



# Siletz Community Health Clinic

## Patient's Guide

Effective January 28, 2022



## Introduction

**Welcome to the Siletz Community Health Clinic (SCHC).**

SCHC looks forward to working with you as we help you maintain healthy life style decisions. We welcome suggestions and opinions that may come up regarding the services at SCHC. Through collaborative effort we can continue to provide excellent healthcare so you can lead a healthier, happier life!

### Mission Statement

“Dedicated to the Health and Well-being of the Members of the Confederated Tribes of the Siletz Indians and the local community.”

## CORE Standards

Our core standards reflect how we value our patients, visitors, and co-workers by:

- ◆ Providing high-quality health services.
- ◆ Treating patients with respect, consideration, and dignity.
- ◆ Promoting improvement of professional competence, skill, and quality of performance of professional personnel.
- ◆ Using a protected electronic records system that allows prompt data retrieval.
- ◆ Providing a safe and sanitary environment.

Our Siletz Tribal Council assumes full responsibility for the operations and performance of SCHC.

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## SCHC General Information

Location: 200 Gwee-Shut Road  
Mailing: PO Box 320  
Siletz, Oregon 97380  
Telephone: 541-444-1030  
800-648-0449

The Siletz Community Health Clinic (SCHC) uses an automated system to distribute telephone calls to the various departments. Below is the list of options in the automated system:

- Option 1: Medical
- Option 2: Pharmacy Refill Line
- Option 3: Pharmacy Staff
- Option 4: Purchased/Referred Care
- Option 5: Dental
- Option 6: Optometry
- Option 7: Behavioral Health
- Option 8: Patient Accounts
- Option 9: Non-Emergency Medical Transport Hub

When calling SCHC, please listen to the directory for the correct department listing. If the call goes to voicemail, leave a brief message with your name and a call back phone number.

### Website

<https://www.ctsi.nsn.us/tribal-services/healthcare>

### SCHC Reception Area Days and Hours

Monday-Thursday  
8:00am-5:00pm

Friday  
10:00am-5:00pm

## Registration and Appointments

Within Siletz Community Health Clinic's (SCHC) limit of available health services, we serve Native Americans and Non-Natives.

Eligible Native Americans can receive SCHC services at no cost after insurance, if any. Non-Federally recognized Native Americans and Non-Natives are responsible for the cost of services not covered by insurance.

### Becoming a Patient

You will need to:

- ◆ Fill out a new patient registration application.
- ◆ Provide photo identification such as your driver's license or tribal enrollment identification card. If patient is a minor this will be waived.
- ◆ Provide a birth record or certificate of live birth for minors and tribal descendant adults.
- ◆ Provide a Social Security Card or number.
- ◆ Provide insurance documentation cards.
- ◆ Submit the registration application and documentation to the patient care coordinators at reception.

### Appointments

We ask you to arrive 15 minutes early to check in. You will be asked if your contact information is current at each visit. If you are late 10 minutes or longer you will be asked to reschedule your appointment.

To make or  
cancel a medical  
appointment call

#### SCHC Main Phone

541-444-1030  
1-800-648-0449  
Option 1

## Medical Clinic

We are a AAAHC-recognized facility, here to provide comprehensive family practice medical services to Siletz tribal members, other Federally recognized Native Americans, and community members.



Our medical clinic offers a range of outpatient services including:

- ◆ Family Practice Medicine
- ◆ Pediatrics
- ◆ Medication-Assisted Therapy

### Staff

Our physicians and nurse practitioners are credentialed and privileged and participate in continuing education related to their licensure and credentials.

### Appointments

Appointments are made within our regular days and hours, excluding tribal holidays. We also offer same day appointments for acute issues. Please call to schedule a same day appointment.

### Services

- ◆ Diagnosis and Treatment of Acute or Chronic Health Conditions
- ◆ Well-Child Care
- ◆ Family Planning (birth control)
- ◆ Minor Surgical Procedures
- ◆ Preventive Care

### Medical Regular Days and Hours

Monday-Thursday  
8:00am-12:00pm  
1:00pm-5:00pm

Friday  
10:00am-12:00pm  
1:00pm-5:00pm

### SCHC Main Phone

541-444-1030  
800-648-0449  
Option 1

## Medical Clinic

### Emergencies

We provide 24/7 phone triage for established patients. A provider is available for phone consultation after regular clinic hours, weekends, and holidays. Call the after hours care phone and your call will be directed to our after hours answering service.

