Patient Resource Manual

Shoshone-Bannock
Tribal Health and Human Services

and

Indian Health Service
Fort Hall Service Unit

Updated 4/2018
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Accreditation Association for Ambulatory Health Care (AAAHC)

Defining accreditation through AAAHC

Indian Health Service (IHS) Fort Hall Service Unit and Shoshone-Bannock Tribal Health and Human Services (THHS) achieve joint accreditation through AAAHC. Accreditation requires the organizations work together to participate in ongoing self-evaluation, peer review and education to continuously improve its care and services. Accreditation standards focus on patients’ rights and responsibilities, governance, administration, quality of care provided, quality management and improvement, clinical documentation and provision of care, infection prevention control and safety, and facility and environmental management. The organization also commits to a thorough, on-site survey by AAAHC surveyors, at least every three years.
Patient-Centered Medical Home

Indian Health Service Fort Hall Service Unit has received recognition as a Level 2 Patient-Centered Medical Home (PCMH) through the National Committee for Quality Assurance

Defining the PCMH
The medical home model holds promise as a way to improve health care in America by transforming how primary care is organized and delivered. Patient Center Medical Home is a model of the primary care organization that delivers the core functions of primary health care by following evidence-based guidelines.

The medical home encompasses five core functions:

1. **Comprehensive Care**
The Patient Centered Medical Home recognizes patients need a variety of information and services to achieve wellness goals.

   “Our team of care providers are accountable for all of your health care needs; physical, mental, wellness, prevention, acute care and chronic care.”

2. **Patient-Centered**
The Patient Centered Medical Home recognizes patients are the most important part of a care team and patients are responsible for their health.

   “Our team fully respects your wants, needs and preferences. We are dedicated to ensuring you have the support you need to make decisions to participate in your health care.”

3. **Coordinated care**
The Patient Centered Medical Home recognizes patients need assistance to navigate the health care system to get care needed in a safe and timely way. It is important to provide our staff with
information about the other providers you see so we can receive information from them to provide the best care to you.

“Our team is here to assist you in managing your healthcare needs including specialty care, hospitals, home health, community services and resources.”

4. **Accessible services**
The Patient Centered Medical Home recognizes patients need a care team who is available when needed.

“Our team is available when you need them and has 24-hour telephone and internet access when the office is closed.”

5. **Quality and safety**
The Patient Centered Medical Home recognizes patient’s right to receive the highest possible quality of healthcare.

“Our team delivers evidence-based care to each patient and will provide information you need to make health care decisions.”
1. Four Directions Treatment Center
2. THHS Administration, Social Services, Shoshone-Bannock Community Health Center
3. Victims Assistance Program
4. Community Health Representatives, Health Education
5. IHS Office of Engineering and Environmental Health
6. Fort Hall Recreation (and Fitness Building)
7. Not-tssoo Gah-nee Clinic
8. Counseling and Family Services
Not-tsoo Gah-nee Clinic Map

FORT HALL
SERVICE UNIT
INDIAN HEALTH CENTER

*Tribal Services include: Purchased and Referred Care, Community Health Nursing, and Diabetes Project
IHS Business Department/Registration
Located at the IHS Not-tsoo Gah-nee Clinic
(Registration: between Pharmacy and Medical Departments,
Business Department: in Administrative offices by CHN)
33 N. Mission Rd.
Fort Hall, ID 83203

Hours:
Monday-Wednesday 8:00 am to 4:15 pm
Thursday 8:00 AM to 4:15 pm
Friday 8:00 am to 4:15 pm

Services Offered
- Establish charts or re-activate patient medical charts
- Check patient’s information to make sure it is updated. (Check-in)
- Bill appropriate health care coverage for visits.
- Assist with applying for alternate resources.
- Medical coding for every visit.
FREQUENTLY ASKED QUESTIONS

What do I need to make a chart for I.H.S?
- You will need to bring in 1) Certificate of Indian Blood (CIB) OR Tribal identification card of a federally recognized tribe or proof of descendancy, if not enrolled. 2) Social security card 3) State birth certificate, photo I.D. and any third party insurance information if any such as private insurance/Idaho Medicaid/Medicare.
- Charts are made from 8:00 am to 3:30 PM
- A chart needs to established before an appointment can be made.

Why is it important to give accurate information in regard to your patient demographics? i.e. address, phone numbers, emergency contact
- It is very important to update your information at every visit. When your doctor/nurse team needs to contact you, this is where they get the information. If your phone or address are incorrect, then there may be a delay or no delivery of important medical information.

Can I.H.S. assist me in obtaining mandatory documents?
- Yes.
  - Forms for the replacement of your social security card, and vital statistics request form for State Birth Certificate are both available in the Patient Registration and Benefits Coordination offices. It is up to you to either take the form directly to Social Security office or mail the forms in to the appropriate office.
  - Online requests are available if you wanted to request those via the web.

Do you know the difference between PRC (Purchased and Referred Care) and Business Office?
- The PRC although housed in the same building take care of referrals that patients need for outside provider visits this program is operated through the Shoshone Bannock Tribes.
- Business Office handles all in house patient visit billing.
IHS Business Department/Registration

Why is important to be enrolled and or have health insurance?

- Although I.H.S provides direct patient care and services, enrolling in private insurance coverage of Medicaid, Medicare, Children’s health Insurance Program (CHIP, and Veteran’s Administration is beneficial to you as an individual and family for outside visit coverage. All revenue generated through billing these third party resources is placed directly back into the clinic’s budget, which would mean more health care services back to you.
What is the Personal Health Record?
The Indian Health Service Personal Health Record can help you access your health information - all from the privacy of your personal computer and mobile device. The goal of the PHR is to improve the health of IHS patients through.
- improved patient/provider collaboration
- patient self-management
- increased access to health information

What can you do with the Personal Health Record?
- View lab results, medications, immunizations and vital signs
- Keep track of your health issues/diagnoses
- Send secure messages to your Health Care Team
- Download a copy of your health information

How do you sign up for the Personal Health Record?
Step 1: Create a PHR account
2. Click the “Register to use PHR” button
3. Choose a username and password that you can remember.
4. You will be asked to enter some information about yourself.

Step 2: Meet with the Patient Registration or Nursing staff
1. Bring a photo ID so staff can verify your identity.
2. IHS staff will activate your PHR account.

