

Patient Check In



**YELLOWHAWK**  
TRIBAL HEALTH CENTER

# PATIENT GUIDE TO SERVICES



## YELLOWHAWK TRIBAL HEALTH CENTER

Located on the Confederated Tribes of the Umatilla Indian Reservation,  
Yellowhawk Tribal Health Center is 7 miles east of Pendleton, Oregon.

Phone: 541.966.9830 | After Hours Nursing Telephone Advice: 541.966.9830

*Callers with life-threatening emergencies, call **911** or visit the nearest emergency room immediately.*

*After hours Mental Health Crisis, Community Counseling Solutions (CCS) at 541.240.8030 or **988***

*Community Warm Line for **non-crisis** help, 541.969.0010*

[www.yellowhawk.org](http://www.yellowhawk.org)    

### DIRECTORY

Behavioral Health	541.240.8670
Business Office	541.240.8696
Dental	541.240.8698
Lab & X-Ray	541.240.8699
Medical Appts.	541.240.8499
Medical Records Fax	541.240.8751
Optometry	541.240.8565
Pharmacy	541.240.8691
Pharmacy Refill	541.240.8690
Physical Therapy	541.240.8462
Public Health	541.240.8697
PH Nurse Vaccination	541.240.8411
Senior Center	541.240.8700
Transportation	541.240.8525

### HOLIDAYS

#### **We are closed:**

- New Year's Day (observed)
- Martin Luther King Jr. Day
- President's Day
- Memorial Day
- CTUIR Treaty Day (observed)
- Independence Day
- Labor Day
- Pendleton Round-Up Friday
- Indigenous Peoples Day
- Veterans Day
- Thanksgiving Day & Day After
- Christmas Eve (observed)
- Christmas (observed)

*This list may not be all inclusive, but we will notify the community of any needed closures as soon as we know. If you have life-threatening emergencies, call **911** or visit the nearest emergency room immediately. Other service providers available when Yellowhawk is closed are urgent care or walk-in clinics. View our website for closures at [www.yellowhawk.org/events](http://www.yellowhawk.org/events).*

## PATIENT FEEDBACK

Yellowhawk strives to provide an excellent experience for all patients and visitors. We often request that patients take our Patient Experience Survey at each visit so that we can determine if our care meets the highest level of standards.

**Our Quality Improvement Program strives to reach out quickly when receiving feedback.**

**If you have any concerns, comments, compliments or questions about your care and services at Yellowhawk, please contact our Quality Improvement Program:**

**541.240.8730.**

**Give us your feedback!**

[www.yellowhawk.org/patient-feedback](http://www.yellowhawk.org/patient-feedback)

# WELCOME

Yellowhawk Tribal Health Center is pleased to be your provider of choice for its many services. This guide is a resource to help you and your family navigate Yellowhawk as well as provide information about our programs and services.

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Yellowhawk was designed with departmental colors, each color represents a plant of our traditional food. The color concept was adapted to follow the order of CTUIR First Foods. Our native language is incorporated into the clinic on many of our conference rooms and beyond.

Pyaxí (Green)  
Lewisia Redivia



Administration  
Patient Registration  
Behavioral Health  
Business Office  
Human Resources

Xáwš (Yellow)  
Desert Parsley



Medical  
Pharmacy  
Laboratory  
Radiology

Xmááš (Blue)  
Blue Camas



Allied Health Services  
Optometry & Audiology  
Transportation  
Physical Therapy  
Senior Services

Tm̓is (Red)  
Chokecherry



Facilities  
Dental

Wíwnu (Purple)  
Huckleberry



Public Health  
Maternal Child Health  
Community Health  
WIC & Nutrition



# FROM TRIBAL HEALTH COMMISSION

We are pleased you have chosen Yellowhawk Tribal Health Center as your provider of choice. We have been focused on demonstrating quality care, improving access to our services and programs and enhancing our community outreach efforts, especially in the areas of wellness and prevention. We hope this guide will help you better understand Yellowhawk's services and important patient-related policies. We strive to ensure you and your family get the care you need.

Again, thank you for choosing Yellowhawk as your provider of choice!

