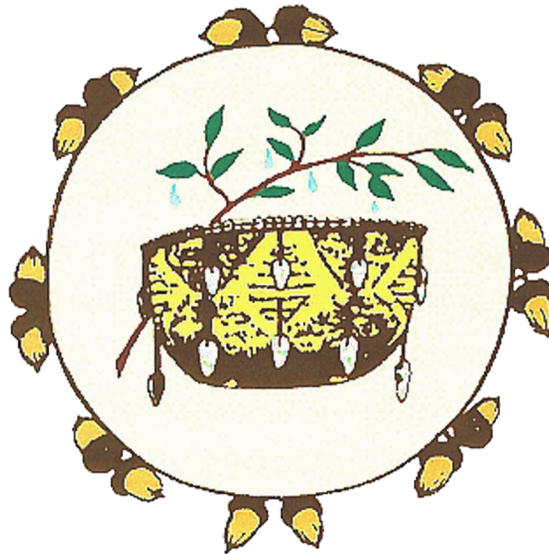


**Sonoma County Indian Health Project, Inc.**

**Patient & Family Handbook**



144 Stony Point Road  
Santa Rosa, California 95401

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## WELCOME FROM THE CEO

Thank you for choosing Sonoma County Indian Health Project, Inc. (SCIHP) for your health care home. We are committed and dedicated in providing quality, affordable primary and preventive health care to our Community. It is our objective to meet your physical and emotional needs, treat you with care, compassion, dignity, and respect, while providing the highest quality of health care. It is a privilege to be your healthcare provider. We understand you have many options, and we appreciate you trusting us with your important health care needs. We are committed to providing you with excellent care and we take our responsibility of caring for you seriously. Our team is always striving to improve the levels of care we deliver.

Because of our commitment to providing optimal quality care, we must emphasize how important it is for you to take responsibility for your health care needs. Please review the information in this handbook and at any time during your care here at SCIHP, do not hesitate to ask your provider questions about any diagnosis, instructions, medications, or treatment.

We hope, the information contained in the following pages are helpful to you in learning about Sonoma County Indian Health Project, Inc. and the types of services we can offer you, our valued patient.

Again, thank you for choosing Sonoma County Indian Health Project, Inc. as your primary care provider and comprehensive healthcare home.

If you need additional information about any of our services or accessing care, please visit our website at [www.scihp.org](http://www.scihp.org)

We look forward to serving you.

Sincerely,

*Betty J. Arterberry*

Betty J. Arterberry  
Chief Executive Officer

## **Introduction**

### **Patient-Centered Medical Home**

SCIHP utilizes the Patient-Centered Medical Home (PCMH) as a model of care to provide comprehensive total health care and treat patients with cultural sensitivity and respect. As an organization, we believe that the following principles guide the development of the PCMH model.

Our focus for your health care needs will include the following:

- Health care that revolves around you
- An established model of care coordination
- A commitment to continuously improve the way we care for your health care needs
- Continual improvement of your visit experience

#### **What does PCMH mean to you?**

The PCMH is an approach to health care that, according to the Institute of Medicine, “is respectful and responsive to individual patient preferences, needs, and values, and ensures that patient values guide all clinical decisions.” In other words, the emphasis is on the importance of the physician-patient partnership. This means that a PCMH model of care empowers you as a patient. Your family may also play an important role in your health care, if you choose to involve them, with supportive options and plan development using open communication with your health care provider.

With SCIHP as your medical home, you will join a team that includes health care professionals, trusted friends or family members (if you wish), and most importantly you.

#### **Will this change anything when I visit my provider?**

Your provider takes the time to get to know you as a whole person and makes an effort to develop a strong relationship with you.

We recognize you may have a need to communicate with your primary care team outside of your regularly scheduled office visit; for example, you might contact your provider through the patient portal when you have questions.

Your provider also makes sure you understand your plan of care and treatment options and will clearly discuss available options for treatment, testing, and associated risks and benefits for each. A member of your primary care team will be sure to assess any language, cultural, literacy, or other barriers and provide resources to ensure you understand information related to your care. All of your test results and records will be available upon your request.

## **Our Mission Statement**

“To continually improve and maintain a comprehensive health care system to serve the needs and traditional values of our American Indian Community.”

## **Who We Are**

Sonoma County Indian Health Project, Inc. (SCIHP) was established in 1971 by a group of leaders from the Indian communities of Sonoma County. Their goal was to provide health care for all Indians in Sonoma County and to provide services in a manner which is sensitive to the culture and traditions of the local Indian Tribes.

Over the years, SCIHP has steadily progressed from a small organization consisting of a single dental chair, exam table, offering outreach and referrals to the Native Americans in Sonoma County, to the multimillion-dollar comprehensive health care facility it is today. In 1999, the Board of Directors acquired private land. In collaboration with the Tribes, SCIHP secured several grants through HUD (Housing and Urban Development) to begin building our facility. Our initial operation revenue was through the Indian Health Service, under the Indian Self-Determination and Education Assistance Act (Public Law 93-638). In 2001, we were able to move into our newly built facility, which is where we are presently located. In 2020, SCIHP acquired several acres of private land with the intent to build a new facility.

SCIHP’s tribal consortium includes, Cloverdale, Dry Creek, Graton, Lytton, Manchester Point Area and Stewarts Point Rancherias, which have designated SCIHP as a Tribal Organization, under P.L. 93-638. SCIHP has 501(c)(3) status and is incorporated by the State of California as a non-profit organization.

