



Siletz Community Health Clinic

Patient's Guide

Effective February 1, 2025



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 our facility. 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.

Table of Contents

SCHC General Information	4
Registration and Appointments	5
Medical Department.....	6-15
Immunizations and Laboratory Services	8
MAT Program.....	9
Diabetes Program	10-15
Tillicum Fitness Center	12
Recreation Center	13
Siletz CARE Program	14
Healthy Traditions	15
Patient Portal	16
Pharmacy Services	17
Business Office and Purchased/Referred Care (PRC)	18-20
Dental Department.....	21-22
Optometry Department.....	23-24
Community Health Department.....	25-27
Intervention Services and Outreach	25
Community Health Advocates	26
Tobacco Prevention and Education Program	27
Non-Emergency Medical Transportation	27
Behavioral Health Department	28
Farm Property	29-30
The Garden Program	31
Health Information.....	32-33
Patient Rights and Responsibilities	34-37
Complaints and Grievances	38
Health Committee	39

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: Dental
- Option 3: Optometry
- Option 4: Behavioral Health
- Option 5: Non-Emergency Medical Transport
- Option 6: Business Office
- Option 7: Pharmacy Staff
- Option 8: Pharmacy Refill Line
- Option 9: Directory of extensions

PRC Direct Line: 541-444-9677

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 Hours of Operation

Monday, Tuesday, Thursday & Friday
8:00am-5:00pm

Wednesday
12:00am-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. Any patient who is not PRC eligible is responsible for payment of lab work sent to an outside facility, and/or referral 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 Registration Specialist at reception. Non-Native applicant registrations will be reviewed for acceptance to the SCHC.

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 may 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 Department

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.



Staff

Our medical providers 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.

Services

- ◆ Diagnosis and Treatment of Acute or Chronic Health Conditions
- ◆ Well-Child Care
- ◆ Family Planning (birth control)
- ◆ Minor Surgical Procedures
- ◆ Preventive Care
- ◆ Medical Massage (by provider referral)
- ◆ Medication Assisted Treatment for Substance Use Disorder
- ◆ Psychiatric services

Procedures

We offer the following procedures: Joint injection, skin biopsies, laceration repair, incision and drainage, ordering diagnostics blood work, EKG, tympanogram and hearing test, ankle brachial index, liquid nitrogen for treatment of skin lesions, PAP smears, benign cyst removal, trigger point injection, excisional debridement, wound

Medical Regular Days and Hours

Monday, Tuesday,
Thursday, & Friday
8:00am-5:00pm

Wednesday
12:00pm-5:00pm

SCHC Main Phone

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

Medical Department

debridement, active wound management, anoscopy, immunization administration, and buprenorphine injection.

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 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.

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 our weekly PRC committee meeting for you.

Referral Specialist Phone

541-444-9691

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 541-444-9677.

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 hospital.

Medical Department

Immunizations

- ◆ Immunizations are available during regular clinic hours.
- ◆ 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, including but not limited to: Influenza, Pneumococcal, Zoster, Hepatitis A, Hepatitis B, and Tetanus, Tdap (Tetanus/diphtheria/pertussis) and RSV (respiratory syncytial virus)
- ◆ 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 Lab Technician and a Medical Lab Assistant/Phlebotomist to perform routine tests necessary for diagnosis and treatment. Complex testing is performed by a licensed reference laboratory.



SCHC Laboratory

Medical Department

MAT Program

Our Medication Assisted Treatment (MAT) Program is provided by a comprehensive care team. We provide patient-centered, culturally competent care with a focus on integrating primary care, behavioral health, and Medication-Assisted Treatment for substance use disorders.

Our mission is to deliver comprehensive, wraparound services to both Tribal members and the broader community, enhancing health outcomes and addressing the ongoing opioid crisis.

Our program prioritizes new clients as follows:

- ◆ First Priority: PRC eligible members
- ◆ Second Priority: Other documented Native Americans/Tribal members
- ◆ Third Priority: Siletz Community members

Staff

Our staff consists of licensed Clinical Social Workers that specialize in Mental Health and Addiction. Registered Nurses, certified Peer Mentor(s), Health Navigator(s) and Medical Providers

Appointments

We accept same day appointments by calling the SCHC main line and by referral from other departments. We meet clients “where they are at” in their personal needs.