Sincerely,

Tribal Health Commission



## THE YELLOWHAWK STORY

Yellowhawk staff members are often asked by visitors how the health center was named. Mitzi Rodriguez, one of our former long-term employees, tells this story:

“Piitamyanon Maqsmaqs”, which translates into Yellowhawk, was a Cayuse Chief. He was the last surviving brother among the Cayuse men in the 1850s. As such, Yellowhawk took on the chieftainship and signed the Treaty of 1855 on behalf of the Paszapu Band of Cayuse.

This Cayuse group was later removed from the Walla Walla Valley and relocated to the Umatilla Indian Reservation, which included the Walla Walla and Umatilla Tribes. Yellowhawk was survived by his son Phillip Minthorn whose daughter, Anna Cash Cash Minthorn Wannassay (my grandmother), was on the original health committee. Before the Tribe assumed ownership and management of the Umatilla Service Unit, the Indian Health Service approached Anna's family about an appropriate name for the health clinic. Anna's family chose the name Yellowhawk for the clinic in honor of Cayuse Elder Anna Cash Cash Minthorn.

It's also important to note that the CTUIR is a model community in terms of participating in its own

healthcare decisions. It was the first tribal group to utilize the Community Health Representative Program (established in 1968), and the first to own their own clinic (construction completed in 1972).

The Indian Self-Determination and Education Assistance Act of 1975 (Public Law 93-638) set the wheels in motion for the tribe to manage its own healthcare needs at a future date. Among other things, this law gave tribes the ability to determine how to use healthcare funds provided by the U.S. government. Around this same time, the American Academy of Pediatric Physicians recognized CTUIR as unique within the tribal healthcare system because of its emphasis placed on self-directed wellness and community-designed health initiatives.

In 1996, CTUIR assumed ownership and leadership of its tribal healthcare from Indian Health Services. Today, many tribes (there are more than 550 tribes recognized by the U.S. government) still do not own or govern their healthcare organizations.





## ABOUT YELLOWHAWK

### Welcome to Yellowhawk

Yellowhawk provides high-quality, primary healthcare for the Confederated Tribes of the Umatilla Indian Reservation (CTUIR) and other eligible American Indians and Alaska Natives living in the service area, which includes Umatilla and Union counties in Northeastern Oregon.

Yellowhawk operations encompass many programs and services such as, primary health care, pharmacy, dental services, behavioral health and public health.

Yellowhawk has been owned and governed by the CTUIR since 1996. Yellowhawk is more than a healthcare clinic; it operates as a non-profit organization that offers an array of programs and services to its community. The CTUIR Tribal Health Commission, Yellowhawk's governing body, is comprised of local tribal members as well as one CTUIR Board of Trustees representative. The Health Commission creates policies (subject to the Board of Trustees' approval) and works closely with the Management Team to develop a three year strategic plan in conjunction with an Annual Work Plan for Yellowhawk's success.

Yellowhawk promotes the wellness of Tribal members and other eligible patients through a Patient-Centered Medical Home, which includes providing and coordinating medical and dental services, mental and behavioral health counseling services, health promotion, disease and substance abuse prevention, community education and training to its patients.

### YELLOWHAWK TRIBAL HEALTH CENTER IS A WEAPONS FREE CAMPUS!

Firearms & Weapons Of Any Kind Are Prohibited On All Yellowhawk Campus Locations.

Yellowhawk Weapons On Campus Policy #9973033





## PRIMARY CARE SERVICES

### WELCOME TO YOUR MEDICAL HOME

YOUR CARE • YOUR VOICE • YOUR TEAM



### WHAT IS A PATIENT-CENTERED MEDICAL HOME?

Patient-centered means that you and your health are the focus of your health care team.

Medical Home begins with your primary care clinic, where a team of professionals work together to provide you with a new, expanded type of care.

Patient-centered medical home is a care approach that brings together an expert team focused on you.

### CORE VALUES OF MEDICAL HOME

**Access to care:** Patients get the care they need, when they need it.

**Accountability:** Yellowhawk is responsible for making sure patients receive the best possible care.

**Comprehensive:** Yellowhawk provides patients all the care, information and services they need.

**Continuity:** Yellowhawk works with patients and the Tribal Community to improve patient and population health over time.