SCIHP is funded by Federal, State, County and private funds. Through a special relationship with the California Rural Indian Health Board (CRIHB), SCIHP is sub-contracted with the federal government. In effect, this establishes SCIHP as a tribal organization under the provisions of Public Law 93-638, and as such, performs the functions of the Indian Health Service throughout our assigned service area. This relationship carries certain responsibilities to the tribal governments, which comprise our contractual relationship.

## **What We Do**

SCIHP is licensed by the State of California as a Community Health Center. We currently provide medical, dental, nutritional, behavioral health, pharmacy, and health education services. SCIHP has expanded care to non-Indians with Medi-Cal on a limited basis.

## **Privacy Practices/HIPAA**

SCIHP is committed to protecting your health information and will follow all applicable laws and regulations regarding your privacy. Our privacy practices are described in the SCIHP Notice of Privacy Practices, a handout that explains how this obligation will be followed by all health care professionals, staff, board members, students, volunteers, and business associates of SCIHP. All patients must sign an Acknowledgement of Receipt of Notice of Privacy Practices (NPP). If you choose to have your information shared and/or released to another individual, you will need to sign the applicable release form, which will become part of your health record.

For more information, go to [www.hhs.gov/ocr/privacy/hipaa/understanding/consumer/noticepp.html](http://www.hhs.gov/ocr/privacy/hipaa/understanding/consumer/noticepp.html)

## **Corporate Compliance**

We are committed to providing service with ethics and integrity. For guidance on ethics or compliance issues, or to report a suspected violation, or if you have any concerns regarding your rights or privacy, please call our Corporate Compliance Hotline at (707) 565-1018. Your name is not required.

## **Insurance**

Federal Tort Claims Act covers certain Sonoma County Indian Health Project, Inc. activities. In addition, SCIHP also provides wrap-around coverage for our providers.

## **Provider Credentialing and Privileging**

One responsibility of the SCIHP Board of Directors is to ensure providers employed by SCIHP are licensed and eligible to practice in the State of California

SCIHP follows a credentialing and privileging review process involving verification of an individual's information, which includes their identity, training, experience, and competency. The Department Director and Credentialing Committee provides recommendations to the governing body regarding appointment and clinical privileges granted to the individual. Determination of appointment is based on review of the above.

## Accreditation Association for Ambulatory Health Care (AAAHC)

Sonoma County Indian Health Project, Inc. has been accredited by the AAAHC since October 2009 and is resurveyed every three years to maintain our accreditation status.



The AAAHC describes accreditation as, *"...a voluntary process through which an organization is able to measure the quality of its services and performance against nationally recognized standards. The accreditation process involves self-assessment by the organization, as well as a thorough review by the Accreditation Association's expert surveyors, who themselves have extensive experience in the ambulatory health care environment."*

AAAHC accreditation process is designed to evaluate the following Core and Adjunct service areas, which are essential to high-quality patient care:

- Rights of Patients
- Governance
- Administration
- Quality of Care Provided
- Quality Management and Improvement
- Clinical Records and Health Information
- Infection Prevention and Control Safety and
- Facilities and Environment
- Anesthesia Services
- Surgical and Related Services

For more information about the AAAHC and its accreditation programs, visit [www.aaahc.org](http://www.aaahc.org)

In addition to peer reviews and internal self-assessments, Sonoma County Indian Health Project, Inc. is committed to using direct patient feedback to enhance the experiences of our patients. Patient Satisfaction Surveys are done throughout SCIHP and results are reviewed by Department Directors and Board of Directors to identify potential strengths and weaknesses within the organization.

We value both the positive and the constructive critical feedback we receive from our patients. The positive feedback reassures us and helps us take pride in the work we do, while the critical feedback gives us the opportunity to strengthen our operation in areas we might otherwise have overlooked. Together with our patients, we form an effective Quality Improvement Team!

## Diabetes Education Accreditation Program (DEAP)/American Association of Diabetes Educators (AADE)

Sonoma County Indian Health Project, Inc. Healthy Traditions Department (Diabetes Program) has been accredited by the American Association of Diabetes Educators (AADE), Diabetes Education Accreditation Program (DEAP) since 2011.

AADE is a multi-disciplinary professional membership organization dedicated to improving diabetes care through education, management, and support. The vision of AADE is to provide optimal health and wellness for all people with diabetes and related chronic conditions.

The following are components in five main domains that define the competency and specific objectives of AADE:



- Pathophysiology, Epidemiology, and Clinical Guidelines of Diabetes
- Culturally Competent Supportive Care Across the Lifespan
- Teaching and Learning Skills
- Self-Management Education
- Program and Business Management

## **Smoke-Free Environment**

To protect our patients, visitors, and staff from the harmful effects of second-hand smoke, smoking is not permitted on SCIHP property. SCIHP has no designated smoking areas. For information about smoking and how to quit, please contact our medical department at (707) 521-4500, visit <http://www.nobutts.org/> or call 1-800-NO-BUTTS (1-800-662-8887).

## **Guide Dogs and Other Service Animals**

With the exception of service animals, all other animals are prohibited in the facility. Owners must keep service animals on a leash and under control while in the facility. If you have a service animal, please alert an employee in the immediate area to ensure no one fears or has a medical condition, such as asthma or allergies. We will take reasonable steps to ensure any potential harm is minimized by making reasonable modifications.

## **Cell Phones**

Please refrain from using your cell phone when approaching the receptionist or seeing our providers. If you must use your cell phone, please speak in a low voice so as not to disturb other patients.