Currently the Personal Health record is only available for patients 18 years and older.
Works best with Firefox or Chrome browsers.
IHS Administration

Contact Information
Indian Health Service (IHS)-Fort Hall Service Unit—Administration

Located at the IHS Not-tsoo Gah-nee Clinic
33 N. Mission Rd.
Fort Hall, ID 83203
Shirley Alvarez, FHSU CEO
Phone: 208-238-5493
Email: Shirley.Alvarez@ihs.gov
Facebook Page: https://www.facebook.com/FortHallIndianHealthService/

Mission Statement

The overall mission of the Indian Health Service (IHS) is to raise the physical, mental, social and spiritual health of American Indians and Alaska Natives (AI/AN) to the highest level.

Program Oversight

- Administration (Information Technology, Purchasing and Property)
- Business Office
- Dental
- Facilities
- Health Information Management
- Laboratory
- Medical
- Nursing
- Optometry
- Pharmacy
- Radiology
Shoshone-Bannock THHS Administration

Contact Information
Shoshone-Bannock Tribal Health and Human Services (THHS)—Administration

Located at 73 Navajo Drive, Building #70
Fort Hall, ID 83203
Elizabeth Jim, THHS Director
Phone: 208-478-3863
Facebook Page: https://www.facebook.com/Shoshone-Bannock-Tribal-Health-and-Human-Services-422216637866831/about/?tab=page_info

Mission Statement

The mission of the Tribal Health and Human Services (THHS) Department is to improve the health, well-being and quality of life of our Native American community by empowering people to promote and model positive attitudes and behaviors through a lifelong commitment of healing, and personal wellness.

Rodger Allen, IT Systems Coordinator; Elizabeth Jim, THHS Director; Taitum DeGarmo, Finance Officer; Velma Arriwite, Executive Assistant; Norma Wadsworth, Administrative Officer/Privacy Officer
Shoshone-Bannock THHS Administration

Program Oversight

The THHS Administration oversees eleven contract and grant programs. Seven of the programs are 98-638 Indian Self-Determination Act programs contracted by the Shoshone-Bannock Tribes from the Indian Health Services and the Bureau of Indian Affairs. Funding from three programs is received from competitive grants and the Tribes fund one program.

We supervise and direct each program's scope of work, budget, management personnel, computer information systems, HIPAA and privacy regulations and accreditation standards and processes.

- Business Office
- Community Health Nursing (CHN)
- Community Health Representatives (CHR)
- Counseling and Family Services (CFS)
- Diabetes Program
- Fort Hall Recreation
- Four Directions Treatment Center
- Health Education
- Purchased and Referred Care (PRC) formerly Contract Health
- Social Services Child Welfare Program
- Victims Assistance Program
Shoshone-Bannock Community Health Center

Contact Information
Shoshone-Bannock Community Health Center (SBCHC)
Located at 73 Navajo Drive, Building #70
Fort Hall, ID 83203
Christine Waterhouse, Community Health Center Director
Phone: 208-478-3863

Hours
Monday-Thursday 4pm-8pm
Friday-Saturday 12pm-9pm
Sunday 10am-7pm
By appointment or walk-in

Mission Statement
Empowering the community through improved access to health care.

Meet our provider
Jessie Tellez, FNP Chief Medical Officer
Jesse has been providing care for patients in a variety of roles since he was 17 years old. His primary goal is to empower patients to take control of their healthcare, so they can live a healthier productive life. As Chief Medical Officer, he is committed to meeting this goal by providing patient-centered care.

Services offered:
- Clinical Services: After-hours primary care, physical exams, women’s health, well-child checks, immunizations, family planning, health screening for sexually transmitted infections, cancer, depression risk, DOT exams, sports examinations, acute care and chronic care management
- Minor Procedures: skin tag removal, toe nail clipping, cyst drainage, mole removal, skin biopsy, suturing (stiches/skin closing), cryotherapy, and basic infusions (IV therapy and hydration)
Shoshone-Bannock Community Health Center

- Pharmacy Services: limited on-site pharmacy
- Radiology Services: x-rays
- Laboratory Services: limited on-site CLIA Waived testing including diabetes A1c testing, bladder infection urine testing, respiratory infections (strep, influenza, RSV) and more.
  Additional testing done though outside laboratory

The Shoshone-Bannock Community Health Center sees all members of the community regardless of race, nationality, etc. Services are provided on a sliding fee, which means the cost is adjusted according to the patient’s income. SBCHC works with Purchased and Referred Care to cover costs for eligible patients.
Shoshone-Bannock THHS Business Office

Contact Information
Shoshone-Bannock THHS Business Office
Located at Not-Tsoo Gah-nee Clinic (I.H.S.)
33 N. Mission Rd
PO Box 306
Fort Hall, ID  83203
Phone: (208)238-5402
Fax:    (208)238-5440
Email:  taitum.degarmo@ihs.gov

Services offered:

- Check patient’s information to make sure it is updated.
- Medical coding for every visit.
- Bill insurance for visits.
- Help programs provide additional services with revenue brought in.
- Assist with applying for alternate resources
Community Health Nursing Program

Contact Information
Community Health Nursing
Located at Not-Tsoo Gah-nee Clinic (I.H.S.)
33 N. Mission Rd
PO Box 306
Fort Hall, ID  83203
Phone: (208)238-5435
Fax:  (208)238-5440
Email: elizabeth.shaw@ihs.gov

Services offered:
- Clinical Services: Women’s health, well-child checks, immunizations, prenatal care, family planning, health screening for sexually transmitted infections, cancer, depression risk, Fetal Alcohol Syndrome assessment, physical exams, DOT exams, sports examinations, acute care and chronic care management.
  - By appointment or walk-in for eligible patients
  - Referrals for specialty evaluation and/or clinic(s) for Purchase and Referred Care eligible patients
- Field Nursing: elder surveillance & welfare check, hospital discharge follow-up, medication delivery and med box refill, case management, nurse home visits, minor wound care, medical equipment delivery, and patient education.
- Patient Navigation: advocacy and assistance for the cancer patient or chronically ill patient.
  - Assistance with accessing and navigating through the health care systems
  - Education on referral processes, assistance with scheduling appointments and follow up to medical appointment.
  - Transportation arrangements
Community Health Nursing Program

- Assistance with application(s) for various types of health care resources e.g. Medicare, Medicaid, Veterans assistance, Nuclear Care Partners, Home Health /Hospice Agencies.
- Linking patients and their caregiver(s) to resources
- Preventative health education and outreach

Our Staff

Our staff includes a program manager, 2 medical providers, (a Family Nurse Practitioner, Physician Assistant, nursing staff including a Licensed Practical Nurse, 2 Registered Nurses, a Patient Navigator, and a receptionist.