**Coordination and integration:** Yellowhawk helps patients navigate the system to meet their needs in a safe and timely way.

**Patient and family-centered:** Yellowhawk recognizes that patients are the most important members of the health care team and that they are ultimately responsible for their overall health and wellness.

# HOW TO BECOME A PATIENT AT YELLOWHAWK

Yellowhawk Tribal Health Center provides comprehensive health care services to eligible American Indians and Alaska Natives. New patients will complete an application process known as patient registration and provide required documents to establish their eligibility as an American Indian or Alaska Native.

Required documents for new patient registration include:

- Certificate of Indian Blood (CIB) or proof of native descent
- New patient application
- Proof of alternate resource



## KNOW YOUR ELIGIBILITY

The Eligibility Coordinators at Yellowhawk will review your registration packet and determine whether you are eligible for Direct Care Only (DCO), which means you are only eligible for services received at Yellowhawk, or Purchased Referred Care (PRC), which means you are eligible to receive services at Yellowhawk and/or be referred to an outside provider.

### WHY DO I NEED TO UPDATE YEARLY?

It is very important that your eligibility information remain current and you will be asked to verify your information at every visit. Please notify Yellowhawk if your information changes (address, insurance coverage, etc.) An eligibility form will need to be signed annually regardless of changes.

### DOES THE UPDATE AFFECT MY ELIGIBILITY?

Yes, if Yellowhawk does not have a current update on file your PRC eligibility can be terminated. This is done in order to satisfy Indian Health Service (IHS) regulations and to protect the availability of financial resources. IHS is a primary source of funding for Yellowhawk, making up approximately one-half of the operating budget each year. To address shortfalls in Congressional funding, Yellowhawk and other Tribal, urban, and IHS programs must rely on resources, such as private insurers, Medicare and Medicaid, to meet the level of need. Determination of eligibility is based off of the information provided by you during your annual update.

If you have questions regarding your eligibility, please contact:  
**Eligibility Coordinators at 541.240.8746 or 541.240.8747.**

Yellowhawk Tribal Health Center patients are categorized into two levels of eligibility.

#### **PURCHASED & REFERRED CARE (PRC) REQUIREMENTS:**

- CTUIR enrolled member residing within Umatilla and Union Counties
- Other enrolled Tribal member or descendent of enrolled member of other Federally recognized Tribe, residing within the boundaries of CTUIR for one year (must show proof of residency)
- Be registered for services at Yellowhawk
- Provide required documents
- Must enroll for alternative resource (insurance) if applicable, such as: Medicare, Medicaid, or employer benefits
- Eligible to receive services outside of Yellowhawk WITH APPROVED referral from Yellowhawk Primary Care Provider

#### **DIRECT CARE ONLY (DCO) REQUIREMENTS:**

- Any enrolled Tribal member or descendent of enrolled member of a Federally recognized Tribe
- Be registered for services at Yellowhawk
- Provide required documents
- Must enroll for alternative resource (insurance) if applicable, such as: Medicare, Medicaid, or employer benefits
- Eligible to receive services at **Yellowhawk only**





PHONE: 541.240.8499

**HOURS:**

Monday to Friday  
7:30 am - 4:30 pm

Same day appointments available.

## MEDICAL

Yellowhawk's Medical Department provides a full spectrum of primary health care services for all stages of life. Our Medical team is ambitious and dedicated to improving patient care. We strive to be proactive and be a trustworthy partner who respects culture, diversity and choices. Yellowhawk has included part-time providers who are able to see patients with acute conditions. The goal for this role is to offer same day access and allow the Primary Care Providers to manage their patients chronic conditions.

**OUR SERVICES INCLUDE:**

- Family practice medicine
- Patient-centered medical home
- Wellness instruction
- Preventative health screenings
- Chronic disease management
- Well child checks, ages 0-21
- Physicals
- Immunizations
- Women's health
- Prenatal/obstetrics
- Podiatry

## AFTER HOURS ADVICE

Yellowhawk Tribal Health Center offers after-hours nursing telephone advice answered by AMBS Call Center. This ensures eligible patients can obtain medical advice via telephone from a live person when Yellowhawk is closed. The service is offered from 5 pm – 7 am, weekends, holidays and other closures.

