



**WAHZHAZHE HEALTH CENTER**

# **PATIENT HANDBOOK**

**715 GRANDVIEW AVE. PAWHUSKA, OK**

**OFFICE 918.287.9300 FAX 918.287.6138**

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# WELCOME

Welcome to the Wah-Zha-Zhe Health Center (WZZHC). Our clinic is located on the Osage Nation Campus at 715 Grandview, Pawhuska, Oklahoma. Indian Health Care is provided by treaties and laws of the United States of America to Native Americans.



The Osage Nation has exercised their Sovereign Right to care for their people by entering a self-governance compact for Health Services. In doing so, we hope to reach new horizons and provide each of the Native American families with healthcare they can rely on.

## ALL TRIBES ARE WELCOME

Direct services are available to all eligible Native Americans no matter their residency; and referral care is allowed to those residing within the Osage Nation reservation boundaries.

Please take time to read the enclosed publication and become a valued patient.

## VISION

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We envision a strong culturally-sensitive health system that will transform the health of the communities we serve.

## GOALS

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- ◆ Develop a comprehensive healthcare system.
- ◆ Provide the highest quality care and services to the people we serve.
- ◆ Promote healthy communities through wellness initiatives and partnerships.



## GOVERNANCE

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The Wah-Zha-Zhe Health Center (WZZHC) Medical Staff is established, organized and administered in accordance with the stipulations and provisions of the Wah-Zha-Zhe Health Center and the Osage Nation Health Authority (ONHA) Board By-Laws adopted, August 31, 2015. The Medical Staff By-Laws published herein are in accordance to the ONHA Board By-Laws and are to be interpreted as the governing authority over the medical and affiliated healthcare professionals at the Wah-Zha-Zhe Health Center.

## OUR COMMITMENT TO YOU

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The Wah-Zha-Zhe Health Center is dedicated to promoting a culture of continuous Quality and Performance Improvement. It is the goal of the Wah-Zha-Zhe Health Center to always provide optimal care and services to the patients we proudly serve.

The transition from a field office under the Indian Health Service, Pawnee Service Unit to the tribally run Wah-Zha-Zhe Health Center has been a challenging but very rewarding endeavor. The Wah-Zha-Zhe staff have eagerly embraced and nurtured the ideas and capabilities that come from being a tribally operated health facility and tailor our efforts to address the specific needs of the people living in our unique communities. Leadership has made it a priority to identify areas that can be improved upon while also finding ways to expand the services that benefit you – our patients.

One way we strive to demonstrate our commitment to you is by pursuing, achieving and maintaining accreditation through the Accreditation Association for Ambulatory Health Care (AAAHC). An AAAHC accreditation application was submitted November of 2015. Pursuing accreditation shows our dedication to providing the highest levels of quality care possible to our patients as well as in our business practices. Accreditation was successfully achieved on 4/29/2016. Achieving accreditation by AAAHC is proof we have met rigorous nationally recognized standards from an independent, not-for-profit organization; which closely examined our facility and procedures. Maintaining our accreditation status will assure the continual growth and success of the Wah-Zha-Zhe Health Center as a leading health care organization.



ACCREDITATION ASSOCIATION  
*for* AMBULATORY HEALTH CARE

# CLINIC SCHEDULE

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## LOBBY HOURS

Monday through Friday, 7 AM to 5:30 PM  
(Closed Wednesday mornings until 12 PM)

## DRIVE THROUGH PHARMACY HOURS

Monday through Friday, 7 AM to 5:30 PM

**\*ALL SERVICES MAY NOT BE AVAILABLE 7 AM TO 5:30 PM**

## CLOSED

The Wah-Zha-Zhe Health Center is closed weekends, Federal and Tribal Holidays and closed to Primary Care appointments each Wednesday morning. Observed Holidays: News Year's Day, Martin Luther King Day, President's Day, Good Friday, Memorial Day, Independence Day, Labor Day, Osage Day, Veterans Day, Thanksgiving Holiday, Christmas Holiday and New Year's Eve.