#### After Hours Care Phone

541-444-1030  
800-648-0449

### Referrals

There are times when clinic providers refer patients for services outside the clinic. You have the right to participate in the determination of where your referral will be sent. If you do not have a preference the referral specialist will work with you to send you to a specialist that meets your needs. Please be prepared to advise providers as to the special requirements or limitations of your insurance benefits and transportation needs. Many insurance companies require prior approval before you are seen by a specialist. Our referral specialist will work with you and your insurance company to obtain approvals.

#### Referral Specialist Phone

541-444-9691

Siletz tribal members may be able to access Purchased/Referred Care (PRC) for services not otherwise covered or available within the clinic; however, these services must be pre-approved. Your provider will submit the referral and prior approval request to PRC for you.

For answers to questions related to referrals or prior authorization please contact our referral specialist.

For questions related to PRC, visit the Business Office in the clinic or call Purchased/Referred Care at 1-800-628-5720 or 541-444-1236.

Patients requiring hospitalization are referred to competent physicians and accredited institutions that are well known to clinic staff. If transfer to a hospital is emergent an ambulance will be called to transfer you to the closest to hospital.

## Medical Clinic

### Immunizations

- ◆ Available to patients of all ages without an appointment. Immunizations are available during regular clinic hours. Ask to see a nurse for immunizations
- ◆ We participate with the Vaccines For Children Program, which provides free vaccines to qualified children ages birth through 18 years. Nursing staff can help determine if you or your child meet Federal requirements for this program.
- ◆ We provide a wide range of adult immunizations for established patients, including but not limited to: Influenza, Pneumococcal, Zoster, Hepatitis A, Hepatitis B, and Tetanus.
- ◆ All patients, staff, and community members are encouraged to get annual flu vaccinations. Contact the nursing staff for more information or if you have questions or concerns about immunizations.



### Laboratory Services

Our laboratory is staffed with a qualified medical technician to perform routine tests necessary for diagnosis and treatment. Complex testing is performed by a licensed reference laboratory.



SCHC Laboratory

## Patient Portal

### How to Access the Patient Portal

Log in to the portal to view billing and patient information: [www.nextmd.com/ud2/Login/Login.aspx](http://www.nextmd.com/ud2/Login/Login.aspx)

1. Go to [www.ctsi.nsn.us](http://www.ctsi.nsn.us)
2. Click 
3. Click 
4. Follow the prompts to set up your portal.
5. After setup allow one week for full access. You will receive an email of your approved enrollment with the Siletz Community Health Clinic patient portal.

For technical support or question on portal content please email:  
[medicalrecords@ctsi.nsn.us](mailto:medicalrecords@ctsi.nsn.us)

## Medical Clinic

### Diabetes Program

The Diabetes Program offers a variety of services for individuals who have been diagnosed with diabetes, who are at risk for diabetes, or are seeking information regarding diabetes.

The Diabetes Program is intended to:

- ◆ Help guide the care of individuals with diabetes to improve the quality of their care.
- ◆ Increase confidence in self-management diabetes treatment.

The Diabetes Program emphasizes the prevention of diabetes and reduces the complications of diabetes through evidence-based practice guidelines while evaluating clinical, humanistic, and economic outcomes on an ongoing basis.

### Staff

Diabetes Program Director

### Services

Services offered by the Diabetes Program include but are not limited to:

- ◆ Wisdom Warriors Living Well with Chronic Conditions Program: This is a health program developed for tribal community members of all ages. Wisdom Warriors programs are different in each community because they are developed by community members who help plan the health goals themselves.

**Diabetes  
Program  
Director  
Phone**

541-444-9647

## Medical Clinic

- ◆ Diabetes and Chronic Conditions Support Group: A monthly luncheon and presentation to provide individuals with diabetes and other chronic conditions new tools to manage their chronic condition. This is open to the community.
- ◆ 100 Mile Club Challenge: The 100 Mile Club Challenge is an exercise motivation program. Log your miles and for every 25 miles you achieve your goal, you'll receive an exercise item to celebrate your accomplishment. If you need a fitness challenge to motivate you to exercise more, then take a 100 Mile Club Challenge today!
- ◆ Healthy Traditions Program

### Health and Fitness

The Diabetes Program also operates the following:

- ◆ Tillicum Fitness Center (see page 22)
- ◆ Recreation Center (see page 23)



## Dental Clinic

Our dental care at SCHC is provided by an experienced team. At this time, the Dental Clinic prioritizes services to patients as follows:

- ◆ First Priority: PRC eligible members
- ◆ Second Priority: Other documented Native Americans
- ◆ Third Priority: Employees of the Siletz tribe and its entities
- ◆ Fourth Priority: Other patients based on availability of services

### Staff

Our staff consists of two dentists and two hygienists. They are credentialed and privileged and participate in continuing education related to their licensure and credentials.

### Appointments

Appointments can be made by calling the dental clinic phone.