New patients will be seen according to scheduled appointments, availability and acuity.

Comprehensive medical exam, lab work, and UDS’ are all required as part of the MAT Program treatment.

**MAT Nursing
Supervisor Phone**
541-444-9617

Medical Department

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 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 Manager, Diabetes Program Assistant, Physical Activities Coordinator and Assistants, Physical Exercise Specialist, and Healthy Traditions Project Staff.

Services

The Diabetes Program offers the following resources for patients:

- ◆ Diabetes Prevention Programming: Known as Shu Yi (better, improving). This resource addresses weight loss and A1c lowering through a 26 week curriculum of incentive based life coaching. We will give you support and tools to get you in a healthy range and feeling successful.

**Diabetes Program
Manager Phone**
541-444-9647

Medical Department

- ◆ Diabetes and Pre-Diabetes Onboarding: We will get you set up with resources and materials to understand your diagnosis and successfully manage your health.
- ◆ Gym Memberships: Please call us for more information
- ◆ Diabetes Education Classes
- ◆ Cooking and Nutritional Classes
- ◆ Walking Groups
- ◆ Diabetes Foot Support
- ◆ Breast Pumps: Diabetes prevention starts at birth. If you are a tribal household and expecting, reach out to us about a breast pump!
- ◆ Healthy Traditions Program (see page 15)

Health and Fitness

The Diabetes Program also operates the following facilities:

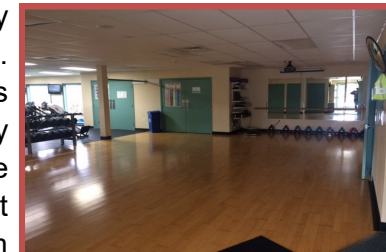
- ◆ Tillicum Fitness Center (see page 12)
- ◆ Recreation Center (see page 13)



Medical Department

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 several Physical Activities Assistants.

Classes

- ◆ We offer a variety of classes throughout the year. Contact the fitness center for dates, times, and questions you may have on current class availability.

Equipment

Our equipment is for all levels and includes: treadmills; elliptical; stationary bikes; ab 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
10:00am-6:00pm

Sunday
12:00pm-8:00pm

Fitness Center Phone
541-444-9656

Medical Department

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 Specialist.

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
8:00am-10:00pm

Thursday & Friday
8:00am-7:00pm

OPEN GYM

Please call for
availability

Rec. Center Phone
541-444-8209

Medical 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.

Staff

Our staff consists of a Sexual Assault Victim Advocate and a Domestic Violence Victim Advocate

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

Medical Department

Healthy Traditions Project

The Healthy Traditions Project 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 and Assistant.

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.



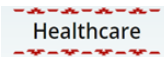

Tribal Elders assisting in the
Community Garden

**Healthy Traditions
Coordinator
Phone
541-444-9686**

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

1. Go to 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

Pharmacy Services

Medications prescribed by SCHC providers or other providers can be filled at the pharmacy for Native American patients and CTSI employees 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 medication questions.

Staff

Our staff consists of Pharmacists who are credentialed, privileged and participate in continuing education related to their licensure and credentials and Pharmacy Technicians.

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-pharmacy pick up.

Mail Order

The pharmacy provides mail order services for Siletz tribal patients living within the United States with some restrictions applying to patients living outside the state of Oregon, please contact the pharmacy for details. 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.

Drive Thru

Our Pharmacy provides a drive-thru option to pick up your prescriptions without leaving your vehicle.

Pharmacy Location

145 N Gaither St.,
Siletz, OR 97380

Pharmacy Hours

Monday, Tuesday,
Thursday, & Friday
8:00am-5:00pm

Wednesday
12:00am-5:00pm

Pharmacy Refill Line

541-444-9624
or
541-444-1030
800-648-0449
Option 8

Pharmacy Phone

541-444-9625
541-444-1030
800-648-0449
Option 7

Business Office

The Business Office is located on the 2nd floor, next to the elevators, in the clinic.