## INCLEMENT WEATHER

In the event of severe weather, please call the main number to the clinic **918.287.9300** for information regarding closing. In the case of a mid-day closure, the staff will try to reach patients by phone. Please call for updated instructions before leaving for your appointment, during a severe weather outbreak. Updates are posted on the Emergency Management website.



# APPOINTMENTS

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Patients in need of routine services for known medical conditions can make an appointment by calling **918.287.9300**, or visiting the Registration Desk at the clinic.

## ACUTE CARE APPOINTMENTS

Acute care is care needing attention by a physician within 72 hours, such as flu symptoms.

Patients in need of acute care appointments can request same day appointments when available.

## EMERGENCY APPOINTMENTS

Patients needing emergency treatment must call **911** or go to the nearest hospital or emergency care facility in the area. Our clinic is not equipped to handle emergencies. If you are Native American, residing in Osage County, you are eligible for emergency room and hospital admission services through the Osage Nation Purchased Referred Care (PRC). An emergency can happen anytime, be prepared. Contact ON PRC for information regarding this program.



## IMPORTANT

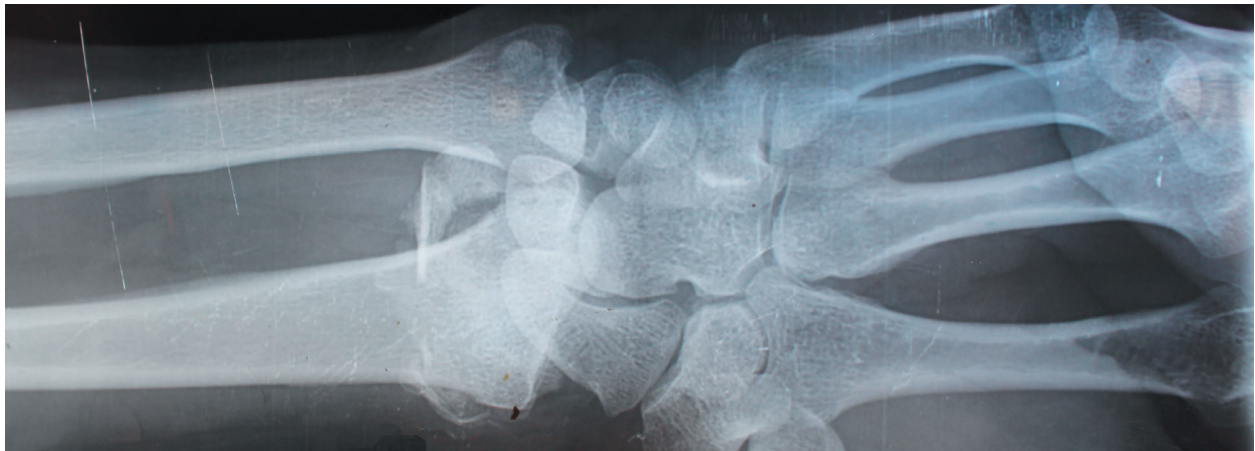
Please be sure your contact information in your chart is current.

## EMERGENCY CARE

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Patients needing emergency care should use the nearest Emergency Room; and if enrolled in ON PRC report your visit to ON PRC department. It is the responsibility of the patient to notify the ON PRC Department within 72 hours of visiting or being admitted to a Hospital or ER facility.

To report an emergency room visit or hospital admission to the ON PRC program, call **918.287.9388**. Be sure to leave a message including your name, Pawnee Benefit card number, the facility you used and a return number.



## CONTINUING CARE

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An “active chart” is needed to be seen at the clinic. To have an active chart you must have used services at this clinic within the last 3 years. If you have not been seen here in the last 3 years, you must re-activate your chart. If you need to re-activate your Certificate of Degree of Indian Blood (CDIB) card or proof of tribal enrollment or proof that you are a descendant of a federally recognized tribe, a photo ID such as a driver’s license, and a Medicare or Insurance card if applicable, to allow time to do this.

**It is best to maintain an active chart to ensure timely access to care.**



## ELIGIBILITY

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To be eligible for services at the Wah-Zha-Zhe Health Center, you must present a Certificate Degree of Indian Blood (CDIB), proof of tribal enrollment or proof that you are a descendant of a federally recognized tribe. Children under 18 without this information will need to provide a state birth certificate along with their parents CDIB or tribal enrollment certification.