Meet our provider

Chantelle Bowman, PA-C CHN Medical Provider

An Idaho native who did her training at Idaho State University and Drexel (Hahnemann) University in Philadelphia, PA. She provides clinical supervision and direct patient care within the Shoshone-Bannock Tribal Health and Human Services (THHS) Community Health Nursing (CHN) Program, to include child and adolescent health checks, women’s health, prenatal care, and other acute and chronic care management. She is certified to perform DOT physicals, and provides treatment for Hepatitis C. Michelle Briggs is her nurse.
Community Health Representatives Program

Contact Information
Community Health Representative Program
Located 71 Shoshone Drive, Building #117
Fort Hall, ID 83203
Phone: 208-478-3968
Email: smoss@sbth.nsn.us

Services offered

- Transportation for Medical Needs ONLY:
  - CHR is a non-emergent “Transporter of last resort” meaning: family, neighbors, friends, and other resources should be accessed before calling.
  - Dialysis patients are our priority.
  - CHRs DO NOT transport prisoners, intoxicated or abusive patients.
  - A minimum of 24 hours is required for transports. The exception is same day appointments, provided there is availability.
  - Must be eligible for direct services at IHS.
  - We do not transport to SLC for medical, our surrounding service areas include: Pocatello, Blackfoot, Idaho Falls.
  - Those individuals living in town will need to access available services such as public transport unless their appointment is at IHS.

- Community Awareness and Educational Activities

- Case Management
  - Medication delivery/pickup prescribed.
  - We do not deliver controlled substance.
  - Transportation to pain clinics require a written referral from IHS provider.
  - Arrange for Patients to receive services.
  - Make referrals to appropriate medical personnel.

- All individuals transported will be required to use seat belts and for children must have child/infant car seats. By law CHR staff cannot install child/infant seats into vehicles.

Please call to cancel appointment if no longer needed as soon as possible, so others may be scheduled in your place.
Community Health Representatives Program

If a patient is not home for pick up or don’t call to notify CHR’s of rescheduled appointments on 3 occasions they will be required to seek alternative transport.

Family members residing with the patient are **required to assist CHR’s with loading and unloading of patient** into and out of CHR vehicle. This is a safety factor for both the patient and CHR, especially for patients who are wheelchair bound or with special needs.

For staff and patient safety purposes, keep dogs and/or house pets maintained or leashed as to avoid dog attacks/bites or tripping over small animals.
Counseling & Family Services

Contact Information
Counseling and Family Services
Located behind the IHS Not-tsoo Gah-nee Clinic
29 N. Mission Road #248
Fort Hall, Idaho 83203
Phone: 208-478-4026
Email: kbroncho@sbth.nsn.us

Mission Statement

The Counseling & Family Services seek to deliver quality Mental Health and Medical Social Work services to the Tribal members and eligible recipients. These services will integrate traditional Native American beliefs and practices with Western attitudes and approaches, and will be delivered in a culturally competent, professional, confidential atmosphere.

Back Row: Juan Lucero, Suicide Prevention Technician; Ken Dudley, Behavioral Health Therapist; Krissy Broncho, Manager/Clinical Coordinator; Dan Hall, Juvenile Justice Clinician; Tammy Mosho, Administrative Assistant
Front Row: Louisa Kindle, Youth Suicide Prevention Advocate; Lalana Navo, Social Worker; Annie Bacon Behavioral Health Clinician
Counseling & Family Services

Services offered

- Outpatient Services
  - Mental Health Assessments/Evaluations
  - Individual Counseling
  - Family Counseling
  - Couples Counseling
  - Psychological Evaluations
  - Psychiatric Consultations
  - Case Management
  - FASD Assessment Team
  - Education and Prevention Services

- We Provide Help With
  - Depression
  - Grief
  - Anxiety
  - Trauma
  - Parenting
  - Medication
  - Communication Skills

- Specialized Therapies Include
  - Cognitive Behavioral Therapy (CBT)
  - Eye Movement Desensitization Reprocessing (EMDR)
  - Biofeedback
  - Solution-Focused
  - Beau Washington Therapy (BWT)
  - Trauma Focused Cognitive Behavioral Therapy

- Crisis Intervention Team
  - Available 24 hours a day
  - Call 238-4000
  - Local crisis text line 417-9075
  - Idaho Suicide Prevention Hotline 1-800-273-TALK

- Medical Social Work
  - Advanced Directives
Counseling & Family Services
- Living Will for Health Care
- Case Management
- Discharge Assistance
- Durable Medical Equipment (DME)
- **Group Therapy**
  - As announced usually 6 week sessions
    - Anger Management
    - Parenting
    - Health Relationships
    - Seeking Safety
    - DBT – Dialectic Behavior Therapy
Dental Department

Contact Information
Dental Department

Located at the IHS Not-tsoo Gah-nee Clinic
33 N. Mission Rd.
Fort Hall, ID 83203
Phone: 208-238-5446
Email: samuel.mitchell@ihs.gov

Mission Statement

The mission of the Fort Hall Dental Department is to raise the dental health status of our American Indian and Alaska Natives by promoting oral health and treating dental disease.

Marlo Farmer, Dental Assistant; Cora Martinez, Dental Assistant; Dr. Carlen, DDS, Acting Dental Supervisor; Reynese Ridley, Dental Assistant; Ana Rodriguez, Dental Assistant
Dental Department

Services offered

- Dental exams (scheduled appointments only)
  - Assessment of teeth and gums
  - Digital X-rays
  - Oral cancer exams

- Hygiene services available if exam is current
  - Cleanings
  - Scaling and root planing (deep cleanings)
  - Home care instruction

- Routine treatment available after an exam
  - Fillings
  - Root Canals
  - Extractions
  - Sealants

- Emergency/Urgent treatment available daily, first come, first served basis after scheduled patients

- Referrals for patients who are eligible for Purchased and Referred Care after being assessed by the dentist
  - For partial dentures, full dentures, extractions and root canals that cannot be done in the Dental Department
Diabetes Project

Contact Information

Diabetes Project

Located at the IHS Not-tsoo Gah-nee Clinic
33 N. Mission Rd.
Fort Hall, ID 83203
Phone: 208-238-5435
Email: Sunny.Stone@ihs.gov

Mission Statement

The mission of the Diabetes Project is to proactively support high quality, patient-centered, comprehensive diabetes prevention and surveillance utilizing best practice coordinated with medical providers and community services.