## GENERAL INFORMATION

### SUPPORT SERVICES/CLINIC INFORMATION

#### **Patient Registration/Patient Services**

All new patients meet with the Patient Services Specialist to determine eligibility, and discuss SCIHP services. The Patient Services Specialist is a Covered California Certified Enrollment Counselor who can assist patients to review coverage options. We ask that you arrive an hour before your appointment, to complete the registration process. If you have not been seen by a SCIHP provider within three (3) years, you will be required to re-register. We require a patient registration form be updated annually. If you have moved or changed your telephone number since your last visit, please take the time to notify the department of those changes.

Minors under 18 years of age must be accompanied by a parent or legal guardian. There are some exceptions, please request a copy of the **Consent Requirements for Medical Treatment of Minors** from the Receptionist or you may visit [www.teenhealthrights.org](http://www.teenhealthrights.org) for more information. Children must not be left unattended.

#### **Patient Portal**

We encourage all patients (new/established) to sign up for SCIHP's Patient Portal. This gives you easier access to communicate with your medical provider, request medical appointments, refill medications, and view medical lab results.

#### **LUMA Health (Electronic)**

Medical, Behavioral Health, and Healthy Traditions patients can access LUMA which will allow you to complete electronic forms, have video visits with a provider, receive SCIHP information, such as community events, special clinic's, and appointment reminders. In addition, we can offer a wait list option for most of our providers, which can give you an earlier appointment as necessary.

#### **Electronic Health Records**

We use a computer to keep track of our patients' health information. Your health care team member will use the computer to enter the information you provide, review and explain your test results, record your medications and treatment, and share your health information with you. This will provide the most current health information to any SCIHP provider caring for you.

#### **Translation Services**

If interpreter services are needed, please contact the department you are scheduled to see.

#### **Advanced Directives**

Advanced Directives inform your provider about your wishes regarding medical treatment during a time when you are physically unable to explain those wishes. Advanced Directives fulfill several objectives, such as sharing your choice about the medical treatment you receive and naming another person to make decisions for you, if you become unable to make those decisions yourself.

For more information or for questions, please talk with your Provider.

## **Mandated Reporting Requirements**

Providers are required by law to report all cases of suspected or known child or elder abuse or neglect. Providers are required by law to report all cases of suspected or known domestic violent/assault.

## **Reproductive Rights for Minors**

In accordance with California State law, minors (individuals 12-18 years old) have the right to obtain birth control services, , and sexually transmitted infection/HIV services without parental notification or permission. These services are available through the California Family Planning, Access, Care Treatment (PACT) Program. For prenatal care, minors could apply for Medi-Cal or Covered California by contacting our Patient Services Specialist.

## **Emergency Care**

Sonoma County Indian Health Project, Inc. is **not** equipped or staffed to treat life-threatening emergencies. Patients who have symptoms of severe shortness of breath, severe chest pain, major trauma or bleeding, should **go directly** to the nearest hospital emergency room or call 911.

## **Medi-Cal**

For your convenience, we have available a Medi-Cal Eligibility Worker to assist SCIHP clients with the application and eligibility process for Medi-Cal.

## **Third Party Billing**

SCIHP has established a Third-Party Budget, which are payments for services from third party payers. Most Third-Party funds and services billed and collected are returned to SCIHP to continue providing direct care for our Community.

## **Patient Charges and Payment of Fees**

**SCIHP is not a free clinic.** Patient may be responsible for fees for services provided by SCIHP. An example of fees: *SCIHP is not a full-service lab and some lab work drawn in the clinic may be sent to an outside laboratory.* This would be considered an outside service and you may be responsible for the fee. . Please check with your doctor, nurse or laboratory technician to determine if your lab work will be sent out. The patient is responsible for the prompt payment of any fees charged for SCIHP services and the usage of outside facilities. Additionally, SCIHP does not pay for in-patient hospital care.

## **Billing Payment and Referral**

If you have medical or dental coverage, our staff will continue to file claims to your insurance company, Medicaid or Medi-Cal on your behalf, in accordance with the services you received at SCIHP. If you think you may be eligible for Medi-Cal or insurance under the Affordable Care Act (ACA), we have staff available to help with the process. In order for SCIHP to maintain our current level of services, it is necessary to file claims with all insurance companies.

For explanations about possible charges or for any questions about your bill, please call the billing department.

## **Referrals**

SCIHP is a primary care clinic. When a SCIHP physician, dentist, or other authorized provider arranges a referral for outside consultation or service, you may be responsible for all or some of the bill. For more information or for eligibility questions, please contact your insurance company.

To see if you meet the eligibility requirements for Purchased Referred Care, please go to the Purchased Referred Care Services section of this handbook.

## **Transportation Services**

Transportation services are provided on a limited basis for clinical services to eligible Native Americans. Please call (707) 521-4566 for more information.

## **Special Community Events**

SCIHP has several special community events throughout the year, such as: Native American Graduation Celebration; Native American Veterans Day Celebration; Harvest Fair; Winter Wonderland, etc. For more information contact the administration department.

## **PATIENT GRIEVANCES, SUGGESTIONS AND COMMENTS**

Let us know how we are doing! We look to our patients to help us continually evaluate and improve the quality of care and services provided by Sonoma County Indian Health Project, Inc. The following procedures have been established to ensure complaints and issues related to quality of patient care and patient satisfaction are reviewed and addressed appropriately.