Non-Indian may be eligible for services if they are:

- ◆ Non-Indian children under 19 adopted by a Native American  
(must provide legal documentation)
- ◆ A non-Indian women pregnant with an Indian child
- ◆ Commission Corps Personnel

For questions regarding eligibility for services, please call the Patient Benefits Coordinator at **918.287.9300**.

## PATIENT REGISTRATION

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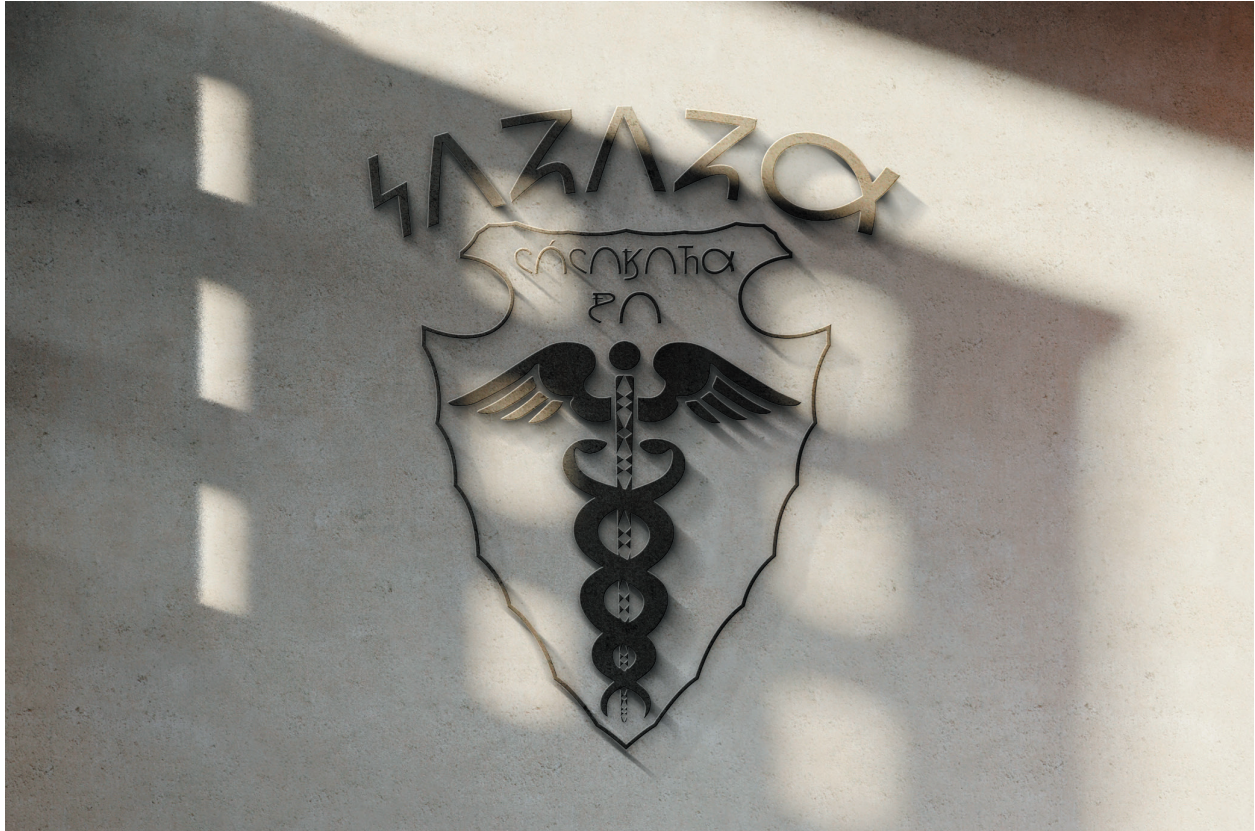
Before each visit you will need to stop at the registration window before going to your appointment. You will be asked to update your information and arrive at least 30 minutes before your scheduled appointment.