Staff

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

Services

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

Business Office Days and Hours

Monday, Tuesday,
Thursday, & Friday
8:00am-4:30pm

Wednesday
12:00am-4:30pm

**Insurance
Verification Specialist**
541-444-9674

Business Office Phone
541-444-1030
800-648-0449
Option 6

**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 SCHC before obtaining authorization for alternative 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 Siletz Tribal Member just needs to contact PRC and request the benefit they would like. The Siletz Tribal Member 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 Siletz Tribal Member is eligible for a maximum of three visits up to \$75.00 per visit, per day, per quarter. Anything over that becomes the Siletz Tribal Members responsibility. Note: The PRC User Guide is available upon request or on the CTSI website at 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 the main line is directed to the answering service, who will alert the physician on call.

Clinic Main Line

541-444-1030
800-648-0449

PRC Phone

541-444-9677
800-628-5720

PRC Facsimile

541-444-9645

Dental Department

Our dental care at SCHC is provided by an experienced team. At this time, the Dental department 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 dentists and hygienists who are credentialed and privileged and participate in continuing education related to their licensure and credentials, as well as Dental Assistants, and a Dental Patient Registration Specialist.

Appointments

Appointments can be made by calling the dental department phone or the main line at the clinic and choosing option 2.

Exams

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

Dental Department

Services and Procedures

We offer teeth cleanings, oral cancer screenings, head start screenings, sealants, fluoride application, radiographs, fillings, extractions, root canals, night guards, local anesthesia, incision and drainage services, and orthodontic screenings. Special services such as dentures, partials, crowns, and bridgework are available and may require insurance pre-authorization and/or pre-payment prior to being scheduled. Cost of the service depends on current pricing. Procedures performed that are determined by the providers certification: implant restoration, oral sedation, and nitrous sedation.

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 Department:

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.

Dental Hours

Monday, Tuesday,
Thursday, & Friday
8:00am-5:00pm

Wednesday
1:30pm-5:00pm

Dental Emergency

Monday—Friday
Twice Daily
Times Vary, call for
information

Dental Department Phone

541-444-9681

Clinic Main Line

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

Optometry Department

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

Staff

Our staff consists of an Optometrist, who is credentialed and privileged and participates in continuing education related to licensure and credentials, and Optometry Assistants.

Appointments

Appointments can be made by calling the Optometry Department phone. We offer same day appointments when eye disease is suspected. You can call the Optometry phone directly or call the clinic main line and choosing option 3.

Services

- ◆ Comprehensive eye exams
- ◆ Diabetes 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

Patients with eye concerns may call or come into the Optometry Department to be worked into the regular schedule. There may be a wait to be seen.

Optometry Hours

Monday, Tuesday,
Thursday, & Friday
8:00am-12:30pm
1:30pm-5:00pm

Wednesday
1:30pm-5:00pm

Walk-In

Suspended Until
Further Notice

Optometry Phone
541-444-9630

Clinic Main Line
541-444-1030
800-648-0449
Option 3

Optometry Department

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 minors for dilations and new contact lens training and fittings.



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 a Community Health Manager, Community Health Advocate(s), HARM Reduction Outreach Specialist(s), Peer Recovery Mentor(s), Transporter(s), Community Education Coordinator, and Tobacco Education & Outreach Specialist(s).

Services

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

Intervention Services and Outreach

This service is an STI prevention program, focusing on community testing and other events around sexual health which includes presenting a sexual education curriculum in school.

For more information, please contact the Community Health Department.

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

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, nicotine replacement therapies (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. Contact Rideline to determine your eligibility.

**Non-Emergent
Medical
Transport Line**
541-444-9633

**Clinic Main
Line**
541-444-1030
800-648-0449
Option 5

**Cascade West
Rideline**
541-924-8738
866-724-2975

Behavioral Health Department

Staff

Our staff consists of Outpatient Counselors, Mental Health Therapists, Mental Health Specialists, Peer Recovery Mentors, and Medical Social Workers. All team members are credentialed and privileged, or certified to provide specialized care.

Appointments

Appointments can be made by calling the Behavioral Health phone during operating hours.

Services

- ◆ Alcohol and Other Drug Services: Individualized treatment and consultation available to tribal members and their families. Services offered to other community members based on admission criteria and availability.
- ◆ Mental Health Services: Individual and family counseling, referrals, and collaboration with schools and other organizations to enhance mental health and social well-being.
- ◆ Prevention Programs: Aimed at promoting mental health, preventing substance abuse and related challenges and juvenile crime prevention.
- ◆ Transitional Living Centers: Support services for individuals transitioning to independent living.
- ◆ Re-Entry Programs: Assistance for individuals reintegrating into the community.
- ◆ Peer Recovery Support: Mentorship and guidance provided by experienced peers.
- ◆ Youth Development Programs: Tailored to address the unique needs of youth within our community.