If you have any suggestions or comments about the services provided by Sonoma County Indian Health Project, please place them in a suggestion box or leave a message with the Corporate Compliance Officer.. Suggestion boxes are located in the main lobby, Dental Department, and Behavioral Health Department. All comments and suggestions are welcome and are reviewed regularly.

If you would like to make a formal complaint or grievance about any of our services, including our billing policies and practices, you can call the Corporate Compliance Officer to begin the grievance process. The procedure is as below:

- If you feel you have a problem which you would like to have reviewed or addressed, you may call or meet with the Corporate Compliance Officer, who will assist you in resolving your concern and/or in completing a Patient Grievance Form.
- The Patient Grievance Form is reviewed by the appropriate Department Director for appropriate follow-up. All patient grievances are tracked for quality improvement purposes.
- If you feel your problem has not been adequately resolved with this level of review, please send a written request for further review to the attention of the Chief Executive Officer at Sonoma County Indian Health Project, Inc., 144 Stony Point Road, Santa Rosa, CA 95401. Your request must be in writing and be accompanied with a signed release form to permit access to any confidential health matters appropriate to the nature of your complaint.

We strive to achieve a high level of satisfaction with the care and services we provide and take all suggestions, comments, and grievances seriously. For any questions, please call the Corporate Compliance Officer.

# Patient Rights

Sonoma County Indian Health Project, Inc. (SCIHP) recognizes and respects the following right of our patients:

- 1) To be treated with **consideration, respect, and dignity**, including sensitivity to Indian cultures and traditions.
  - 2) To **privacy** concerning your own illness and management of that illness. Case discussion, counseling, examination, and treatment shall be conducted in confidence. Medical students, Dental students, and other trainees will always be introduced to you, and you have the right to refuse them permission to be directly involved in your care.
  - 3) To have the **confidentiality** of your healthcare information protected and to have Privacy Act regulations enforced, including the opportunity to approve or refuse the release of information, except when required by law.
  - 4) To know the name and qualifications of staff providing your care, and to **change your healthcare provider** if other qualified healthcare providers are available.
  - 5) To obtain from your health care provider **complete information** concerning your diagnosis, evaluation, treatment, and prognosis in terms that you can understand. This will include any known potential advantages and/or risks of treatment. When not medically advisable to give such information to you, the information shall be made available to an appropriate person on your behalf, consistent with SCIHP's Notice of Privacy Practice.
  - 6) To **participate in decisions** involving your health care, except when such participation would be contraindicated for medical reasons (e.g. in emergent situations). You always maintain the right to refuse treatment and to be informed of the consequences of your decision to refuse.
  - 7) To **expect a reasonable response** to your request for services customarily rendered by the facility and consistent with your treatment; and when not available at SCIHP to be referred for specialized care as necessary and/or to know where services can be obtained.
  - 8) To **request and receive a full explanation** of any and all fees that SCIHP charges.
  - 9) To **make any suggestions or comments** regarding your visit and to access our patient grievance procedures you may contact the following: SCIHP Compliance Officer at (707) 521-4518 , California Rural Indian Health Board, Inc. (CRIHB) Compliance Officer (800) 884-1735, Indian Health Services at (916) 930-3981 x331 and/or the Accreditation Association for Ambulatory Health Care, Inc (AAHC) at (800) 847-6060.
- \* SCIHP has a license to operate from the State of California, is a member of the California Rural Indian Health Board, Inc. and is also accredited by the Accreditation Association for Ambulatory Health Care, Inc.

# Patient Responsibilities

You have very important responsibilities when obtaining health services at  
Sonoma County Indian Health Project, Inc. (SCIHP)

- 1) **New Patient Registration:** Prior to receiving services, it is your **responsibility** to complete the patient registration process and provide appropriate documentation such as tribal ID or a birth certificate to prove eligibility for care. Social Security cards and picture ID's are also required. Please bring your Medi-Cal, Medicare, private insurance and/or third-party resource information with you. It is your responsibility to notify SCIHP if an interpreter is needed.
- 2) **Providing Current Information and Requested Documents:** It is your **responsibility** to obtain and provide current and any necessary documentations as requested (noted above). This documentation could include, but is not limited to the following: current address, telephone number, and any official documentation regarding guardianship if you are registering a child or minor for services.
- 3) **Providing Current Health Information:** It is your **responsibility** to provide complete and accurate information regarding your health, any medications, including over-the-counter products and dietary supplements and any allergies or sensitivities.
- 4) **Keeping Appointments:** It is your **responsibility** to keep all appointments as scheduled. All children/minors (anyone less than 18 years of age, unless exceptions apply) must be accompanied by their parent or legal guardian. If you are unable to keep a scheduled appointment, it is your **responsibility** to notify the appropriate department or program at least 24 hours in advance.
- 5) **Participating in the Treatment Plan:** It is your **responsibility** to participate in your care to the best of your ability by informing your healthcare provider(s) and/or team if treatment or medications do not help, if there is any change in your condition, or if there has been any adverse reaction to the treatment prescribed. A treatment plan may include having a responsible adult transport you home from the facility and remain with you as indicated on any discharge instructions or as required by your provider.
- 6) **Medications:** It is your **responsibility** to take all medication(s) according to the directions of the prescriber. If there is anything you do not understand about your medication(s), or have a reaction to or have difficulty taking, it is your **responsibility** to seek the advice of your healthcare provider or pharmacist.
- 7) **Patient Conduct:** It is your **responsibility** to treat staff, other patients and visitors with respect, and to conduct yourself in a socially appropriate manner when at the facility, including when using Clinic services and at Clinic activities/events. Clinic rules, regulations, and policies are in place for the safety and consideration of all patients and staff.
- 8) **Advanced Directives:** It is your **responsibility** to provide SCIHP with a copy of your Advanced Directives, living will or medical power of attorney which express your healthcare wishes should you become unable to make your own healthcare decisions, as this may affect the care you receive.
- 9) **Payment of Fees:** You are **responsible** for the prompt payment of any fees you are being charged for SCIHP services, if applicable. Payment schedules may be arranged with the Billing Department.
- 10) **COVID-19:** You are responsible to adhere to any and all COVID related policies and procedures.