### Exams

- ◆ New Patient Exams: New patients are required to have an exam at the beginning of their treatment.
- ◆ Annual Exams: Annual exams are required for adults once a year and children twice a year.

### Dental Hours

Monday-Thursday  
8:00am-12:30pm  
1:30pm-5:00pm

Friday  
10:00am-12:30pm  
1:30pm-5:00pm

### Dental Emergency

Monday-Thursday  
8:15am-8:45am  
1:30pm-2:00pm

Friday  
10:00am-10:30am  
1:30pm-2:00pm

### Walk-In

Suspended Until  
Further Notice

### Dental Clinic Phone

541-444-9681  
541-444-1030  
800-648-0449  
Option 5

## Dental Clinic

### Other Services

Special services such as dentures, partials, crowns, and bridgework are available through the Dental Clinic and may require insurance pre-authorization and/or pre-payment prior to being scheduled. Cost of the service depends on current pricing.

### Emergencies

Dental emergencies are offered twice daily. Patients are worked into the regular schedule and may wait to be seen. Dental emergencies are to alleviate pain and discomfort only, not for regular dental care. Please call for appointment availability.

### Referrals

There are times when dentists will refer patients for services outside the clinic.

### Visit Guidelines

To reduce congestion, confusion, distraction, and possible injury in the treatment area, the following rules apply to the Dental Clinic:

1. ONLY THE ACTUAL PATIENT will be brought into the operatory.
2. Parents/guardians or authorized adults accompanying a patient will remain in the reception area unless the dentist specifically requests their presence in the operatory.
3. NO CHILD UNDER 15 will be treated unless accompanied by a responsible adult and ONLY if the parent/guardian has authorized the adult by completing the Consent for Treatment form.
4. If an adult and child from the same family are scheduled at the same time, another responsible adult should be present to supervise the child while the child is being treated.

## Optometry Clinic

Optometry services are available to all registered patients at the clinic.

### Staff

Our staff consists of an optometrist. The optometrist is credentialed and privileged and participates in continuing education related to licensure and credentials.

### Appointments

Appointments can be made by calling the optometry clinic phone. We offer same day appointments when eye disease is suspected. Please call to schedule a same day appointment.

### Services

- ◆ Comprehensive eye exams
- ◆ Diabetic eye exams
- ◆ Ocular disease management
- ◆ Management of ocular allergies and red eyes
- ◆ Corneal foreign body removal
- ◆ Contact lens fitting and training
- ◆ Prescription eyeglasses
- ◆ Adjustments.

### Emergencies

Established patients with optical issues may call or come into the Optometry Clinic to be worked into the regular schedule and may have to wait to be seen.

### Optometry Hours

Monday-Thursday  
8:00am-12:30pm  
1:30pm-5:00pm

Friday  
10:00am-12:30pm  
1:30pm-5:00pm

### Walk-In

Suspended Until Further Notice

### Optometry Clinic Phone

541-444-9630  
541-444-1030  
800-648-0449  
Option 6

## Optometry Clinic

### Referrals

There are times when the optometrist will refer patients for services outside the clinic.

### Guidelines

1. Any “patient responsibility” must be paid before the glasses or contact lenses are ordered.
2. Optometry prescriptions written by a doctor outside SCHC will be honored until the expiration date of the prescription.
3. SCHC is not responsible for any returns due to an incorrect outside prescription.
4. Parent or legal guardian must accompany minor for new contact lens training and fittings.



Optometry Canoe Display

## Pharmacy Services

Medications prescribed by SCHC providers or other providers can be filled at the pharmacy for Native American patients if it is on the pharmacy formulary. Non-Native patients may also fill prescriptions, but are restricted to a small formulary of medications for acute conditions. Pharmacists are available to speak with you in person or over the phone about any concerns or questions you may have about your prescriptions. Also, pharmacists are available for medication reconciliation and any other general drug information questions you may have.

### Staff

Our staff consists of two pharmacists. They are credentialed and privileged and participate in continuing education related to their licensure and credentials.

### Refill Line

The pharmacy operates a prescription refill line. It is important to have a current phone number if pharmacy staff has questions. Please allow 2-3 working days for in-clinic pick up.

### Mail Order

The pharmacy provides mail order services for Siletz tribal patients living in the 11 county service area. Please note, the pharmacy cannot control the US Postal Service regarding delivery of your prescriptions, so plan accordingly, and allow 5-7 working days for delivery. Contact the pharmacy if you have not received your prescription within 7 working days.