Services offered

- Diabetes and Nutrition Education
  - By appointment or walk-in, through provider or self-referral including:
    - Medical Nutrition Therapy
Diabetes Project

- Diabetes Self-Management Skills
- Diabetes Medication Management and Training
- Case Management
- Home Visits
- Community Awareness and Educational Activities
- Provision of glucometers and instruction for use.

- Shoe Program
  - Must be referred by IHS medical provider and meet eligibility criteria.
    - Purchase and Referred Care Eligible
    - >1 year since last shoes purchased
    - Must have a diagnosis of diabetes

- Denture Program
  - Must be referred by IHS Dental and meet eligibility criteria.
    - Purchase and Referred Care Eligible
    - >5 years since last dentures purchased
    - Must have a diagnosis of diabetes

- Eyeglasses Program
  - Must be referred by IHS Optometrist and meet eligibility criteria.
    - Purchase and Referred Care Eligible
    - >1 year since last eyeglasses purchased
    - Must have a diagnosis of diabetes
    - Insurance status and age are not a determinant of eligibility for payment

- Elder Exercise Program-Thursdays 11-11:30 a.m. at Elderly Nutrition.
Four Directions Treatment Center

Contact Information
Four Directions Treatment Center
85 W. Agency Road, Building 82
Fort Hall, ID 83203
Phone: 208-236-1007
Email: dhonena@sbth.nsn.us

Services Offered

- Substance Use Disorder Services Offered (Adult & Adolescent):
  - Adult Orientation and Intake offered every Monday, Tuesday, Wednesday morning, walk-in service
  - Alcohol/drug assessments, scheduled appointment
  - Adult Outpatient, Intensive Outpatient and Aftercare Treatment
  - Adolescent Outpatient and Aftercare Treatment
  - Individualized Treatment Plans
  - Counseling Services
  - Treatment Groups, facilitate daily substance use disorder treatment groups on a continual basis
  - Case Management Services
  - Cultural and Holistic Treatment (Native 12-steps, sweat lodge, talking circle, smudging)
  - Community Prevention Services

- Peer Recovery Support Services:
  - Peer support groups
  - Recovery coaching
  - Transportation
  - Prevention and outreach

- Primary Residential Treatment (Level 3) Referral for an Adult:
  - Alcohol and Drug Evaluation recommending Level 3 placement of care in accordance with ASAM
  - Purchased and Referred Care eligibility and approval with Program Manager for inpatient treatment funding
  - Referrals will be made to approved treatment facilities
Four Directions Treatment Center

- Legal and Court Clearance, if court referred
- Residential Facility Acceptance
- Residential Transportation is provided
- Aftercare treatment is recommended upon inpatient referral completion
- If an adult does not meet Purchased and Referred care eligibility criteria, the program will provide case management service to access other possible options for inpatient treatment services for the client
- Residential Referral is contingent upon funding

- Primary Residential Treatment (Level 3) Referral for an Adolescent
  - Alcohol and Drug Evaluation recommending Level 3 placement of care in accordance with ASAM
  - Residential Facility Acceptance
  - Legal and Court Clearance, if court referred
  - Residential Transportation is provided
  - Aftercare is recommended upon inpatient referral completion
  - Referrals will be made to Indian Health Service funded youth primary residential treatment facilities
  - Residential Referral is contingent upon funding
Health Education Program

Contact Information
Health Education

Located in Building #117
117 Shoshone Dr
Fort Hall, ID 83203
Phone: 208-478-3965
Email: rwashakie@sbth.nsn.us

Mission Statement

To improve the health and wellness of the people of the Fort Hall Indian Reservation.

Services offered

• Tobacco Education and Prevention
  o Class room and group education Adult and Youth
  o Cessation Classes Group

• CPR and First Aid Classes
  o Heartsaver First aid AED
  o BLS (Basic Life Support) for Healthcare Providers

• Environmental Health
  o Food Safety and Sanitation Training and Certification
  o Blood Pathogens Training and Certification

• Injury Prevention
  o Child Passenger Seats
  o Motor Vehicle Safety
  o General Injury Prevention

• Community Health
  o Health Fairs
  o Fun Run/Walk
  o Community Presentation
  o Monthly Health Observances
Laboratory
Contact Information
Laboratory
IHS Not-tsoo Gah-nee Clinic
33 N. Mission Rd.,
Fort Hall, ID 83203
(across medical reception area)
Phone: 208-238-5454

Services Offered:

- Blood Collection
- Urinalysis Collection
- Glucose Tolerance Testing
- Routine: Chemistry, Hematology, Immunology, Urinalysis, and Point of Care Testing- strep, influenza, mono.

FREQUENTLY ASKED QUESTIONS
Do I need an appointment to get lab work done?
No, usually the lab can draw blood when you come over to the window. There are times when they are busier and the wait can be longer. Best times to come get bloodwork done is 9-11 am and 2-330. There are a couple of lab tests that need to be collected at certain times but the lab or your provider can notify you if this is the case.

Do I need to get lab testing done prior to my appointment?
This depends on the type of visit you are needing with a provider. Diabetic patients are strongly urged to come in a couple days prior to appointments so the data is available at the time of appointment. If not, at least coming an hour before the appoint is helpful. Other patients coming for annual check-ups or physicals may need bloodwork. Please let the medical department know so they can order if needed.

How long does the lab testing take?
Routine tests that we do in-house can often take 1-2 hours before the providers know results. Keep this in mind when wanting bloodwork. Specialized testing can take a week before results are known. We send those out to larger laboratories.
Does the lab do specialized testing?
Our lab does have outside laboratories that we send our samples to get testing for different arthritis conditions, biopsies, and specific cancer testing.