You will be asked to verify:

- ◆ Current address and phone number
- ◆ Medicare, Medicaid and/or Private Insurance
- ◆ Signatures for authorization of benefits

## OUR MISSION

Let it be known the Osage leaders are changing the way people are cared for and are committed to advancing health and wellness to serve the public.



## VALUES

- ◆ Accountability
- ◆ Repeat
- ◆ Empathy
- ◆ Listening
- ◆ Quality
- ◆ Professionalism
- ◆ Integrity
- ◆ Teamwork

# PATIENTS RIGHTS AND RESPONSIBILITIES

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All patients of the Osage Nation Wah-Zha-Zhe Health center have the right to:

- ◆ Be treated with consideration, respect, dignity and equality.
- ◆ Receive upon request the name of the person in charge of your care and qualifications of staff providing your care.
- ◆ Be provided, to the degree known, information concerning your diagnosis, evaluation, treatment and expected outlook (prognosis) in language you can understand. 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.
- ◆ Receive information necessary to give informed consent prior to the treatment.
- ◆ Be provided the opportunity to participate in the decisions involving your health care such as treatment, discharge or referral planning, except when such participation is contraindicated for medical reasons.
- ◆ Reasonable attempts made for health care professionals and other staff to communicate in the language or manner primarily used by the patient.
- ◆ Refuse treatment and to be informed of alternative treatment methods and/or the medical consequences.
- ◆ Have a second medical opinion, if requested.
- ◆ Be informed of the right to change providers and the protocol/policy to complete the change.
- ◆ Be evaluated for the presence of pain. Information about pain and pain relief are available for patient review.
- ◆ Have the confidentiality of your medical information protected. Privacy and confidentiality of all records pertaining to your treatment except as otherwise provided by law or third party payment contract.
- ◆ Expect reasonable continuity of care and to be informed of possible continuing healthcare requirements.
- ◆ Treatment without discrimination.
- ◆ Access patient complaint procedures and right to file a complaint.

# TORT AND MALPRACTICE COVERAGE

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The safety and well-being of the people we proudly serve is our priority. All providers employed at the WZZHC are covered by the Federal Tort Claims Act.

## PATIENT CONDUCT AND ACCOUNTABILITY

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All patients of the Wah-Zha-Zhe Health center are informed about and expected to:

- ◆ Be respectful and considerate by maintaining civil language and conduct in interactions with caregivers and other staff.
- ◆ Understand that you are responsible for your outcome if you choose not to follow your physician's recommendations; and, that your lifestyle does affect your health.
- ◆ Provide accurate and complete information regarding your health to the best of your knowledge, including past illnesses, hospitalizations, prescription medications, over-the-counter medications, dietary supplements such as vitamins and herbal medications, allergies or negative reactions experienced with medication in the past, and any other matters related to your health care status.
- ◆ Accept responsibility for requesting additional information or clarification about your health status, treatment, medications, or plan of care when you do not fully understand.
- ◆ Effectively communicate to your treatment team any pain management concerns or unexpected changes in your condition, so they can be addressed in a timely manner.
- ◆ Inform your caregiver(s) if you anticipate any problems in following the prescribed treatment or keeping your appointments.
- ◆ Follow instructions, policies, rules and regulations in place to support quality care for patients and a safe environment for all individuals.
- ◆ To keep appointments as scheduled and notify the WZZHC within a 24 hour period for cancellation.

## NO SHOW OR LATE POLICY

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This policy is designed to ensure quality care is efficiently provided to our patients. A "no-show" is when a patient does not show for their appointment or shows up later than 15 minutes past their scheduled appointment time. If a patient has an unexpected emergency and calls to cancel their appointment (at least 30 minutes before their appointment), they will not be counted as a no-show.

1st "No Show" appointment, patient will receive a letter of notice

2nd "No Show" appointment, patient will receive a certified mail notice

3rd "No Show" appointment (occurring within a 12 month period), patient will be suspended from pre-booked appointments for 6 months

You can avoid a "no-show" by arriving on time for your scheduled appointment or canceling at least 30 minutes prior to your appointment time.