# MEDICAL SERVICES

## Introduction

The Medical Department provides excellent comprehensive medical care that is accessible, and well-coordinated. We look forward to working with you to achieve your wellness goals.

Our medical home provides high quality care, through a team-based effort consisting of qualified staff partnering with the patient as an active member of the team. The team includes family physicians, mid-level providers, specialist, registered nurses, and medical receptionist. Our health information staff is included in this team approach to further assist in continuity of care.

## Access

All patients are encouraged to call for an appointment in order to see the provider of their choice. Some special procedures are available only by appointment. One of our Medical Receptionists can assist you in selecting a date, time and provider.

Our Medical Receptionists are available to take calls and schedule your appointments Monday through Friday from 8:00 a.m. to 12:00 p.m. and 1:00 p.m. to 5:00 p.m. except Wednesdays. Every Wednesday morning, phones will be open at 8:30 a.m. The third Wednesday of each month we are closed in the morning and phone lines will be open at 1:00 p.m.

If you are unable to keep your appointment, it is very important for you to call and cancel your visit at least 24 hours in advance, or as soon as possible. This will enable us to schedule another patient in your place and prevent a disruption in scheduling your provider's time.

## Comprehensive Services

The Medical Department offers a full range of family health services, at all stages of life:

- Diagnosis and treatment for acute and chronic medical conditions, including diabetes treatment and management.
- Prenatal and Obstetrical care.
- General Pediatric Care, including well child services and immunizations.
- Routine physical examinations for general health maintenance and employment requirements. Referral to specialists for consultation when needed.
- Foot care in our Podiatry Clinic provided by a Board-Certified Podiatrist.
- Specialty services such as Rheumatology, Gynecology, and Herbal Integrative Medicine.
- Preventative and wellness support services such as diabetes prevention.
- Phlebotomy (blood draw).
- Health education and smoking cessation counseling.
- Traditional Native American Healers are available by referral only for qualified Native Americans in accordance with SCIHP's Traditional Health Policies and Procedures.

***Patients are required to cover the costs of any fees associated with their medical care. It is the patient's responsibility to be aware of what services their insurance company covers. Please contact your insurance provider for details.***



## Same-Day Appointments

If you would like to be seen by a [provider](#), but are unable to make a future appointment, SAME-DAY appointments are available Monday through Friday. We will do our best to accommodate your needs. A Triage Nurse is available to review your case and provide an immediate recommendation. Priority will be given to those with urgent medical needs. If the Triage Nurse refers you to the hospital, please contact ***Purchased/Referred Care Services*** within seventy-two (72) hours if you go to the emergency room. Please refer to the *Purchased/Referred Care Services* section of this Handbook. **REMEMBER**, it is the patient's responsibility to call and leave a message for *Purchased/Referred Care Services* at 521-4634 or 521-4639. It is important for you to review these procedures with family members and friends living near you.

Life threatening emergencies (i.e. suspected heart attack, stroke, severe injuries, etc.), please call 911.

## After Hours/On-Call/Non-Emergency Support

A SCIHP [provider](#) is available for telephone consultation when the clinic is closed. The on-call [provider](#) will advise you according to the nature of your illness or medical condition. It may be necessary for you to go to the emergency room\*\* at Sutter Medical Center or another facility (*Only if outside SCIHP's immediate service area*) at the time of your call. To contact the on-call physician, call 521-4500 to speak with the answering service.

**\*\* *Purchased/Referred Care Services:*** It is the patient's responsibility to call and leave a message for *Purchased/Referred Care Services* at 521-4634 or 521-4639 within seventy-two (72) hours of going to the emergency room. Please refer to the *Purchased/Referred Care Services* section of this Handbook\*\*

## Coordination and Continuity of Care

The medical department takes pride in assisting patients in their care in and out of the hospital, emergency room, skilled nursing facility, our local hospitals, contracted specialist and other services. Coordination of care is enhanced by care teams managing panels of patients to encourage efficient and timely information flow. We also provide limited transportation services to eligible members to assist in this care.

## Quality of Care

The medical department participates in a quality improvement program to ensure a high standard of care. Additionally, we are accredited through AAAHC.

# HEALTHY TRADITIONS SERVICES

## Introduction

The Healthy Traditions Department is a Wellness Program & Lifestyle Program that offers services to help with the prevention and management of your Diabetes. The staff helps individuals understand the effects of diabetes, and learn how to control blood sugar levels, avoid complications, increase healthy behaviors, and adapt to lifestyle changes. Funded by Indian Health Services, Special Diabetes Prevention Program for Indians (SDPI), services are offered to Native Americans with diabetes or at risk for diabetes and their families.

## Mission Statement

To promote the health of our clients and families by building an effective diabetes wellness and prevention program that reflects the strength and traditions of our Native American Community.