To access this service, call  
**541.966.9830**



# PHARMACY

Yellowhawk's Pharmacy offers prescription services to all Yellowhawk patients. We offer a convenient drive-thru window for medication orders. Our pharmacists work closely with your nurses and doctors to recommend the safest and most effective treatment options for your health.

PHONE: 541.240.8691

## HOURS:

Monday, Wednesday - Friday  
8 am – 5 pm

Tuesday, 10 am – 5 pm

Closed from 11:30 am – 12 pm

## OUR SERVICES INCLUDE:

- Medication counseling
- Diabetes education and management
- Anticoagulant management
- Tobacco cessation counseling and management
- Medication reminder services
- Medication take back – disposal site



# LAB & RADIOLOGY

Yellowhawk's laboratory offers a full spectrum of state of the art services ranging from x-rays to in clinic testing.

PHONE:  
541.240.8699

HOURS:  
Monday to Friday  
7:30 am – 4:30 pm

## OUR SERVICES INCLUDE:

- Skilled phlebotomy and blood draws
- EKG
- Infection control and reporting
- Drug therapy monitoring
- Digital X-Ray laboratory
- Ultrasound
- Mammography - new 2025!







## PUBLIC HEALTH

Yellowhawk's Public Health Team serves as the link between patients, families, and medical providers to create a community of wellness. Through health promotion, prevention programs, and community outreach we strive to introduce healthy lifestyle and evidence-based interventions to the community.

PHONE: 541.240.8697

HOURS:  
Monday to Friday

7:30 am – 5 pm

After hours, weekend, and early hours for  
some programming

### OUR SERVICES INCLUDE:

- Maternal/child health services
- Women, Infants, and Children (WIC)
- Nutrition & diet services
- Diabetes education & support
- Heart health & blood pressure education
- Physical activity promotion and education
- Healthy foods and garden program
- Communicable disease, including COVID-19 programs
- Tobacco prevention/cessation program





# DENTAL

Yellowhawk's dental team is committed to excellence in dentistry and provides our patients high quality dental care and education for the entire family. We understand that each patient has unique needs and values therefore we acknowledge their goals, fears and desires. We help our patient's progress from corrective care to simple maintenance care. We form connections with our patients to help assure their continued health, while we support each other in the opportunity of being excellent health care providers. We provide a state of the art facility that is both comfortable and equipped with the best supplies and technology available.



## OUR SERVICES INCLUDE:

- Whitening kits for eligible patients
- Restorative dentistry
- Non-Surgical Periodontal therapy
- Implants and orthodontics for PRC eligible patients
- Nitrous to help those with dental fear or trauma
- Laser dentistry
- Root Canal Therapy
- Occlusal guards for our athletes or patients who grind their teeth
- Prosthetic dental work such as crowns, bridges, partials, dentures
- 0-2 "Open Door" philosophy, drop by to get your young ones familiar with the team!

We take pride in being a team of well-trained, skilled, and compassionate dental professionals who provide gentle care, making each appointment a unique and comfortable experience.

PHONE: 541.240.8698

### HOURS:

Monday to Friday  
7:30 am – 5 pm

Emergency Care  
Sign in open 11:30 am.  
Must be signed in by  
12:30 pm.

First come basis.

# NICHT-YOW-WAY SENIOR CENTER



51 Umatilla Loop

PHONE: 541.240.8700

### HOURS:

Monday to Friday  
7:30 am – 4 pm

Lunch served  
11:30 am – 1 pm

Staff provide dine-in meals, meal delivery services to those homebound and disabled, and case management. Dine-in meals\* are available to Tribal Elders (55+) and caregivers for free. Veterans and guest meals are a \$8 fee.

The Senior Center staff strives to create a warm and welcoming gathering place for all tribal elders. The Senior Services Coordinator provides case management which includes home safety, coordination of Elder health benefits, and a multidisciplinary team meeting monthly that coordinates overall Elder care services.