Do I need to be fasting for my bloodwork?
This answer should come from your provider team. Labs that often require fasting are blood sugar testing and cholesterol. All other labs are not affected by fasting.

What is fasting?
Fasting is not having anything to eat for 8-10 hours before blood is drawn by lab staff.

Do I need to check in to get bloodwork done?
If you do not have an appointment, you will need to get a check in slip for bloodwork from patient registration.
If you have an appointment, you will just need to check in for your appointment.
Medical Clinic
Contact Information
Medical Clinic
    IHS Not-tsoo Gah-nee Clinic
    33 N. Mission Rd.
    Fort Hall, ID 83203
    Phone: 208-238-5427

Goals:
To provide access to care for patients when they want it.
To provide evidence based management of diseases.

Hours:
Monday to Friday 8:00 to 4:30. We do not schedule appointments Thursday mornings due to administrative meetings, however urgent care services are provided as needed. Closed all major federal holidays.

Front Row: Stephanie Trahant, Licensed Practical Nurse; Kelli Alcorn, Licensed Practical Nurse; Ashley Ballensky, Registered Nurse; Back Row: Jalisa Whitehorse, Medical Clerk; Richard Mittelstedt, Registered Nurse; DeeAnne Marshall, Nursing Supervisor
Medical Clinic

Services offered

- Pediatric care
- Women’s health care
- Same day access to appointments for acute needs.
- Chronic care appointments with a designated primary care provider.
- Coordinate referrals with behavioral health (CFS)
- Diabetes clinic on Wednesday mornings.
  - Take advantage of having multiple specialties care for you- dental, eye, foot checks, diabetic educators.

Meet our providers

**Dr. Vook** is a family medicine doctor. He sees a wide variety of chronic and acute issues. He hails from east Helena, MT. He is an avid outdoorsman and is a very good cook, often using items from his garden. The nurse for this team is Kellie.

**Dr. Lackey** is from Pocatello. He is a primary care doctor whose specialty is women’s health, OB/GYN. He also sees many chronic health problems. He does not see young children. During the fall, you may see him coaching his granddaughter’s soccer team. Ashley is the nurse for this team.
Dr. Corum is a family medicine doctor. She is from New Mexico. She enjoys the wide spectrum of care, including women’s health. She loves spending time with her family, quilting and taking road trips. DeeAnne is the nurse for this team.

Todd Trainor PA-C comes to our clinic from the Midwest. He sees patients for same day issues and for some chronic care like high blood pressure. On his down time, Todd is a music enthusiast. Richard is the nurse for this team.

Donita “Sue” Demontiney PA-C joins our workforce from ACL Hospital in New Mexico. She enjoys working with the diabetic patient population along with various acute health problems. Sue loves baking, sewing and spending time with family. Stephanie is the nurse for this team.
Medical Clinic
Frequently Asked Questions

- **How do I make an appointment?**
  - Same day- call at 7:45 for access to the schedule of that day. This is for follow up appointments, and urgent needs.
  - Advanced scheduling- call anytime time to schedule for chronic needs like diabetes care or medication refills.

- **What is the late appointment policy?**
  - Please check in early for appointment. We will mark people as a No-Show if you are more than 5 minutes late to your appointment. You will be given the opportunity to reschedule or stay as a walk-in patient if slots available.

- **Do you do physicals- Sport, Treatment, Work?**
  - This is an appointment made in advance. You must bring all paperwork with you. If you need to have blood work or urine testing, please let us know so that you can get testing before and have results available for the provider. We do not do D.O.T. physicals, however the tribal health clinic does.

- **Can a teenager come to the appointment alone?**
  - NO. We do not see teens without a guardian (18 years and older) UNLESS they have written permission. With written permission, we may see teens 15 and older.

- **Do I need to come early for blood work?**
  - YES. It is important to come early for bloodwork, like an hour before appointments or a couple days prior to give provider’s an opportunity to review.

- **What is a Care Team?**
  - A Care Team is a group of healthcare professionals who work together to meet your individual health and wellness needs.
Medical Clinic

• **How do I contact my care team for medical advice?**
  - During office hours call the medical front desk 208-238-5427 and leave a message.
  - After office hours call 208-785-8605 to speak with a medical paraprofessional
  - Anytime access to PHR (personal health record) and leave a message, which will be returned in 1 business day

• **Why is it important for me to tell my care team what other medical providers I see?**
  - Letting us know if you are seeing an outside provider helps us to provide you with better care.
  - We can help to coordinate care with outside providers to make sure you are receiving everything you need as our patient.
  - We can also coordinate treatment options to reduce the risk of medication interactions and work toward a common goal of providing you with the best care possible.
Optometry/Optical Department

Contact Information
Optometry/Optical Department
Located at the IHS Not-tsoo Gah-nee Clinic
Fort Hall, ID 83203
Phone: 208-238-5441

Mission Statement
The mission of the Optometry Department is to provide primary eye care services and to protect and advance the visual welfare of all patients eligible to receive services through the IHS.

Services offered
- Comprehensive routine eye exams (including determination of eyewear prescriptions and ocular health evaluation; soft contact lens prescriptions are renewed at the discretion of the optometrist) – by appointment only.
- Acute eye care (diagnosis and treatment, when possible, of ocular diseases and injuries) – by walk-in.
- Continuing eye care for chronic eye diseases – by appointment only.
- Referrals to outside providers for secondary and tertiary eye care services, such as cataract or eye muscle surgery, as needed.
- Ordering, dispensing, adjusting, and repairing of eyewear.
  - The Purchased and Referred Care (PRC) program is currently paying for glasses for PRC eligible patients who do not have vision insurance. PRC will pay for students (through high school or 18 years of age) and elders (over 65 years of age) every year and for all others every two years ($75 max).
  - The Diabetic Program is currently paying for glasses every year for diabetics of any age regardless of insurance status once their criteria are met.
  - All eligible patients can at any time with a current prescription purchase glasses from the contracted optical lab directly through the optometry department at the wholesale price (there is no retail mark-up on glasses).
Pharmacy

Contact Information

Pharmacy

IHS Not-tsoo Gah-nee Clinic
33 N. Mission Rd.
Fort Hall, ID 83203
Phone: Refill line: 208-238-5485
Pharmacy: 208-238-5429

Mission Statement

The mission of the IHS Pharmacy Program is to deliver the highest quality comprehensive pharmaceutical care possible within available resources. The principal purpose of IHS pharmacy services is to ensure efficacious, safe, and cost-effective drug therapy and appropriate outcomes in the use of drugs and medicines. The pharmacy performs all aspects of pharmacy practice with the highest principles of moral, ethical, and legal conduct.