### Pharmacy Hours

Monday-Thursday  
8:00am-5:00pm

Friday  
10:00am-5:00pm

### Pharmacy Refill Line

541-444-9624  
541-444-1030  
800-648-0449  
Option 2

### Pharmacy Phone

541-444-9625  
541-444-1030  
800-648-0449  
Option 3

## Behavioral Health Department

### Staff

Our staff consists of outpatient counselors, mental health therapist, mental health specialist, peer recovery mentor, and medical social workers. They are credentialed and privileged or certified.

### Appointments

Appointments can be made by calling the behavioral health phone.

### Services

- ◆ Alcohol and Drug Services
- ◆ Mental Health Services
- ◆ Prevention Program
- ◆ Transitional Living Centers
- ◆ Re-Entry Program
- ◆ Peer Recovery
- ◆ Youth Development

### Alcohol and Drug Services

Services are available to Siletz tribal members and their families who are suffering from alcohol and/or drug abuse, and related problems. Other community members may be treated based on admission criteria and staff availability. Services are individualized, based on the diagnostic assessment. Consultation is available by appointment.

### Mental Health Services

Services include individual counseling, family counseling, and consultations with provider referral. The mental health team also works with other providers, governmental agencies, other tribal groups, and schools regarding mental health and social services.

### Behavioral Health Hours

Monday-Thursday  
8:00am-12:00pm  
1:00pm-4:30pm

Friday  
10:00am-12:00pm  
1:00pm-4:30pm

### Behavioral Health Phone

541-444-8286  
541-444-1030  
800-648-0449  
Option 7

## Community Health Department

The Community Health Department aims to provide quality outreach health care services and health promotion/disease prevention services to Native Americans within our community through the use of well-trained representatives. We provide confidential and compassionate health services. We are here to assist Siletz tribal members make healthier decisions to improve their quality of life. All services are free and available to enrolled Siletz tribal members.

### Staff

Our staff consists of community health advocates, sexual assault victim advocate, domestic violence victim advocate, HARM reduction outreach specialist, peer recovery mentor, and transporters.

### Services

- ◆ Emergency Preparedness
- ◆ Early Intervention Services and Outreach
- ◆ Community Health Advocates
- ◆ Siletz CARE Program
- ◆ Tobacco Prevention and Education Program (TPEP)
- ◆ Non-Emergency Medical Transportation (NEMT)

### Emergency Preparedness

We are involved in a variety of emergency preparedness events and conferences, and assist with community preparedness.

### Early Intervention Services and Outreach

The three key components are:

1. Identifying individuals that do not know their HIV/HEP C status.
2. Testing individuals at high risk.
3. Quickly linking people who test positive for HIV/HEP C, to care.

### Community Health Hours

Monday-Friday  
8:00am-4:30pm

### Community Health Director Phone

541-444-9686

## Community Health Department

### Community Health Advocates

Community Health Advocates provide a variety of services to assist Siletz tribal members, such as:

- ◆ Children's bicycle helmet distribution for children between the ages of 3-17 years.
- ◆ Child safety car seat distribution to legal dependents of Siletz tribal members residing within the tribal service area.
- ◆ Community events, outreach, and education to encourage a healthy lifestyle and to engage tribal and community members.
- ◆ Annual events such as blood drives, film screenings, gentle yoga, cooking demonstrations, and farmer's market tours.
- ◆ Home visits for:
  - ◇ Elder medication safety
  - ◇ Elder safety
  - ◇ Clients in need of close follow-up
  - ◇ Clients in need of health assistance
- ◆ Medical program assistance regarding:
  - ◇ Oregon Health Plan applications
  - ◇ Purchased/Referred Care and Gatekeeping
  - ◇ Medical providers and other health agencies
  - ◇ Medical equipment and supplies
  - ◇ Prescriptions and over the counter medication
  - ◇ Health education on making better life choices
- ◆ Nutrition and exercise (CHAs collaborate with the Diabetes Program)

#### CHA Phone Numbers

541-444-9652  
541-444-9613

## Community Health Department

### Siletz CARE Program

The Siletz CARE Program provides advocacy, support services, and assistance to victims and survivors of domestic violence, sexual assault, dating violence, and stalking.

#### What is domestic violence?

Domestic violence is a continuous pattern of abusive behaviors, which are used with the intent to gain power and control over another individual within a relationship. It can come in many forms including:

Physical violence	Verbal/emotional abuse	Elder abuse
Dating Violence	Sexual assault	Stalking
Economic abuse	Financial Abuse	

#### CARE Program primary areas of focus

1. Client Safety: We do as much as we can to provide a safe atmosphere, which will help prevent our clients from experiencing further harm.
2. Confidentiality: We will not share any information that is disclosed to us. We will not reveal client names or personal information with anyone outside of the CARE Program without written consent and permission from the survivor, with the exception of mandatory reporting of child abuse.
3. Empowerment: We strive to empower survivors by:
  - ◆ Believing them.
  - ◆ Allowing each survivor to disclose as much or as little information as they choose.
  - ◆ Encouraging self-determination by supporting survivors in making their own decisions on what is best for each of their unique situations and needs. We seek to do this without passing judgment on their actions or choices.