Please contact the Nicht-Yow-Way Senior Center or go to [yellowhawk.org/senior-center](http://yellowhawk.org/senior-center) for the monthly menu calendar.

*\*menus approved by Yellowhawk Registered Dietitian*

# ALLIED HEALTH SERVICES

## PHYSICAL THERAPY

A Physical Therapist (PT) provides examination, evaluation, diagnosis, prognosis, intervention, and care management for a wide variety of physical conditions including musculoskeletal, neuromuscular, cardiovascular/pulmonary, and integumentary. PTs interact and collaborate with a variety of professionals, as well as directly with patients to address risk factors, provide consultation and education. They also manage and conduct specialty clinics.

### OUR SERVICES INCLUDE:

- Conservative drug free pain management
- Post-surgical rehabilitation
- Pre/post prosthetic training
- Cardiac rehabilitation
- Geriatric programs
- Falls prevention
- Vestibular rehabilitation
- Therapeutic exercises, neuromuscular re-education, IASTM, thermal agents
- Lymphedema management
- Transcutaneous electrical nerve stimulation, functional/neuromuscular electrical stimulation
- Therapeutic ultrasound, shock wave therapy/radial pressure wave, class 3B cold laser treatment
- Spinal decompression/traction

PHONE:  
541.240.8462

HOURS:  
Monday to Friday  
8 am – 5 pm



## TRANSPORTATION

Our transportation services can be called upon by eligible Yellowhawk patients after all means of public and private transportation have been exhausted (including family, friends and outside brokerage services if they are Oregon Health Plan participants). Prioritization is given to higher medical needs patients and may be limited by driver availability.

Call for your transportation needs as early as able, appointments must be scheduled 48 hours in advance.

PHONE: 541.240.8525

HOURS:  
Monday to Friday  
7:30 am – 4 pm



# OPTOMETRY

PHONE: 541.240.8565

HOURS:

Monday to Friday  
7:30 am – 4:30 pm

## OUR SERVICES INCLUDE:

- Vision and medical eye care services
- Advanced diagnostic testing and imaging
- Treatment of acute eye conditions such as injuries or infections
- Management of chronic eye disease such as glaucoma or cataracts
- Diabetic eye exams
- Pediatric eye exams
- Exam and prescription for eye glasses
- Contact exams
- Fitting and repair of quality eye glasses



# AUDIOLOGY

Outside services are available for PRC eligible patients. If interested in knowing your status please contact our eligibility coordinators. We strive to offer high quality professional testing referrals to our qualifying patients.



COMMUNITY WARM LINE 541.969.0010

## BEHAVIORAL HEALTH

Yellowhawk's Behavioral Health is comprised of both Mental Health and Chemical Dependency Programs. Our department offers an extensive menu of trauma-informed and culturally responsive mental health services, "strength-based" substance use disorder treatment and prevention programming.

PHONE:  
541.240.8670

HOURS:  
Monday to Friday  
8 am – 4 pm

Call 988 for mental  
health crisis help.

After hours, weekend,  
and early hours for some  
programming

### OUR SERVICES INCLUDE:

- Outpatient mental health services for children, youth, adults, and families including: walk-in crisis response, pediatric tele-psychiatry, adult psychiatry medication services, therapy, counseling and peer support
- School-based mental health therapy for children and youth
- Neqce?éce Qapšqapšnáawit "Family Strength" Program - offering intensive wrap around, community-based services for children, youth and families; including Mentor/Skills Trainers
- Mental health and substance use disorder services available within primary care medical homes
- Problem Gambling group offers support, knowledge, prevention, education

- Acudetox: auricular acupuncture to address symptoms of withdrawal, depression, anxiety, and pain
- Substance Use Disorder services: including assessment, outpatient treatment, and referral to inpatient treatment
- Trauma-informed awareness, prevention, and outreach training and facilitated discussions
- Peer Recovery Mentoring, Connections App, and DUII Program licensed by State of Oregon
- Afterhours, weekend and early morning hours prevention programming, events, and activities provided in a variety of topics to a variety of ages
- Community and stakeholder engagement through coalitions, workgroups, and committees
- Culture based and focused prevention programming, events, activities, and trainings
- K'usiinmí Tawtnúkt "Horse Medicine" Program - preserving horse tradition and culture through healing and support
- Pinánaykukt "Gathering Oneself Together" (Sober Transitional House) Program - work with participants in conjunction with other Tribal/community programs and services to provide wrap-around care that is supportive, strength-based and culturally grounded
- Youth Suicide Prevention outreach and education