## SERVICES

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Funding is provided through the U.S. Government Health and Human Services Administration. Health Services and provided at “No Charge” to Native Americans. Third party insurance collections help to extend services at our facility, provide equipment, supplies and better care to our patients. **NO COPAY IS REQUIRED.**

## MEDICAL CLINIC

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Medical Clinic appointments can be made by calling **918.287.9300**. Serious Acute care appointments for established patients can request a same day or next day appointment, if available. Patients needing follow-up care after an Emergency Room visit can be seen for same day or following day when available.

### IMPORTANT

At the time of your ER visit, please sign a medical record’s release and have your ER records (these records are in addition to your discharge papers) faxed to **918.287.6138**. This will save time in scheduling a visit.

## PHARMACY

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For refill of a prescription written by a Wah-Zha-Zhe health care provider, call the 24-hour refill line at **918.287.9390**. Walk-in refills are available.

Prescriptions written by outside providers will be filled if:

- ◆ Prescribed by a referral physician
- ◆ After hours ER visits
- ◆ Hospital discharges must be refilled through our provider.  
Non-controlled only and within our formulary.
- ◆ Please have any outside provider fax prescriptions to **918.287.1555**
- ◆ Prescriptions can be dropped off for later pick up.
- ◆ Auto refill and mail order is also available for established patients.

Each time you visit the pharmacy, first stop by a registration window and check in before going to the pharmacy window.

## LAB AND RADIOLOGY

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Funding is provided through the U.S. Government Health and Human Services Administration. Health Services and provided at “No Charge” to Native Americans. Third party insurance collections help to extend services at our facility, provide equipment, supplies and better care to our patients. **NO COPAY IS REQUIRED.**

Lab tests, x-rays and other radiology tests are done by order from one of our Primary Care Providers. The laboratory may honor lab requests from an outside provider if the patient was referred by one of our clinic providers. If the lab order is from an outside provider and the patient was not referred, the patient must be seen by one of the clinic providers first. Please have the outside provider fax the orders to: **918.287.6138.**

You can walk in your orders, check in with Patient registration; however, x-rays will need to be scheduled. Orders will be reviewed and re-written by a clinic provider before the tests can be done.