#### CARE Program Phone

541-444-9680

#### 24-Hour Hope Hotline

541-994-5959  
800-841-8325

## Community Health Department

### Tobacco Prevention and Education Program (TPEP)

TPEP's role is to educate and create awareness of the harmful effects of commercial tobacco products.

We identify the different types of commercial tobacco products and devices that are used to deliver nicotine and other harmful additives.

We discuss traditional tobacco and how it is used for ceremonial, spiritual, and cultural purposes.

We work on policy implementation to improve and promote health and wellness throughout the community.

TPEP makes ongoing trips to the school throughout the school year and is involved in many events and activities during summer to engage our youth about prevention and education. TPEP provides and promotes resources for tobacco cessation including some-free phone apps, build your own quit plan, NRT's, social media page, and quit kits for those who are interested.

#### TPEP Phone

541-444-9682

#### 24/7 Quit Line

800-quit-now

### Non-Emergency Medical Transportation (NEMT)

We provide transportation to and from medically-related appointments as a last resort for Siletz tribal members lacking transportation.

To determine eligibility and availability for transport services, Siletz tribal members must call the transport hub at least 48 hours in advance.

If you have Oregon Health Plan (aka Medicaid) you may be eligible for Cascade West Rideline. This is determined by contacting Rideline.

#### Transport Hub Line

541-444-9633

541-444-1030

800-648-0449

Option 9

#### Cascade West Rideline

541-924-8738

866-724-2975

## Tillicum Fitness Center

Our Tillicum Fitness Center offers fitness opportunities throughout the year. Siletz tribal members, other Native Americans who receive care at the clinic, and CTSI employees may utilize the fitness center at no charge. Non-Native Chinook Winds employees and Siletz community members may utilize the fitness center at reasonable rates. For more information about becoming a member of the Tillicum Fitness Center you may call or inquire at the Tillicum Fitness Center location.



Floor area where classes are held

### Staff

Our staff consists of a physical activities coordinator and physical activities assistants. We contract with instructors for the classes.

### Classes

We offer the following classes:

- ◆ "At Your Own Pace" Pilates
- ◆ Move to the Music
- ◆ Tai Chi
- ◆ Let's Dance.

Classes may change. Contact the fitness center for dates, times, and questions.

### Equipment

Our equipment is for all levels and includes: treadmills; elliptical; stationary bikes; abs machines; hip adduction/abduction; nautilus that provides multi-use; free weights; dumbbells up to 100lbs; pull up bar; and dip machine.

### Tillicum Fitness Center Location

1016 W Buford, Siletz

### Center Days and Hours

Monday-Friday  
6:00am-10:00pm

Saturday  
8:00am-2:00pm

Sunday  
2:00pm-8:00pm

### Center Phone

541-444-9656

## Recreation Center

The Recreation Center is a sprung structure that has a full size basketball court with options for two half courts and a volleyball set-up. The center offers fitness opportunities throughout the year.

### Staff

Our staff consists of a physical exercise coordinator.

### Services

The Recreation Center provides the following:

- ◆ Open gym for community members ages 12 and older to shoot hoops
- ◆ Coordinated activities throughout the year
- ◆ Reservations for sports practices
- ◆ Seasonal sporting events
- ◆ Opportunity to rent the facility

The Recreation Center also accommodates the annual Head Start graduation and other CTSI departmental activities throughout the year. If you have any questions call the Recreation Center phone.



Interior of our recreation center

### Recreation Center Location

West Bufford, Siletz  
Next to Fitness Center

### Center Days and Hours

Monday, Wednesday,  
Thursday  
11:00am-7:00pm

Saturday and Sunday  
9:00am-5:00pm

### Open Gym

Tuesday and Sunday  
8:00pm-10:00pm

### Center Phone

541-444-8209

## Healthy Traditions

The Healthy Traditions Program provides healthy learning activities through gardening, cooking, gathering traditional foods, preserving foods, land restoration, plant enhancement, environmental protection, and physical education. The program is open to enrolled Siletz tribal members.

### Staff

Our staff consists of a healthy traditions coordinator.

### Activities and Events

Educational activities are held throughout the year. You may contact the Healthy Traditions Program for more information.

### Community Garden

Our community garden is open to the Siletz community from Spring to beginning of Fall to plant and provide time to care for produce.