Front Row: Cameron Marshall, Pharmacist; Christel Truchot, Certified Pharmacy Technician; Back Row: Ricky Anderton, Pharmacist; Jadon Williams, Pharmacy Aide; Mark Black, Pharmacy Supervisor
Pharmacy

Services Offered

- Pharmaceutical dispensing
- Automated refill system
- Adult Immunizations
- Flu shots
  - For Adults 14 years old and up
- Emergency Contraception (Plan B) administration and counseling

- Medication education
  - Answer questions
  - Evaluate medication lists with patients

- Pharmacy Clinical services: These services are available if you and your provider feel that you would benefit by being followed by a Doctor of Pharmacy in cooperation with your provider. (If you have interest in utilizing pharmacy clinical services please visit with your provider or pharmacist.)
  - Hypertension Clinic
    - Take blood pressures
    - Education on ways to decrease blood pressure without medications
    - Manage blood pressure medications
  - Hypothyroid Clinic
    - Order thyroid test through IHS laboratory
    - Evaluate labs and physical symptoms
    - Manage thyroid medications
  - Anticoagulation Clinic
    - Order test through IHS laboratory
    - Evaluate labs
    - Evaluate physical signs associated with anticoagulation
    - Manage blood thinner medications
Purchased and Referred Care

Contact Information
Purchased and Referred Care (Formerly Contract Health Service)
Location: at the IHS Not-tsoo Gah-nee Clinic
33 N. Mission Rd.
Fort Hall, ID 83203
Phone: 208-238-5430
Email: Johnna.pokibro@ihs.gov

Vision Statement
PRC staff shared vision is to achieve quality health services for the Shoshone Bannock members residing within the service delivery area and other federally recognized tribes whom reside on the Fort Hall Indian Reservation.

Services Offered
- Patient language services-Delphina Gould
  - Languages offered: Shoshoni
- Medical-1) Referrals to physicians or hospitals, which provide specialty services; these referrals are based on medical priority.
- Dental-1) Emergency toothaches and 2) specialty care that cannot be provided at the Not-Tsoo Gah-Nee dental unit.
- Pharmacy-Includes approved medications not currently available at the Not-Tsoo Gah-Nee pharmacy. After the IHS clinic is closed. After hour pharmacy emergency services are provided by Ed Snells in Pocatello and Rob’s Pharmacy Shoppe in Blackfoot. PRC cannot pay for missing or lost medication refills.
- Medical Equipment-Wheelchairs, bath benches, bath chairs, walkers and miscellaneous equipment are available with a physician’s order. (Most medical equipment physician’s orders require an office visit with your medical provider.)
- Optical-Eyeglasses are provided yearly to students (Grades K-12), to elders (65 years and older), and to those patients with medical conditions such as glaucoma, cataracts, diabetic retinopathy or vision in one eye. Adults are provided eyeglasses
Purchased and Referred Care

every two years if funding is available. PRC pays for a basic pair of glasses; the patient may pay for extras such as tints, no-line bifocals, fashion frames, etc.

- **Dentures**-can be provided every five (5) years. PRC will pay for relines or repairs if needed but cannot replace lost dentures.
- **Hearing Aides**-can be provided every five (5) years. PRC will pay for yearly repairs but cannot replace lost hearing aids.
- **Clinic Support**-Radiology services (x-ray readings for x-rays taken at the Not-Tsoo Gah-Nee outpatient clinic.

**IT IS IMPORTANT TO LET OUTSIDE PROVIDERS KNOW YOU ARE SEEN AT THE FORT HALL IHS CLINIC AND TO SEND RECORDS TO YOUR PRIMARY CARE PROVIDER**

**Eligibility Requirements for PRC Payment**

- Enrolled members of the Shoshone-Bannock Tribes who reside within the FHCHSDA, which include: Bannock, Bingham, Power, Caribou & Lemhi counties
- Indian spouse and minor children of Shoshone-Bannock member residing within the FHCHSDA
- Descendants of Shoshone-Bannock Tribes, Indian spouse and minor dependent children living within the boundaries of the Fort Hall Indian Reservation
- Members of an Indian Tribe, Indian spouse and minor children with permanent residency of the Fort Hall Indian Reservation for at least 180 days
- Students temporarily out of area seeking higher education
- A non-Indian or otherwise non PRC eligible Indian woman pregnant with an eligible Indian’s child who resides within the FHCHSDA is eligible for PRC during pregnancy through postpartum (usually six weeks.) If unmarried we will need to have
Purchased and Referred Care

a paternity form signed and provided to us stating that the PRC eligible male is the father of the unborn child.

THE PRC PROGRAM IS A RESOURCE OF LAST RESORT AND NOT AN ENTITLEMENT PROGRAM. APPROVAL FOR PRC SERVICES IS CONTINGENT UPON THE AVAILABILITY OF FUNDS, PRC ELIGIBILITY, CURRENT LEVEL OF MEDICAL PRIORITY AND AVAILABILITY OF ALTERNATIVE RESOURCES.

Priority Levels

The IHS uses a medical priority system to budget PRC program resources so as many services as possible can be purchased from private providers. The IHS requires patients to exhaust all health care resources available to them from private insurance, state health programs and other federal programs before the IHS can pay through the PRC program. The IHS PRC program continues to negotiate contracts with providers to ensure that competitive pricing for the services are provided, in spite of the limited number of providers available in many rural communities.

- **Emergency and Acutely Urgent Services (Priority 1)**
  Services necessary to prevent immediate death or serious impairment of health. This includes diagnosis and treatment of injuries or medical conditions that, if left untreated, would result in uncertain but potentially grave consequences.

- **Preventive Care Services (Priority 2)**
  Services that help prevent illness or disability or that help lessen the consequences of disease or disability.