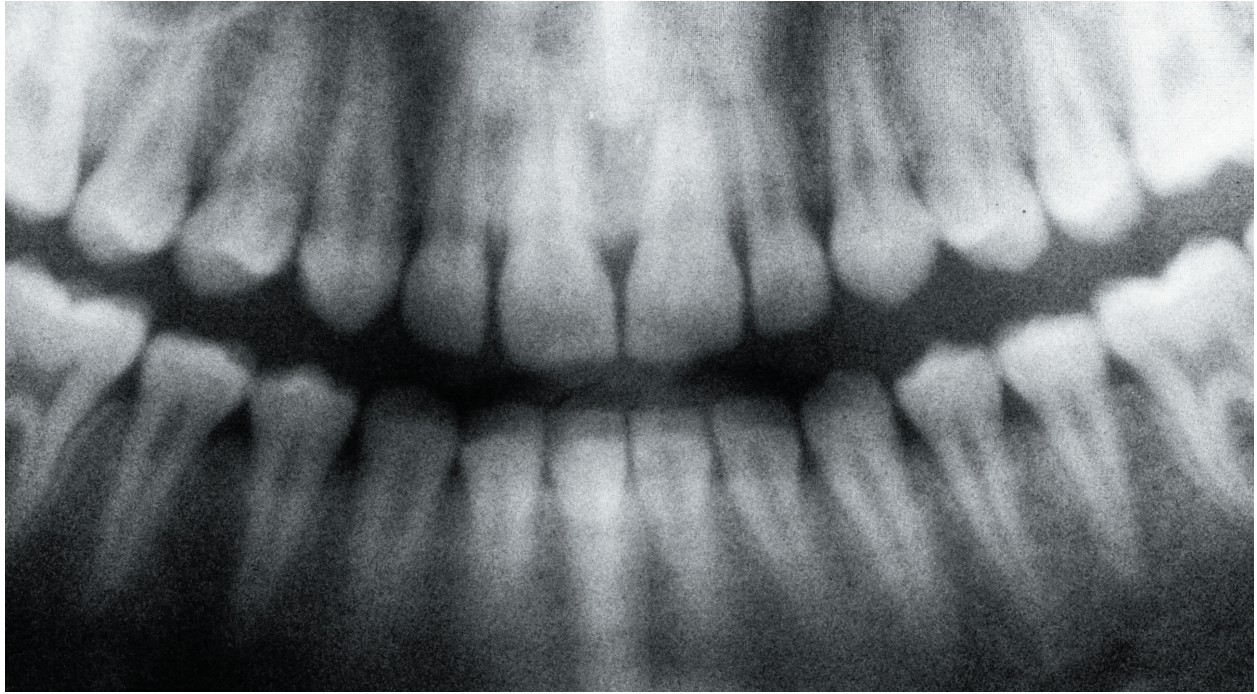
## OPTOMETRY

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Optometry provides general eye care by appointment only. Emergencies, such as an injury to an eye or sudden loss of vision are scheduled as ASAP appointments.

Optometry offers eye glasses at a discounted price along with regular eye exams.

You can schedule an appointment by calling **918.287.9300.** Any prescription for glasses by an outside provider must be approved by our Optometrist.



## DENTAL

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The Dental department offers routine care for all patients. You can make an appointment by calling the Dental Clinic at **918.287.9300**.

Walk in patients with dental emergencies can be seen in the same day, provided there is availability by the dentist.

## PURCHASED REFERRED CARE

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The ON Purchase Referred Care (PRC) Department Staff process referrals/requests for health care treatments beyond the services available at the Wah-Zha-Zhe Health Center. To access this service one of our providers evaluates your need and in their plan of care they have concluded you require services not provided in our facility. A referral for this service is submitted to the committee for approval.

Requirements for referred care:

- ◆ Must have active Wah-Zha-Zhe Health Center, chart and ON PRC Card
- ◆ Patient must be a member of a federally recognized tribe
- ◆ Reside in the Contract Health Service Delivery Area (CHSDA)
- ◆ Patient must apply for any alternate resources available to them

The referral is then submitted to the PRC Committee for approval. Please direct any questions or concerns to the Purchased Referred Care (PRC) staff at **918.287.9300**

## PATIENT SATISFACTION AND PATIENT COMPLAINTS

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Our mission is to provide the best quality healthcare. If you feel your experience exceeded your expectations or you feel we have not met your needs; we would like to hear from you. You will find patient satisfaction surveys and patient complaint forms at the registration desk and on the website for your convenience. Each form will be reviewed by management and addressed appropriately.

## PATIENT SUGGESTIONS

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If you have an immediate concern about the quality of care received, services rendered or a staff member, we encourage you to visit the administration office and share your experience so it may be resolved as soon as possible.



# WAHZHAZHE HEALTH CENTER

# REFERRAL PROCESS

## ALL REFERRALS ARE SENT TO THE WAHZHAZHE HEALTH CENTER MEDICAL TEAM FOR REVIEW DAILY

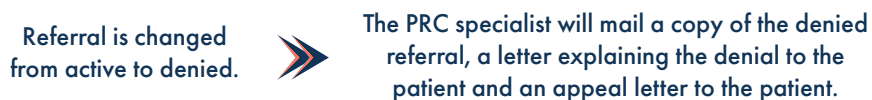
The Medical Team reviews each referral and the supporting records and determines if the service can be deferred to another Indian Health Center, if the service is approved to go to an outside provider or if the service is denied. Once the Medical Team has reviewed the referrals, the referrals come back to the Purchased Referred Care Department (PRC) for processing.