Tribal Elders assisting in the  
Community Garden

### Healthy Traditions Coordinator Phone

541-444-9686

## Business Office

The Business Office is located on the 2nd floor, left side of the elevators, in the clinic. There is a phone available for you to call staff within the business office and community health department.

### Staff

Insurance Verification Specialist, Patient Benefits Coordinator (PBC), Purchased/Referred Care (PRC) Technicians, Business Office Clerk, and Business Office Manager.

### Services

- ◆ Insurance Verification Specialist: Verifies the patient's insurance coverage once the patient is registered at the clinic.
- ◆ Patient Accounts: Assists patients with arranging payment plans, making co-pays, and making payment on account. They will also prepare an account statement upon request
- ◆ Patient Benefits Coordinator: Assists patients with obtaining and retaining OHP and/or Oregon and Federally Facilitated Marketplace (FFM). For more information you may call the Patient Benefits Coordinator.

◆ Purchased/ Referred Care: See pages 26 and 27.



Business Office

### Business Office Days and Hours

Monday-Thursday  
8:00am-4:30pm

Friday  
10:00am-4:30pm

Insurance  
Verification Specialist  
541-444-9674

Patient Accounts  
541-444-1030  
800-648-0449  
Option 8

Patient Benefits  
Coordinator  
541-444-9611

Business Office Clerk  
541-444-9650

Business Office  
Manager  
541-444-9626

## Business Office

### Purchased/Referred Care (PRC)

### Eligibility

You are eligible for PRC services through the Siletz Community Health Clinic if you have registered through PRC or SCHC and/or updated the registration within the past year, AND:

1. You are an enrolled Siletz tribal member, or a minor dependent through age 18 of an enrolled member AND
  - ◆ Reside within the Oregon 11-county service area of: Lincoln, Tillamook, Marion, Polk, Yamhill, Linn, Lane, Benton, Multnomah, Washington, and Clackamas counties. This is called the Siletz PRC Delivery Area (SPRCDA).
  - ◆ You may be away from the SPRCDA and still be eligible for PRC if you are a full-time student, foster child, or transient (migratory/seasonal worker), or you have left the SPRCDA less than 180 days before the date of service.
2. Other eligible persons are:
  - ◆ A Non-Native woman pregnant with a PRC eligible Siletz tribal member's child and residing within the SPRCDA. If you are not married to the father of your child, he must verify he is the father with a notarized written statement.
  - ◆ A Non-Native member of a PRC eligible Siletz tribal member's household, if the Health Director determines that services are necessary to control a public health hazard.
  - ◆ A minor, Non-Native dependent, foster child, or step child of a PRC eligible Siletz tribal member. A copy of adequate proof must be provided, i.e. marriage certificate, birth certificate, tax return, guardianship, or foster care placement order.
  - ◆ A member of a Federally recognized tribe who resides on trust land within SPRCDA.

## Business Office

### Purchased/Referred Care (PRC)

#### Alternative Healthcare Benefits

Alternate healthcare benefits are available to all enrolled Siletz tribal members. We do request that you have completed an individual registration application and are updated with the Siletz Community Health Clinic before obtaining authorization for alternate healthcare benefits.

The benefits that are available include:

- ◆ Acupuncture
- ◆ Chiropractic Care
- ◆ Massage Therapy
- ◆ Naturopath Services

These benefits are available four times per year at the beginning of each quarter as long as funding is available. It is on a first come first served basis. A tribal member just needs to contact PRC and request the benefit they would like. The patient will then receive a letter that lets them know what they are eligible for, how many visits, and the benefit amount. The letter also provides information that they can give to their provider, so they are aware of the payment process. Each patient is eligible for a maximum of three visits up to \$75.00 per visit, per day, per quarter. Anything over that becomes the patient's responsibility. Note: The PRC User Guide is available upon request or on the CTSI website at [www.ctsi.nsn.us](http://www.ctsi.nsn.us).

#### Emergency Room Gatekeeper

During business hours call SCHC main number option 1, you will be directed to medical. After regular business hours, on weekends, or holidays you will be directed to the answering service, who will alert the physician on call.

#### PRC Phone

541-444-1236  
800-628-5720  
541-444-1030  
Option 4

#### PRC Facsimile

541-444-9645

## Patient Rights and Responsibilities

Siletz Tribal Council has reviewed and approved these Rights and Responsibilities of Patients on December 17, 2021.

The rights and responsibilities of patients are distributed to new patients at registration, posted in the waiting area, distributed to new employees at the time of orientation, and posted on the CTSI website.