For after hours assistance with a crisis, please call:  
988 or text HELLO to 741741  
or contact Community Counseling Solutions  
at 541.240.8030





# ADDITIONAL SERVICES

Yellowhawk offers assisters to help with applications through our Resource and Public Services Coordinator positions. Staff are available Monday through Friday during regular business hours, appointments are preferred but walk-in help is offered if staff are available. Notary services and referral coordination are also available.

## Resource Coordinator

Resource Coordinators (previously known as Outreach Outstation Worker) are responsible for screening patients for Oregon Health Plan/Medicaid. If a patient is eligible for Purchase Referred Care (PRC) this an annual requirement to maintain eligibility. Oregon Health Plan (OHP) is a state medical insurance available to Oregon residents for free. Eligibility is dependent on multiple factors. Our staff can assist patients with applications for Oregon Health Plan/Medicaid or the Federal Marketplace (for those not eligible for Medicaid).

## Public Services Coordinator

Public Services Coordinator, (previously known as Tribal Navigator) services are for elders that need assistance with (APD) and Medicare services. Yellowhawk staff are trained to help patients navigate through the various application processes and provide support to elders or people with disabilities. This office can also help elders to contact and access other programs in the area that offer elder care services.

## ASL Translation

Language is vital for both patients and staff to communicate effectively. Yellowhawk Tribal Health Center is committed to ensuring that all patients are able to communicate with staff in a way that ensures the patient receives the care that they need in an understandable manner. If you are in need of ASL translation services please contact Yellowhawk as far in advance of your appointment time as possible.



# REFERRALS, DENIALS AND APPEALS

## TYPES OF PURCHASED REFERRED CARE

There are only two categories of medical care paid for with Purchased Referred Care (PRC) funds. They are:

**Emergency Services:** True emergencies are situations that if not handled quickly may result in loss of life, limb, eye, and/or organs. If the patient has a medical condition that needs immediate attention in order to prevent serious impairment or death, it is an emergency. In the event of a legitimate emergency, preauthorization is not required. However, the patient must contact Yellowhawk within 72 hours of your emergency treatment.

**Pre-authorized Care:** Pre-authorization of payment is required before any routine services from an outside healthcare provider or facility can be paid by Yellowhawk. Once you and your healthcare provider have made the decision to refer your care to an outside specialist you should receive a call from the specialty office to schedule with you directly. Please contact a referral coordinator once you have been scheduled for the initial consult and all/any appointments thereafter.

## REFERRAL PROCESS

Most referrals are initiated when the patient is seen by a Yellowhawk provider (Doctor, Dentist, Nurse Practitioner, Counselor) and they determine that a service is needed that is not provided at our facility. In such instances they will issue a referral, help obtain preauthorization for payment, and arrange for the patient to be seen by the outside provider that they are being referred to.

When referrals are initiated by outside providers or when the patient has additional visits or tests, the patient has the responsibility to submit the referral information to the Referral Coordinators to request authorization of payment. Once the authorization is obtained, a Referral Coordinator will assist the patient in setting up the appointment with the provider to whom they are being referred by furnishing the outside healthcare provider with the patient's contact phone number.

Before an appointment, be sure the outside provider has received a pre-authorization from Yellowhawk. **Each and every visit outside of Yellowhawk requires authorization.**

If the patient is unable to keep an appointment or needs to re-schedule, please notify the Referral Coordinator as soon as possible, prior to the scheduled appointment. Please keep in mind, patients are responsible for any charges incurred with No Shows.

Contact the Referral Coordinator with any further questions regarding the referral process.

## EMERGENCY ROOM AND URGENT CARE VISITS

The Emergency Room (ER) is for emergencies only and using it inappropriately for routine health care and other non-emergency needs can put the patient's health at risk and can result in possible denial of payment from your insurance as well as Purchased Referred Care.