- **Non-urgent but Needed Care Services (Priority 3)**
  Services (both inpatient and outpatient) required for illnesses or conditions that possibly could lead to death or disability but may be delayed (at least 30 days) without immediate threat to loss of life, limb or senses (eyesight or hearing).
Purchased and Referred Care

- **Elective and Extended Care services (Priority 4)**
  Services (both inpatient and outpatient) that are 1) not essential for urgent management of illness, 2) not likely to prevent disease progression or 3) are high cost and elective. These services require review on a case by case basis by the Manage Care Committee.

- **Excluded Services**
  Services (both inpatient and outpatient) that are 1) purely cosmetic in nature 2) experimental or investigational or 3) have no proven medical benefit.
Purchased and Referred Care—Referral Process

Primary Care Provider (PCP) generates a PRC referral to a Contract Professional, after evaluating the patient.

Referral must be complete, indicating priority, and # of visits.

Patient must check with PRC office for approval.

Once IHS referral is approved, Patient will need to call and set up appointment, and let PRC office know to generate referral.

Referral will be generated and Patient will have to pick up the referral at PRC office to take with them to the appointment.

If a bill is received make sure to contact the medical provider’s billing office to make sure PRC has been billed.
Radiology Department

Radiology Department
IHS Not-tsoo Gah-nee Clinic
33 N. Mission Rd.
Fort Hall, ID 83203
(across medical reception area-same location as lab)
Phone: 208-238-5454

Hours
Monday-Wednesday 8:00 am to 4:30 pm
Thursday 1:00 to 4:30 pm
Friday 8:00 am to 4:30 pm

Services Offered
- Adult and Pediatric conventional radiography
  - Abdomen
  - Extremity
  - Head
  - Spine
- Same day access to examinations per outside provider orders.
  (Need active referral).

Staff
Diane Trahant R.T. (R)(ARRT)
certified by The American Registry of Radiologic Technologist, has been with our IHS family for the past 17 years. She is from the local area. Diane enjoys spending time with her family, sewing and taking photographs.
Radiology Department
FREQUENTLY ASKED QUESTIONS

What are X-rays?
X-rays are invisible beams of ionizing radiation that pass through the body. These beams are changed when they meet structures in the body, and then create images. The result is a two-dimensional picture that shows bones, lungs and organs. We use lead shields to decrease the exposure to radiation in areas of your body that are not being imaged. X-rays are produced only when a switch is on for a moment. As with visible light, no radiation remains after the switch is turned off.

Can I get an x-ray if pregnant?
We do not routinely advise women to get x-rays if they are pregnant or could be pregnant. We may ask for a urine sample to do a pregnancy screening test. The risk vs. benefits should be discussed with your provider to see if this type of imaging is necessary.

Can I get a copy of my x-rays?
Often the doctors will show people their x-rays during a visit. You can get a copy on disc to go with you to a specialty clinic or for home viewing on a computer. You will need to sign a release of information.

How long does it take for the doctor to see my report?
The turnaround time is about a week. The images are sent out to radiologist, who reads the images and then sends us back the report.

Does the Not- soo Gah-nee clinic offer CT, MRI and ultrasound?
No, the clinic doesn’t have the capability to provide CT, MRI, or ultrasound studies. Referrals to outside providers can be made for these services. For those who are eligible PRC payment may be available.
Fort Hall Recreation Program

Contact Information
Fort Hall Recreation Program

Location: Timbee Hall, 41 Bannock Ave. Building 106
Phone: 208-478-3770

Hours: Winter Hours:

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<th>Day</th>
<th>Time</th>
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<tr>
<td>Mon-Thurs</td>
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<td>10:00 AM-4:00 PM</td>
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<td>Sunday</td>
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Summer Hours:

Monday-Friday 6:30 AM-3:30 PM

Mission Statement

*The Mission of the Fort Hall Recreation Program is to provide recreational activities and leisure time programs for the entire Shoshone-Bannock Tribal Community.*

Services offered

- Amenities
  - Weight room
  - Gym (basketball/volleyball court)
  - Baseball/softball field
  - Football field
  - Outdoor basketball courts
  - Commercial and concession kitchens
  - Boxing room
  - Skate Park

- Various Tournaments
  - Basketball, golf, skate jam, softball
Fort Hall Recreation Program

- Leagues
  - Adult Leagues
    - Basketball, volleyball, boxing
  - Youth Leagues
    - Baseball, basketball, football, boxing

- Youth Programs
  - Summer Youth Recreation Program
    - Arts & crafts, exercise, games, education, activities, field trips, movies, summer camp, and much more, check with program to determine start dates and seasonal activities
    - Breakfast and lunch provided
  - Youth activities (as funding allows)
    - Gymnastics, skiing, horsemanship, martial arts, lava trips, etc.
Social Services Child Welfare Program

Contact Information
Social Services Child Welfare Program
Located at 73 Navajo Drive Building #70
Malissa Poog, Program Manager
208-478-3731, mpoog@sbth.nsn.us
Linda Galloway, Operations Coordinator
208-478-3874, lgalloway@sbth.nsn.us

Mission Statement
The mission of the Social Services Program is to provide a method by which children and their families identified as at risk for abuse and neglect on the Fort Hall Indian Reservation will receive the comprehensive and culturally relevant services they require.

Services offered
- Child Protection Services for Native American Children
  - Within the boundaries of the Fort Hall Reservation
- Child welfare checks
- Family reunification
- Court ordered home studies
- Case management
- Supervised visitation
  - For child protection clients
- Family group work
- IIM Supervision
- ICWA monitoring
- Foster Care Program
  - Foster home recruitment
  - Referral services for licensing
- Child maltreatment prevention
  - Parenting classes
- Child placement team
  - 24-hour on call for emergency placement
  - Child protection team meetings
Victim’s Assistance Program

Contact Information

Victim’s Assistance Program
Location: 115 Navajo Ave, Fort Hall, ID 83203
Phone: 208-478-3992
24 hour Crisis Line: 208-339-0438
Email: ajim@sbth.nsn.us

Mission Statement

Our Mission is to promote safe and healthy families by working to end physical, sexual and mental health abuse as well as provide victim support services. We strive to develop and nurture cooperative relationships through tribal, local, state and federal alliances involving local shelter, treatments, victim’s advocacy, law enforcement, prosecution, courts, legal aid, medical care provider, and other agencies for the purpose of coordinating the prevention and treatment of domestic abuse. We are here to advocate for those who fear to speak and provide an opportunity to make safe choices.