## Diabetes Program Services (AADE Accredited)

- Counseling – Diabetes Self-Management Education & Support (DSMES)
- Telemedicine Visits
- Diabetic eye screening
- Diabetic foot exams
- Instruction on Glucometers, Continuous Glucose Monitors, Insulin Administration & Pump
- Community Youth programs
- Blood Sugar, Blood Pressure and Lipid Screening
- Medical Nutrition Therapy and one-on-one Counseling with a Registered Dietitian, Nutritionist

## Appointments

For more information about class, events or to schedule or cancel an appointment, please call the Healthy Traditions department at 707-521-4502.

# DENTAL SERVICES

## Introduction

The Dental Department consists of qualified dentists and part-time orthodontist (**Native American-Referral only**). Registered Dental Assistants are available to provide the necessary support services and to assist the dentists in the various procedures that each case may require. All members of the dental staff are properly licensed in accordance with State and Federal requirements.

All patients are required to cover the costs of any fees associated with their dental care. Examples of such fees would be the actual laboratory charges for dentures, etc. Feel free to ask your SCIHP dentist for more details.

## Services

- Dental services feature a broad range of general family dentistry.
- Dental health promotion, health maintenance, restorative services, prosthetics, preventive care and sealants, all of which employ the most up-to-date knowledge and skill.
- Complicated procedures, such as extensive oral surgery, are available through special arrangements with outside specialists and other institutions such as major schools of dentistry. You may be/are responsible for any costs when referred to a specialist.

## Appointments

All dental patients are seen by appointment only, dental care involves special procedures requiring advance preparation. Keeping your appointment is essential to the smooth operation of our dental clinic. If circumstances arise which make it impossible for you to keep your appointment, please cancel your visit at least 24 hours in advance.

For more information or to schedule or cancel an appointment, please call the dental department at (707) 521.4600

## After Hours & Crisis

We do not offer after hours or on-call service at this time. Urgent care (i.e., toothache, chipped tooth, etc.) is best arranged by calling the dental department.

# BEHAVIORAL HEALTH SERVICES

## Introduction

The Behavioral Health Department consists of State Licensed Therapists, Psychologist, Psychiatrist, Substance Abuse Counselor's and administrative staff. The Behavioral Health Department is a California State Certified Substance Abuse Program.

## Services

The Behavioral Health Department offers a broad range of professional counseling services and community wellness support services, including:

- Counseling and clinical services to adults, couples, children and their families, youth, and groups. Services include: psychological evaluation, mental health assessment, crisis intervention, plan development, case management, psychotherapy, play therapy, and rehabilitation planning.
- Psychiatric evaluation & medication evaluation by a licensed psychiatrist.
- Comprehensive psychological testing by a licensed psychologist
- Outpatient substance abuse counseling to individuals and groups and case management for residential treatment placement. Support groups and Wellbriety groups are offered some evenings.
- Referral to Inmate Partner Violence/Domestic Violence advocacy and support services are provided for victims of domestic violence and court-ordered anger management groups for perpetrators are offered to youth and adults (includes evening groups). Case management and transportation support for safe housing placement and court appearances for domestic violence victims provided as needed.
- Community wellness support services include: Talking Circles, Wellbriety groups, tutoring and youth groups, cultural-based wellness activities and events and seasonal wellness gatherings. Legal advocacy and support for youth and families regarding juvenile court matters. Please see SCIHP's monthly calendar for a complete list of support groups offered or contact the department.

## Appointments

Behavioral Health services must be scheduled in advance by appointment. For information, or to schedule an appointment, please call our department. If it becomes necessary for you to cancel your appointment, please do so at least 24 hours in advance of your scheduled time and date.

## After Hours & Crisis Intervention

A Behavioral Health Therapist is available for crisis intervention when the clinic is closed. For after hour assistance, please call (707) 521-4550 to speak with our answering service, who can page the on-call Therapist.

# NUTRITION/WIC SERVICES

## Introduction

The Nutrition Department consists of Registered Dietitian, Title VI/Senior Program Coordinator, WIC and Senior Nutrition staff. The Nutrition Department promotes the health of our community by excellent nutrition practices. Our major target is focusing on the prevention of diseases through nutrition and lifestyle improvements that affect our Community.

## Services

The Nutrition Department offers a broad range of professional services:

- WIC is a special supplemental food program that is based on nutrition education for Women, Infants, and Children. WIC is available by appointment or you may drop in on Tuesdays from 1:00 p.m. to 5:00 p.m. Please see more information below.
- We have two congregate meal programs for eligible native seniors, one is located in Sonoma County and one is located in Mendocino County Point Arena.
- A supplemental food program is also available for eligible seniors at Stewarts Point (Kashia), Dry Creek, Cloverdale, and Lytton Rancherias.
- The Nutrition Department also offers a wide variety of specialized programs and/or counseling for many conditions, including, but not limited to: Nutritional Counseling, Diabetes Management, Weight Control or general education, cooking classes, child obesity and management of many other health conditions.
- Dates on additional classes and/or seasonal events can be obtained by calling our office.

## Appointments

For information on any of our services or to schedule an appointment, please call our department at 707-521-4575.

## Do I Qualify for WIC?

***Did you know that working families and those on unemployment may qualify for WIC?***

If you received Medi-Cal, CalFresh or TANF services, you may qualify for WIC. Migrant workers also qualify for WIC and are encouraged to apply. WIC is an equal opportunity provider.