Behavioral Health Hours

Monday—Friday
8:00am-4:30pm

Behavioral Health Phone

541-444-8286

Clinic Main Line

541-444-1030
800-648-0449
Option 4

Farm Property



Located at 5213 Logsdan Road, Logsdan, Oregon, the second driveway to the left past mile marker 5 on Logsdan Road, the Farm Property is remarkable and one of the largest additions to our Siletz Community Health Clinic.

The property was purchased in 2020 with the goal of serving some of the health needs in the community. The hope is to accomplish that by utilizing this land to grow our own foods and

medicines and to restore our relationship to the land, animals, and plants, therefore improving our health and well-being.

Stewardship of the land is guided by a Garden Committee, the needs of our community, traditional ecological knowledge pathways, and a variety of internal and external partnerships.

The back half of the landscape is designed wetlands with wetland meadows, shrub/tree wetlands, and a seasonal creek that is being stewarded to host and enhance habitat for native plants and animals with a focus on Beaver habitat.

The front half of the landscape has been historically cleared and grazed into open pasture which is being stewarded to fulfill the Garden Program needs. This includes the rainwater collection system and the 5-acre garden with an exclusion fence to deter

Farm Property Hours

Monday-Friday

10:00am-4:00pm

*Extended Summer Hours

Contact Information

jamesm@ctsi.nsn.us

541-444-8327

ctsi.nsn.us/the-garden-program

Farm Property

grazing animals such as elk and deer, the greenhouse nursery for plant and vegetable production, various facility and access renovations for programming activities, and we are creating a Garden Master Plan that will continue to guide the future activities in the landscape.

Property Features:

- ◆ Event Parking
- ◆ Greenhouses
- ◆ Vegetable Garden
- ◆ Rainwater Collection System
- ◆ Wash Stations
- ◆ Medicinal Garden
- ◆ Orchards
- ◆ First Foods Gardens
- ◆ Walking Paths

Staff

Our Staff includes a Food Sovereignty Manager, Garden Coordinator, Food Sovereignty Assistant, Facilities and Maintenance Technician, Nursery and Field Assistant, and Garden Stewards.

Activities

The Farm Property serves as a hub for many programs in our Tribe and the community of Siletz, enabling us to provide a place to learn and enjoy. Some of the activities we have participated in are:

- ◆ From Seed to Ceremony: A Journey with Sacred Tobacco
- ◆ Water Resilience Demo Tours
- ◆ Volunteer Garden Days (4th Friday of each month)
- ◆ Earth Day Event
- ◆ Various plant nursery giveaways, such as: camas, fruit trees, medicinal herbs, harvesting events, and plant gifting