Services offered

- Crisis line 208-339-0438/VAP Office 478-3992/Fort Hall Police 208-238-4000
- Local Women’s Shelter
- Advocates to assist in court and Law Enforcement
- Victim Legal Advocate
- Case Management
- Referrals for Counseling, Legal Aid Services and State Victims Compensation
- Assist with transportation for medical, transitional housing and public assistance
- Support Groups
- Male Batterer’s Intervention program
Patient Rights and Responsibilities

Patient Rights

Patient or client has the right to:

1. Be treated with respect, consideration and dignity.
2. Be provided appropriate privacy and know that all the records and other information about their care will be kept confidential in accordance with the Health Insurance Portability and Accountability Act (HIPAA) and the Privacy Act.
   
   You may request additional information on HIPAA from Patient Registration.

3. Know who their primary health care provider is and has the right to change primary providers at any time with exception to Counseling and Family Services therapists. Be provided, to the degree known, complete information concerning their diagnosis evaluation, treatment, and prognosis. When it is medically inadvisable to give such information to a patient, the information is provided to a person designated by the patient or to a legally authorized person. This includes the right to review their medical records with a provider or other health care professional.

4. Know that disclosures and records are treated confidentially except when required by law, patients are given the opportunity to approve or refuse their release.

5. Give, withhold, or withdraw their consent to do special procedures or treatments. In emergency situations, the provider may need to proceed with appropriate measures as loss of precious time may pose a danger to the patient.

6. Be treated with dignity concerning their illness, case discussion, examination and treatment.

7. Students or volunteers will always be introduced to the patient as such, and the patient has the right to refuse permission for their presence if they are not directly involved in their care.

8. Be diagnosed, treated and provided an appropriate referral, if needed.

9. Expect that their referring physician or other appropriate providers will receive reports of their care and progress while they are receiving care at a referral center.

10. Change providers if another qualified provider is available in the facility; and approve or refuse release from treatment at any time.

11. Participate in decisions involving their health care.
Patient Rights and Responsibilities

12. Know when their condition is considered by medical authorities to be untreatable by normal accepted methods, in which case the patient has the right to discuss how their condition can be managed.

13. Receive or request an Advance Directives brochure. The Advance Directives is a legal process that assists the patient in making health care choices or identifying a person to assist when the patient is unable to make decisions for him or herself.

14. Make a written complaint on health care services through the Patient Advocacy Committee (PAC) process.

Patient Responsibilities

Patient or client is responsible for:

1. Their own behavior and is expected to treat the staff with respect and courtesy.

2. Making, promptly keeping, and calling in to cancel or change appointments, and for informing the staff of any change in their address or phone number.

3. Providing legal documentation such as a certificate of Indian blood (CIB), state birth certificate, social security card, foster placement, guardianship, along with any other alternative resource information such as private insurance, Idaho Medicaid, Medicare, Idaho Smiles card to Patient Registration.

4. Releasing all information related to past illnesses, treatment, and medications to assist the staff for the provision of health care services.

Following the directions, prescriptions, and recommendations given to them by their health care providers.
Goal:

The goal of THHS and IHS is to raise the health status of all eligible individuals and assist them to achieve a better quality of life. The Patient Advocacy Committee (PAC) accepts and assumes the responsibility, subject to the authority of the IHS and Shoshone-Bannock Tribal Business Council, of advancing the best interest of patient care and health promotion/disease prevention.

All patient concerns will be regarded as constructive client input to THHS and IHS.

PAC will investigate formal concerns which have occurred within the past (30) days. PAC will investigate formal concerns that could not be resolved at the lower levels and will coordinate resolution of problems with the appropriate programs. The PAC is a method by which clients will alert management of problems that could not be resolved with those directly involved.

It is the policy of the PAC to assure each patient concern will be resolved in a prompt and fair manner and that full consideration will be given to every formal concern.

Procedures:

The written concern will be given full and fair consideration.

The patient/client or his/her designated advocate has the right to report concerns about the delivery of services to the PAC Chairperson, committee members, THHS or IHS employees.

Concern Process:

1. The patient or their designated representative fills out and signs a concern form.
2. The concern form is given to any IHS or THHS staff member.
Patient Advocacy Committee

3. Staff members receiving a concern form will turn the form into the PAC chair, who keeps a log of all concerns received.

4. PAC Chair sends a written acknowledgement within five (5) working days that the concern has been received.

5. The concern goes to the Program Manager or Supervisor who will have the opportunity to resolve issues at the lowest possible level.

6. The Program Manager or Supervisor sends a letter to the patient/client within ten (10) working days, if the patient is not satisfied with the response, the patient needs to inform the PAC Chair in writing within thirty (30) calendar days.

7. If not resolved, the PAC Chair will assign a PAC Committee member to investigate the concern.

8. Unless otherwise informed, the committee will complete investigations and provide a written response to the patient/client within forty-five (45) days of the initial concern.

**All issues dealing with Tribal Court will be referred to the appropriate court process.**

The patient/client has the right to pursue the matter through the Shoshone-Bannock Tribal Health Director if it is a Tribal Health & Human Services issue, or the Indian Health Service Chief Executive Officer if it is an Indian Health Services issue.

*Patient concern forms are available from any Tribal Health and Human Services or Indian Health Service Office.*
My Health Information
Name: ________________________________

My Health Information
My PCP Team (Medical Provider/Nurse):

_____________________________________

Your medical provider may choose to refer you to a specialist to help manage your care. You may list their name here:

Other Medical Provider(s):
Name: __________________________________
Phone: __________________________________
Specialty: ________________________________

Name: __________________________________
Phone: __________________________________
Specialty: ________________________________

Name: __________________________________
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Specialty: ________________________________

Name: __________________________________
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Specialty: ________________________________
# My Health Information

## Medical Conditions

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#### My Medications

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<th>Frequency (how often)</th>
<th>Prescribing Doctor</th>
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My Health Information

My Health Goals

Goal 1
I would like to:

_________________________________________________________________
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_________________________________________________________________
Why this is important to me:
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_________________________________________________________________

Goal 2
I would like to:
_________________________________________________________________
_________________________________________________________________
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Why this is important to me:
_________________________________________________________________
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