### IF A REFERRAL IS APPROVED:

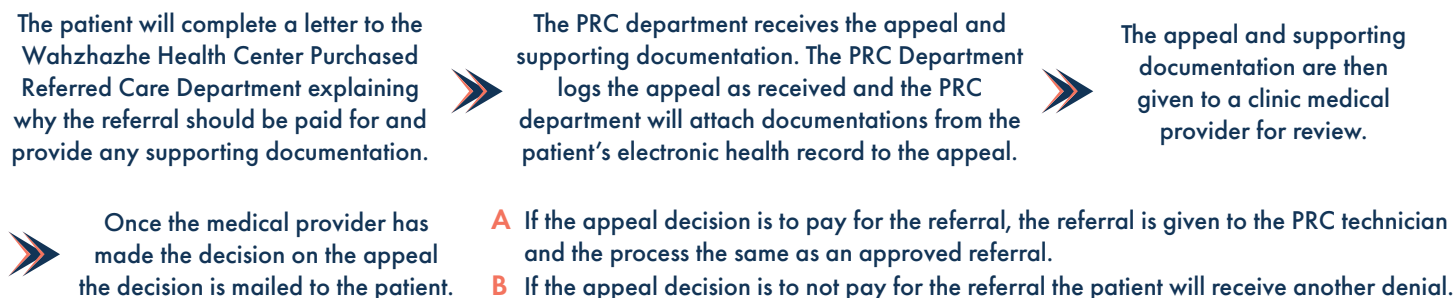


Please direct any questions or concerns to the Purchase Referred Care (PRC) staff at (918) 287-9300.

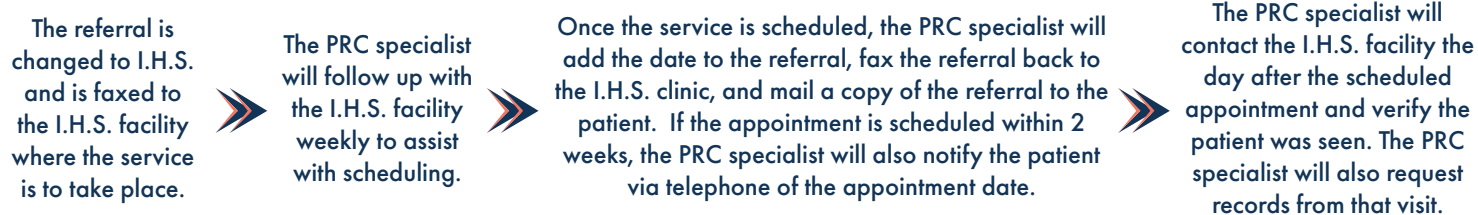
### IF THE REFERRAL IS DENIED:



### IF THE PATIENT CHOOSES TO APPEAL THE DENIAL, THE PROCESS IS AS FOLLOWS:



### IF THE MEDICAL TEAM DETERMINES THE SERVICE CAN BE DEFERRED AND PROVIDED FREE OF CHARGE AT EITHER CLAREMORE INDIAN HEALTH CENTER OR PAWNEE INDIAN HEALTH CENTER, THE FOLLOWING STEPS ARE TAKEN:



If the medical provider requests the service be completed ASAP, the PRC technician will take the referral and the supporting documentation to the Medical Team for review and approval of services. Once the referral is approved the referral will follow the approved referral process.

## KEY TERMS & DEFINITIONS

### Referrals

An act of referring someone or something for consultation, review, or further action.

(a): the directing of a patient to a medical specialist by a primary care physician. (b): a person whose case has been referred to a specialist doctor or a professional body.

### Indian Health Service (I.H.S.)

The Indian Health Service, an agency within the Department of Health and Human Services, is responsible for providing federal health services to American Indians and Alaska Natives.

### Payor of Last Resort

Payor of last resort means an entity that pays after all other programs have been pursued for enrollment and payment.

### Purchase Referred Care (PRC)

Medical/dental care provided at an IHS or tribal health care facility is called Direct Care. The PRC Program is for medical/dental care provided away from an IHS or tribal health care facility. PRC is not an entitlement program and an IHS referral does not imply the care will be paid. If IHS is requested to pay, then a patient must meet the residency requirements, notification requirements, medical priority, and use of alternate resources.

## FREQUENTLY ASKED QUESTIONS (FAQS)

**Q** Are Indian descendants eligible for PRC if they reside on a reservation?

**A** Yes. See 42 CFR 136.23 and 136.12.

**Q** Are Indian descendants not eligible for PRC off the reservation?

**A** Indian descendants residing off the reservation may be eligible if they meet certain conditions. Pursuant to 42 CFR 136.23(a)(2)(i) and (ii), if not residing on the reservation such individuals must live within the PRCDA and (1) be members of the tribe(s) located on the associated reservation or (2) "maintain close economic and social ties with that tribe or tribes." Also see 42 CFR 136.23(b) related to students and transients, and 42 CFR 136.23(d) for foster children placed off the reservation.