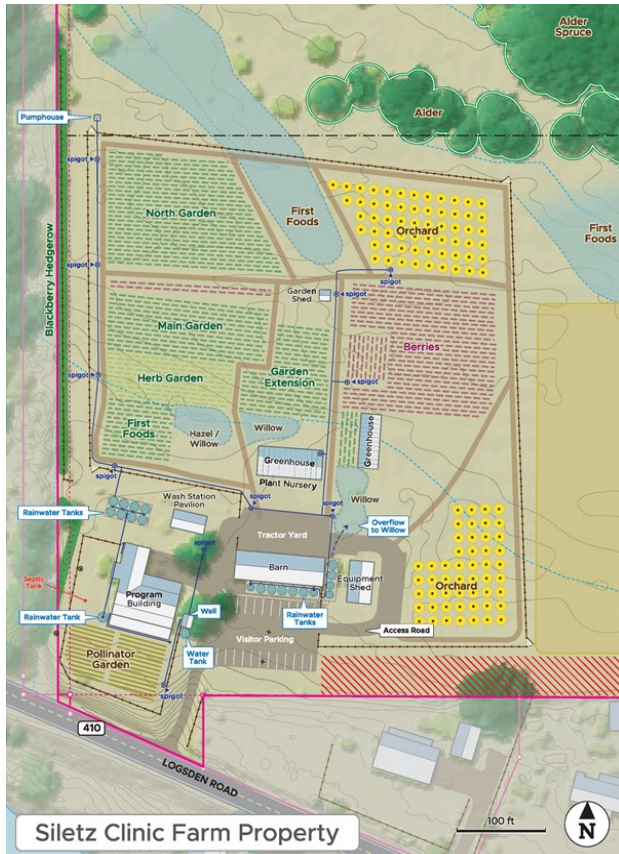


The Garden Program

The Garden Program is new and is consistently in a developmental stage as we steward the 38-acre property into a diversified organic practicing farm that provides healthy food options and cultural opportunities for Tribal members. The program seeks to improve the health of our Siletz Tribal Members and community by providing access to clean organic produce, outdoor recreation, and culturally congruent activities in a safe space.

We are always in need of volunteers to help with gardening, landscaping, habitat restoration, planting, harvesting, event support, education, brush removal, and more. Please reach out to the Food Sovereignty Manager for additional information (see page 29 for contact information).

The Garden Program continues to enhance educational outreach, vocational skill building for youth, and access to cultural materials and services for Tribal members. We have on location office space for staff, a teaching kitchen, and long-term seed storage, and enhanced community gathering space for Tribal members and other CTSI programming.



Health Information Department

Staff

Our health information staff consists of a Health Information Records Administration Supervisor, Patient Registration Specialists, Health Information Analyst, Health Information Retrieval Specialist, and Medical Support Specialist.

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 from our Health Information Department. The first request is provided at no charge. For subsequent requests made within 12-months, fees are as follows: \$30.00 for pages 1-10, \$0.50 per page for pages 11-50, and \$0.25 per page for any additional page thereafter.

Requests for medical records must be submitted to the Health Information Department via one of the following methods:

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

All requests will be processed within 30 days from the date of receipt.

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

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 Department

complete the Consent for Treatment form and return it to the health information staff. You may revoke the consent by submitting a written revocation.

Consent

To protect your privacy, if you wish to designate someone to assist with your medical care, you must complete the "Authorization to Discuss Medical Information" form and submit it to health information staff. This authorization remains valid until revoked.

Notice of Privacy Practices

Patients can obtain the SCHC Notice of Privacy Practices through the following methods:

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

The notice outlines your rights, our responsibilities, how we use your health information, and steps you can take if you believe your privacy has been violated. To file a complaint, contact the Health Information Department in person, by mail, or by fax. Retaliation for filing a complaint is prohibited.

**Health Information Records
Administration Supervisor**
541-444-9619

**Health Information and
Privacy Officer**
541-444-9635



Patient Rights and Responsibilities

Siletz Tribal Council has reviewed and approved these Rights and Responsibilities of Patients on February 1, 2025.

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, posted on the CTSI website and/or upon request.

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 an Advanced Directive and/or POLST (Physician Orders for Life-Sustaining Treatment) 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.
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 physicals 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 infection control 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 Executive Health Director. The Executive 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 Executive Health Director
PO Box 320
Siletz, OR 97380

Submit appeals in person to:

SCHC Medical Reception Desk
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 Executive Assistant or Assistant Executive Secretary at 541-444-2532.



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

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

SCHC Quick Reference

SCHC Business Hours (some department times vary)

Monday, Tuesday, Thursday, Friday	8:00am-5:00pm
Wednesday	12:00pm-5:00pm

Medical	541-444-1030
Medical Records FAX:.....	541-444-9695
MAT Nursing Supervisor	541-444-9617
Diabetes Manager	541-444-9647
Tillicum Fitness Center	541-444-9656
Recreation Center	541-444-8209
Referral Specialist	541-444-9691
Pharmacy Refill Line (24/7)	541-444-9624
Pharmacy Staff.....	541-444-9625
Business Office Clerk	541-444-9650
Purchased/Referred Care.....	541-444-9677
Purchased/Referred Care FAX.....	541-444-9645
Dental.....	541-444-9681
Optometry	541-444-9630
Community Health Director	541-444-9686
Community Health Advocates	541-444-9652 or 541-444-9613
CARE Program.....	541-444-9680
24-Hr Hotline	541-994-5959 or 800-841-8325
Non-Emergent Medical Transport.....	541-444-9633
Behavioral Health	541-444-8286
Behavioral Health FAX	541-444-9676
Farm Property Manager	541-444-8327

Email: jamesm@ctsi.nsn.us