### You qualify for WIC if you are:

- Pregnant or recently had a baby.
- Have an infant or child under the age of five.
- At or below the income guidelines.
- Foster parent of a child under the age of five.

# PHARMACY SERVICES

## Introduction

SCIHP's Pharmacy is licensed by California State Board of Pharmacy. The pharmacy uses advanced software and automated prescription refills for your convenience.

SCIHP pharmacy maintains a list of medications (formulary medications) reviewed and approved by SCIHP Pharmacy and Therapeutics Committee. Native American patients will incur little or no copay for formulary medications. Contact the pharmacy to see if your medications are covered by SCIHP.

The pharmacy accepts most major prescription insurance plans, as well as Medicare Part D plans, Partnership and Medi-Cal. For non-Indians, if your prescription is not covered by Medi-Cal, you will be charged our normal retail price or your regular insurance co-pay. **The pharmacy services can only be provided to SCIHP patients or clients only.**

We cannot accept outside prescriptions unless they are approved by a SCIHP Provider or a referral is filed by a SCIHP primary care provider. Whenever possible, generic drugs will be used. Under certain circumstances, prescriptions may be called to outside pharmacies for filling. This usually occurs when SCIHP does not stock the product or deems it necessary to call the prescription out. You may be responsible for any co-payments or costs of the medications. Please contact Purchased/Referred Care services for your eligibility for covered prescriptions at an outside pharmacy.

## Services

- Medications
- Comprehensive medication consultation with a pharmacist
- Shingles vaccination
- Automated Refills
- Convenient medication packaging
- Glucometer training
- Blood pressure checks
- Drug-Drug interaction checks and Drug-food interactions consultation
- Drug Mail-Back envelopes for unwanted medications

## **Hours of Operation**

Closed for Lunch Daily 12:30pm-1:00pm

Monday: 8:30am-5:30pm

Tuesday: 8:30am-5:30pm

Wednesday: 9:30am-5:30pm

Thursday: 8:30am-5:30pm

Friday: 8:30am-5:30pm

Closed Weekends and some Major Holidays

## **Refills**

Call a refill of your prescription(s) at least 2 business days in advance. The automated pharmacy refill line is (707) 544-2780 and available twenty-four hours a day, seven days a week.

For more information, please call the Pharmacy at 707-521-4585.

## **MANCHESTER POINT ARENA SATELLITE CLINIC**

Manchester/Point Arena Satellite Clinic was established in 1990 by Sonoma County Indian Health Project, Inc. at the Tribal Community Center of the Rancheria near Point Arena in order to bring primary medical care to the Native population in the surrounding area. We are located at 10A Mamie Laiwa Drive, Point Arena, California 95468. This clinic serves the Manchester Point Arena Tribal Members from Gualala North to Irish Beach.

Manchester/Point Arena Satellite Clinic offers a limited range of family health services. We are currently staffed by a registered nurse, MA/receptionist, and transporter. A provider is available on a weekly basis, depending on clinic needs.

### **Services**

- Services at the MPA Satellite Clinic are limited. We do not offer emergency services.
- Preventing Heart Attacks and Strokes Everyday (PHASE) Diagnosis and treatment for acute and chronic medical conditions, including diabetes treatment and management.
- General Pediatric Care, including well child services and immunizations.
- Routine physical examinations for general health maintenance and employment requirements. Referral to specialists for consultation when needed.
- Preventative and wellness support services such as diabetes prevention.
- Phlebotomy (blood draw).
- Traditional Native American Healers are available by referral only for qualified Native Americans in accordance with SCIHP's Traditional Health Policies and Procedures.

### **Coordination and Continuity of Care**

The medical department takes pride in assisting patients in their care in and out of the hospital, emergency room, skilled nursing facility, our local hospitals, contracted specialist and other services. Coordination of care is enhanced by care teams managing panels of patients to encourage efficient and timely information flow. We also provide limited transportation services to eligible members to assist in this care. Patients may be referred to SCIHP Santa Rosa Clinic for additional care.

### **Quality of Care**

The medical department participates in a quality improvement program to ensure a high standard of care. Additionally, we are accredited through AAAHC.

### **Appointments**

To schedule an appointment or for more information, please call 707-882-2877.

A SCIHP Provider is available for telephone consultation when the clinic is closed. To contact the on-call Provider, please call 521-4500. Please call 911 in case of an emergency.



## **Transportation**

We also provide limited transportation services to eligible members to assist in this care. Please call 707-322-1740 for more information.

## **Senior Nutrition Site**

A congregate meal program is available for eligible senior's, please call 707-882-2879 for more information.

# **PURCHASED/REFERRED CARE (PRC)**

**formerly known as CONTRACT HEALTH SERVICES**

## **Introduction**

Purchased/Referred Care (PRC) is a restricted Federal Program of managed care for a limited population. It is designed to provide for the payment of a limited number of services not available at our clinic, according to special priorities or levels of care. Examples of such services would be X-ray, emergency room, laboratory and referrals to other medical and dental specialties. There are five general medical priority levels:

- I. Emergency/Acutely Urgent Care
- II. Acute Primary & Preventive Care
- III. Chronic Primary & Secondary Care
- IV. Chronic Tertiary & Extended Care
- V. Excluded Services

Consortium tribal members will also be eligible for the PRC+ program.

## **Eligibility**

SCIHP is authorized to provide for the first three levels only (I, II, and III), when it is determined to be medically necessary. Patients should note that most Level II services and many in Level III are available directly from SCIHP. At the present time, inpatient hospital care is not a covered benefit.