**Q** If 136.12 is mentioned in 136.23, does this mean Indians eligible for direct care are also automatically eligible for PRC?

**A** No. In order to receive PRC, Indian beneficiaries must also meet the PRC eligibility requirements of 42 CFR 136.23, 136.24 and 136.61.

**Q** Why do I have to apply for Alternate Resources?

**A** This is required by 42 CFR 136.61, Payor of last resort. Approval of PRC payment for services is considered after all other Alternate Resources (AR) are applied. Any patient who is potentially eligible is required to apply for the alternate resource. IHS/Tribal facilities are considered resources. Payor of last resort means an entity that pays after all other programs have been pursued for enrollment and payment.

**Q** If I am eligible for PRC, why are some of my medical bills being paid and others not?

**A** Each visit to a non-IHS health care provider and the associated medical bill is distinct and must be examined individually to determine PRC eligibility. All PRC requirements must be met for each episode (treatment) of care. A patient must meet residency, notification, medical priority of care and use of alternate resources requirements of 42 CFR 136.23, 136.24 and 136.61 in order to be eligible for PRC.

Example: If a PRC authorization is issued, IHS will pay the first medical treatment. Follow-up care or additional medical care are to be done nearest accessible IHS or tribal facility; or will require approval with a new PRC authorization. If this process is not followed, the patient may be responsible for the expense.

**ADDITIONAL INFORMATION CAN BE FOUND AT [IHS.GOV/PRC/](https://www.ihs.gov/prc/)**

## MEDICAL RECORDS

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The Medical Records Department (Health Information Manager or HIM) manage the electronic filing of your health records and the transfer of medical information to and from outside providers. All transfer of records require a release of information form.

For questions, please contact our HIM staff at **918.287.9300** and they will be happy to assist you.



## BEHAVIORAL HEALTH

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Our Behavioral Health Department includes highly credentialed counseling staff. Services include medication management, psychotherapy, individual, family and relationship counseling, mental health assessments, referral information, and coordination of inpatient care. We serve those who have experienced trauma, depression, anxiety and all other mental health disorders.

The Behavioral Health Department is continually adding services as it strives to meet the growing needs of the Native American community. To schedule an initial assessment, please call **918.287.9300**.

# OSAGE NATION HEALTH PROGRAMS

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## DIABETES

**715 Grandview**

**918.287.5525**

- ◆ Prevention & Education
- ◆ Free Glucose Monitoring Supplies
- ◆ Diabetic Fitness
- ◆ Nutritional Education
- ◆ Free Membership to our Fitness Center
- ◆ Diabetic Socks
- ◆ Assistance with Eyeglasses
- ◆ Dentures

## PUBLIC HEALTH NURSE

**1449 W. Main**

**918.287.5482**

- ◆ Community Health Education
- ◆ Prenatal Health
- ◆ Cooking and Canning Classes
- ◆ Immunizations

## TREATMENT ALTERNATIVES TO STREET CRIMES (TASC)

**606 Kihekah**

**918.287.5413**

- ◆ Drug and Alcohol Testing, Individual, Group, Family Counseling, Child and Adolescent Counseling
- ◆ Hair Strand, Nail and Urine Testing
- ◆ Drug Court
- ◆ Alcohol and Drug Assessments

## COMMUNITY HEALTH REPRESENTATIVE (CHR)

**1449 W. Main**

**918.287.5270**

- ◆ Smoking Cessation
- ◆ Child Passenger Safety
- ◆ American Heart Association Certification
- ◆ CPR/First Aide Classes
- ◆ Home Visits
- ◆ Patient Advocates
- ◆ Patient Transportation Service

## PRIMARY RESIDENTIAL TREATMENT (PRT)

**918.287.5413**

- ◆ 60 Day Residential Treatment
- ◆ Group Therapy
- ◆ Individual Therapy
- ◆ Recreational Therapy
- ◆ Living Skills Education
- ◆ Traditional Activities
- ◆ Twelve Step Support Groups



