacy Practices. The Notice of Privacy Practices outlines how information about you may be disclosed. We encourage our patients to read this document.

PROVIDER CREDENTIALING

It is the responsibility of the Board of Directors to ensure that the providers employed by the agency are licensed and eligible to practice. We follow a credential review process involving verification of the identity, training, experience, and competence of an individual. Through assessment and validation of a provider's qualifications to provide patient care services, the appropriate department head provides recommendations to the governing body regarding appointment and the scope of clinical privileges to be granted to the individual.

Determinations of appointment are based on evaluation of the individual's current license, training, experience, current competence, and ability to perform privileges requested. The review process for staff membership or privileges are detailed and specific and outlined in the provider bylaws, rules and regulations, and/or policies. Information regarding our providers is made available and/or posted as required by law.

COMPLAINT/GRIEVANCE PROCESS

The purpose of the Complaint process is to provide individuals with a means of being heard and recognized. The process also will serve to alert management to causes of patient/client dissatisfaction and to provide them with the opportunity to eliminate these causes. We welcome individual complaint(s) as an opportunity to improve patient/client care. All individuals have the right to make a complaint(s) relating to the delivery of health care. No complaint is considered too small. Making a complaint will not compromise access to future health care. Prompt and full consideration will be given to all informal and formal complaints appropriately expressed by patient, family member/care taker, or visitor.

Forms can be obtained from Administration, or any departmental receptionist.

ON THE WEB

Continuously updated information regarding our services, involvement in the community, and our policies and procedures are available on our website at http://www.lcthc.com.

PATIENT SUGGESTIONS/SATISFACTION

From time to time, patients will be asked to complete surveys so that we can analyze how we are doing, in your opinion, and can make any adjustments in our services, if necessary. Participation in completing a survey is always voluntary. The Annual Patient Satisfaction Survey is performed in the Spring. Results are available for viewing online or in the Administration office.

Patient suggestions are encouraged and welcomed. Suggestion boxes are located in the waiting rooms at all locations as well as throughout the facilities. You may also direct your suggestions, whether verbally or in writing to:

Administration Department
Lake County Tribal Health, Inc.
925 Bevins Ct., Lakeport, CA 95453
(707) 263-8382

SERVICES BY LOCATION

LAKEPORT CLINIC

- **Medical**
- **Dental**
- **Pharmacy**
- **Purchased Referred Care**
- **Human Services**
- **Public Health**
- **Obstetrics**
- **Chiropractic**
- **Specialty Diabetes Clinic**
- **Diabetes Education**
- **Acupuncture**
- **Pain Management**
- **Telemedicine Psychiatry**
- **Medical Nutrition Therapy**
- **Tobacco Cessation Services and Workshops**
- **Transportation**

SOUTHSHORE CLINIC

- **Medical**
- **Pediatrics**
- **Dental**
- **Pharmacy**
- **Obstetrics**
- **Transportation**

SOUTHSHORE PAIN & WELLNESS CENTER

- **Physical Therapy**
- **Pain Management**
- **Podiatry**
- **Acupuncture**
- **Chiropractic**
- **Behavioral Health**
- **Diabetes Education**
- **Wound Care**
- **Dermatology**

LAKESHORE SATELLITE CLINIC

- **Dermatology**

MOBILE CLINIC

- **PCP Basic Care (managing medications, referrals, routine labs, etc.)**
- **Annual exams**
- **Limited POC testing (HgbA1c, Spotfire, etc.)**
- **GPRA Measure/Partnership Measures**
- **Wound dressing changes**
- **Diabetic examinations (monofilament, diabetic eye exams, HgbA1c)**
- **Full-service lab draws and processing**
- **Mononucleosis test**
- **Phlebotomy**
- **HIV/Syphilis testing**
- **Glucometer**
- **A1C**
- **HCV testing**
- **Spotfire complete respiratory panel**
- **Spotfire mini sore throat panel (Strep A included)**

AFTER HOURS SERVICES AND EMERGENCIES

We are dedicated to making sure that as a Patient of the Lake County Tribal Health Consortium, or Tribal Health Pediatrics and Obstetrics, that you receive the best Medical, Dental, and Human Service care we can provide, 24-hours a day, seven days a week. We also recognize that sometimes your healthcare needs arise when we are not open for service.

To meet that challenge we have contracted with FONEMED, an after-hours Nurse Triage and Healthcare Support Service. You can be connected to the service by calling the Lake County Tribal Health Clinic, or Tribal Health Pediatrics and Obstetrics, at any time we are closed.

Your call will be answered by a Registered Nurse. The Nurse will guide you and make every effort to support whatever you, or your families healthcare need might be.

Calls to the FONEMED Nurse Hotline will end one of three ways, all in the best support for your care:

- The Nurse will guide you and help you resolve your healthcare need or
- The Nurse will provide short term Triage to get you through until we re-open or
- The Nurse will recommend that you seek immediate medical care at the nearest emergency department.

In all cases FONEMED will contact the Lake County Tribal Health Consortium, or Tribal Health Pediatrics and Obstetrics Clinic, on the next business day to let your Primary Care Provider know what happened. Our hope is that our partnership with the FONEMED will provide you with the 24-hour healthcare support that you and your family deserve. In a life-threatening emergency situation, please dial 911 or go directly to the nearest hospital emergency room.

Suicide Prevention: 1-855-587-6373

Behavioral Health Crisis Line:
1-800-900-2075
Non Emergency: 707-994-7090

Domestic Violence/Sexual Assault Hotline:
1-888-485-7733
Non Emergency 707-279-0563

Child Abuse Hotline: 1-800-386-4090
Non Emergency 707-262-0235
Free Anonymous Crisis Counseling: “HOME” to 741741

NOTES

Lake County Tribal Health Consortium, Inc.

PATIENT HANDBOOK

925 Bevins Court • Lakeport, CA 95453–1950 • (707) 263-8382 • www.lcthc.com

Modern Medicine *Personalized Care*