In order to qualify for Purchased/Referred Care, you must meet certain Federal requirements. In general, you must:

1. Eligible for Indian Health Service (IHS) Direct Care Services
2. Recognized member or descendant of California Native Tribe
3. Resides within the SCHIP Service Area
  - a. **Non-Consortium** tribal members must reside within the SCHIP service area.
  - b. **Consortium** tribal members will have an expanded service area.
4. Have exhausted all alternative funding sources, as evidenced by any of the below:
  - a. Insurance denial of coverage for service
  - b. Explanation of benefits by insurance carrier showing patient's balance due
  - c. Medi-Cal application denial due to "over income" or "over property"

## **Referral Process**

When a SCIHP physician, dentist, or other authorized provider makes a referral to an outside consultant or service, such a referral within itself does not constitute a commitment for payment by the Indian Health Service. Only the official government purchase order can obligate federal funds and must be obtained in accordance with the guidelines listed above.

## Denial & Appeals

In the event it is necessary to deny payment for outside care, a denial letter is formally issued by Purchased/Referred Care, which states the reason for the denial and the procedure for appealing the decision. You are allowed thirty (30) days from the date of the denial letter, to appeal in writing to: ***Sonoma County Indian Health Project, Inc., Attention: Chief Executive Officer, 144 Stony Point Road, Santa Rosa, CA 95401***

This constitutes the final action available to you.

### ***The principal reasons for denial of payment are:***

1. Ineligible for Purchased/Referred Care services (i.e., no documentation of Indian descendency, does not meet residency requirements, etc.).
2. Failure to obtain prior approval (patient referral) for non-emergency services.
3. Failure to provide notification to the PRC Program within 72 hours of receiving emergency care.
4. Failure to follow and comply with all regulations regarding an alternate resource for which the patient may be eligible (i.e., refusal to apply for Medi-Cal, failure to become active for Medi-Cal, etc.).
5. All bills must be submitted to the PRC Coordinator, within 180 days from the date of service. Any bills received after the 180 days, will not be covered by SCIHP.
6. Service requested is not within the established priorities of care.

## Summary

The PRC Program is neither an entitlement program nor an insurance program. By federal law and regulation, it is the payer of last resort as indicated earlier. This simply means that if an Indian patient is also eligible for another health financial resource, they are required to take advantage of that particular program before PRC funds can be authorized to cover payment for outside services.

## Questions/Concerns

Please refer to the Purchased/Referred Care Services/FAQ's brochure for more information. You may contact Purchased/Referred Care Services for any questions or concerns at 707-521-4539 or 707-521-4634.

## HOURS OF OPERATION

Administration, Finance, Nutrition, Environmental Health & Safety Monday - Friday 8:00 AM – 12:00 PM/1:00 PM – 5:00 PM			
Department	Hours of Operation	Department	Hours of Operation
<b>Medical</b>	Monday, Tuesday, Thursday, Friday 8:00 AM – 12:00 PM/1:00 PM – 5:00 PM Wednesday 9:00 AM - 12:00 PM/1:00 PM – 5:00 PM 3 <sup>rd</sup> Wednesday of each month Closed 8:00 AM – 12:00 PM/ 1:00 PM– 5:00 PM	<b>Dental</b>	Monday, Tuesday, Wednesday, Friday 8:00 AM – 12:00 PM/1:00 PM – 5:00 PM Thursday 9:00 AM – 12:00 PM/1:00 PM – 5:00 PM
<b>Behavioral Health</b>	Monday, Wednesday, Thursday, Friday 8:00 AM – 12:00 PM/1:00 PM – 5:00 PM Tuesday 9:00 AM – 12:00 PM/1:00 PM - 5:00 PM	<b>Pharmacy</b>	Monday, Tuesday, Thursday, Friday 8:30 – 12:30/1:00 PM – 5:30 PM Wednesday 9:30 AM 12:30 PM/1:00 PM-5:30 PM



### TELEPHONE NUMBERS

**Main Number  
(707) 521-4545**

**SCIHP WEBSITE  
[www.scihp.org](http://www.scihp.org)**

**Please note our area code is 707**

Medical Services	521-4500	Pharmacy	521-4585
<b>Medical On-Call</b>	<b>521-4500</b>	<b>Automated Pharmacy Refill Line</b>	<b>544-2780</b>
<b>Health Information Management</b>	565-1044	Available 24 hrs/7 days a week	
Formerly Medical Records			
Medical Billing Services	521-4632	Patient Services Coordinator/Eligibility	521-4664
Dental Services	521-4600	Medi-Cal Eligibility Worker	521-4542
Dental Billing Services	521-4605	Senior Nutrition Center- Santa Rosa	521-4581
Behavioral Health	521-4550	Nutritional/WIC Services	521-4575
<b>Behavioral On-Call</b>	<b>521-4550</b>	Transportation	521-4566
Healthy Traditions Diabetes Program	521-4502	Office of the CEO	521-4545
<b>Purchased/Referred Care (PRC)</b>	521-4634/	Administrative/Finance Services	521-4545
Formerly Contract Health Services	521-4539	Corporate Compliance Hotline	565-1018

### MANCHESTER POINT ARENA

#### SATELLITE CLINIC

Satellite Clinic Telephone	882-2877
Senior Center	882-2879

### FAX NUMBERS

Administration	526-1016
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#### HIPAA Compliant Fax Numbers

Medical/HIM	544-4626
Dental	521-4620
Behavioral Health	544-1092
Nutrition	521-4576