### Rights of Patients

1. You have the right to considerate, respectful and culturally sensitive care.
2. You have the right to be given complete information, to the degree known, from your health care provider concerning your health care and recommended treatments.
3. You have the right to know which health care provider is responsible for your care and to choose or change providers if such are available.
4. You have the right to know your health care provider's credentials and privileges and when he or she was granted Medical Staff privileges.
5. You have the right to participate in decisions about your treatment and to develop a mutually acceptable treatment plan in conjunction with your health care provider. You will be informed if your treatment is new, experimental, or unproven.
6. You have the right to give, withhold or withdraw your consent to have special procedures or treatments done to the extent permitted by law. You must be informed of the risks you are taking (although in emergency situations the health care provider may not be able to provide extensive information because of the loss of time, which could be dangerous for you).
7. You have the right to participate in decisions regarding the intensity and scope of care. Assistance to help you obtain a Living Will or Durable Power of Attorney will be made available at your request.

## Patient Rights and Responsibilities

8. You have the right to privacy and dignity concerning your health care issues. Case discussion, examination and treatment shall be conducted in confidence. Medical and other health professional students will always be introduced to you as such. You have the right to refuse permission for their presence if so desired.
9. You have the right to know the Siletz Community Health Clinic's privacy practices including how all the records and other information about your care will be used and disclosed, and how you can access this information.
10. You have the right to know how the Siletz Community Health Clinic is related to other health facilities (private, county, tribal, state or federal facilities).
11. You have the right to be informed of service limitations or payment policies concerning services prior to treatment.
12. You have the right to expect reasonable continuity of care such as to know: what appointment times are available to you; what services are available to you; where the services can be obtained.
13. You have the right to know what SCHC rules and regulations apply to your conduct.
14. You, or a person of your choice, have the right to present a grievance, complaint, and suggestion regarding health services to SCHC Administration, who will follow-up and respond in writing within ten (10) working days.
15. You have the right to be free from any form of restraint or seclusion used as a means of coercion, discipline, convenience or retaliation.
16. You have the right to use a pharmacy that is not owned or operated by SCHC.

## Patient Rights and Responsibilities

### Responsibilities of Patients

1. You are responsible for your own behavior and are expected to treat the staff, other patients, clients, visitors and community members with respect and courtesy. Parents or guardians are responsible for their children.
  - a. Persons under the influence of drugs or alcohol may be excluded from CTSI property or tribal program activities.
  - b. Physical or verbal abuse, harassment, or the use of foul language or intimidation will not be tolerated in any form (in person, telephonic, writings). Bullying, harassment, and/or sexual harassment of staff, other patients, clients, visitors, or community members is prohibited.
2. Any person engaging in any of the above behaviors may be refused services and, when warranted, will be asked to leave the premises.
3. You are responsible for making and keeping appointments. If not able to keep an appointment, you must call SCHC to cancel or reschedule the appointment at least 24 hours prior to your scheduled appointment so that someone else can be given the opportunity to be seen.
4. Routine prescription refills should be requested two working days prior to time of pickup to allow the pharmacy time to contact your health care provider.
5. You are responsible for informing SCHC of insurance providers and any changes in your personal status, including changes in your address or phone number, legal name changes and changes in eligibility or health insurance coverage.
6. You are responsible for informing SCHC about any living will, medical power of attorney or other directive that could affect your care.

## Patient Rights and Responsibilities

7. You are responsible for releasing all information related to past illnesses, treatment and medications (prescriptions, OTC and herbal supplements) to assist the staff in the provision of optimal health care.
8. The success of your care is related to your cooperation in following directions, treatment plans and other recommendations given you by the health care providers. If you desire to alter the course of recommended treatment (such as stopping a medication), please consult your provider first.
9. Parents/legal guardians or designated guardians are responsible for accompanying children to SCHC for appointments for routine healthcare and dental care if the child is under age 15. Parents/legal guardians or designated guardians are responsible for accompanying children to SCHC for sports physical or well child exam appointments until the child reaches the age 18. SCHC will not require parental permission or attendance for appointments for adolescents, age 12 and over, seeking diagnosis or treatment related to sexually transmitted disease, pregnancy, or contraception. Such care will be considered confidential, including from the adolescent's parent(s), although evidence of child abuse will be reported as mandated.
10. Depending on eligibility at the time of service, you may be responsible for costs for services rendered.
11. You are responsible for adherence to COVID related policies and procedures.

## Complaints and Grievances

### Complaints

The Because We Care is the tool a patient uses to communicate one of the following:

- ◆ Good Job
- ◆ Suggestions
- ◆ Complaint
- ◆ Incident

You may request a Because We Care from the staff who are located at SCHC reception.

### Grievances

The grievance process is the tool a patient uses to appeal a clinic decision. Patients have the right to appeal in writing within thirty days to the Health Director. The Health Director will respond with a decision within thirty days of receipt of the appeal. The decision shall include the following:

- ◆ Reason for the decision
- ◆ Procedure to appeal
- ◆ Time limits for appeals

Mail appeals to:

SCHC Health Director  
PO Box 320  
Siletz, OR 97380

Submit appeals in person to:

SCHC Reception  
200 Gwee-Shut Road  
Siletz, OR 97380

## Health Committee

The Health Committee, whose members are appointed by the Siletz Tribal Council, serve two years. They are an advisory committee for the clinic policies, procedures, and activities.

The Health Committee consists of six members and a representative from the Siletz Tribal Council, who are enrolled Siletz tribal members.

The Health Committee is governed by the CTSI's Standing Committee Ordinance, Siletz Tribal Code §2.500.

Health Committee meetings are held once per month.

If you are a Siletz tribal member and are interested in serving on the Health Committee, openings are publicized in the CTSI newsletters, or, for more information you may contact the Tribal Council secretaries at 541-444-2532.



You can read more about us online at the following link:

<https://www.ctsi.nsn.us/tribal-services/healthcare/>

## Health Information

### Staff

Our health information staff consists of patient care coordinators, health information and privacy officer, and health information lead medical support supervisor.

### Medical Records

At registration you may be asked to sign an Authorization for the Use and Disclosure of Protected Health Information to allow us to obtain medical records so our providers will have your medical history.

Patients may request a copy of their health information through our health information staff. The first request is at no charge. The charge for patients requesting additional medical records within twelve months is \$30.00 for pages 1-10, \$.50 per page for pages 11-50, and \$.25 per page for each page thereafter. Requests must be submitted to the health information staff in one of the following ways:

- ◆ In person
- ◆ By facsimile
- ◆ By mail

Requests are completed within thirty days from the date the request is received. ‘

### Authorizing Orders

We protect your privacy; therefore, if you have a person you would like to assist you with your medical treatment, you will be required to complete the Consent for Treatment form and return it to the health information staff. You may revoke the consent by submitting a written revocation.

### Medical Support Staff Contact

In Person  
200 Gwee-Shut RD  
Siletz, OR 97380

By Mail  
PO Box 320  
Siletz, OR 97380-0320

By Fax  
541-444-9695

## Health Information

### Notice of Privacy Practices

Patients have the opportunity to obtain the SCHC Notice of Privacy Practices as follows:

- ◆ When patients register
- ◆ Upon request
- ◆ On our website at <https://www.ctsi.nsn.us/schc-notice-of-privacy-practices/>

The Notice of Privacy Practices explain your rights, our responsibilities, how we use your health information, and what you may do if you feel your privacy has been violated.

If you feel your privacy rights have been violated, you may file a written complaint to the Health Information and Privacy Officer in person, by mail, or by fax. There is no retaliation for filing a complaint.

If you have any questions, you may call the Health Information Lead Medical Support Supervisor or the Health Information and Privacy Officer. If no one answers, leave a message and staff will return the call within twenty-four business hours.



Our waiting area in front of Reception Area

### Health Information Lead Medical Support Supervisor Phone

541-444-9619

### Health Information and Privacy Officer Phone

541-444-9635

### SCHC Quick Reference

Medical	541-444-1030
Medical Records FAX:	541-444-9695
Monday—Thursday	8:00am-5:00pm
Friday	10:00am-5:00pm
Pharmacy Refill Line (24/7)	541-444-9624
Pharmacy Staff	541-444-9625
Monday—Thursday	8:00am-5:00pm
Friday	10:00am-5:00pm
Purchased/Referred Care	541-444-1236
Purchased/Referred Care FAX	541-444-9645
Dental	541-444-9681
ER Check In Monday—Thursday	8:15am-8:45am 1:30pm-2:00pm
ER Check In Friday	10:00am-10:30am 1:30pm-2:00pm
Optometry	541-444-9630
Behavioral Health	541-444-8286
Behavioral Health FAX	541-444-9676
Monday—Thursday	8:00am-12:00pm 1:00pm-4:30pm
Friday	10:00am-12:00pm 1:00pm-4:30pm
Non-Medical Emergency Transport	541-444-9633
Monday—Friday	8:00am-2:00pm
Tillicum Fitness Center	541-444-9656
Monday—Friday	6:00am-10:00pm
Saturday	8:00am-2:00pm
Sunday	2:00pm-8:00pm
Recreation Center	541-444-8209
Monday, Wednesday, Thursday	11:00am-7:00pm
Saturday and Sunday	9:00am-5:00pm
Tuesday and Sunday (Open Gym )	8:00pm-10:00pm