Please remember to notify Yellowhawk Purchased Referred Care within 72 hours after an emergency room visit.

It is the patient's responsibility to follow up with a health care provider after all emergency room visits.

## DENIALS

If payment for a medical bill is denied, the patient will be notified by Purchased Referred Care. The most common reasons for denial are:

- Ineligibility because of failure to prove the patient is of American Indian/Alaska Native descent
- Ineligibility because the patient does not reside within the Yellowhawk Service Area
- Refusal to apply for and/or use alternative insurance
- Visited an Emergency Room (ER) or Urgent Care for non-emergent services; did not notify Yellowhawk within 72 hours of ER visit
- Failure to provide required documents to Yellowhawk (i.e. proof of insurance or other documents)
- Failure to get preauthorization for each date of service to an outside provider and/or facility

## APPEALS

If the patient would like to appeal a payment denial, they must provide a written response to the Yellowhawk Resource Management Committee (RMC) within 30 days of the date of the denial letter. The appeal should identify the reasons the patient believes the healthcare visit should be paid for and any circumstances they believe should be considered as relevant. Yellowhawk Purchased Referred Care (PRC) staff are available to assist patients in writing letters of appeal. All relevant supporting documentation should also be included in the letter.

Yellowhawk's Resource Management Committee will review this information at the next scheduled meeting. If additional information is needed, the patient will be contacted. This committee typically meets once a month.

When RMC upholds the original denial, the patient has thirty (30) calendar days from receipt of denial letter in which to appeal the decision by providing a written request to the Yellowhawk Tribal Health Center (Yellowhawk) PRC staff for logging and tracking. PRC staff will immediately forward this on to the Yellowhawk Chief Executive Officer (CEO). This statement should include the reasons why the patient believes the referral should be issued or payment should be made and any relevant supporting information or documentation.

The CEO will review all of the supporting documentation and issue a decision on whether to uphold the denial or issue a referral or payment. The CEO may ask for input from other Yellowhawk departments as part of the case review. The CEO will respond to the patient's appeal in writing, listing the reasons for his/her decision within ten (10) business days. The Resource Management Committee will be provided a copy of the decision. The CEO will not consider any appeals for services that are over 12 months outstanding. If patient fails to follow these procedures, the request for reconsideration/appeal may be denied stating there are no further appeal rights.



# YELLOWHAWK PATIENT BILL OF RIGHTS

**Our pledge to you is that we will provide professional, respectful, and compassionate care while working diligently to assure protection of your dignity and privacy.**

**In this spirit you have the following rights:**

## COMPETENT AND CONSIDERATE CARE

Patients have the right to receive quality care provided by competent and considerate professional staff members. Patients have the right to considerate, respectful and dignified treatment by all health professionals and staff.

## RIGHT TO PRIVACY

Patients have the right to have the staff consider and protect their sense of modesty whenever possible. Case discussion, examination and treatment shall be conducted ensuring privacy. Chaperones shall be available and provided upon request.

## CONFIDENTIALITY

Patients have the right to have their health status, medical problems, diagnosis, treatment, and medical records kept confidential as required by applicable law and policy, including the Health Insurance Portability and Accountability Act (HIPAA) and the Federal Privacy Act. No protected health information shall be released or disclosed to any persons or entities unless it is necessary for the patient's medical care, or when expressly authorized in writing by the patient (or by a minor child's legal guardian/authorized representative). Patients have the right to review or receive a copy of their own medical record.

## EFFECTIVE COMMUNICATION

Patients or their legal representative have the right to be provided, to the degree known, complete information about their diagnosis, evaluation, treatment, and prognosis. This information shall be provided by

Yellowhawk care providers in a supportive, easy to understand fashion.

## RIGHT TO BE INFORMED

Patients are given the opportunity to participate in decisions involving their healthcare, except when such participation is contraindicated for medical reasons. Patients have the right to refuse treatment, but in doing so have the right to be informed of the risks associated with that decision. Patients have the right to refuse to participate in experimental research.

## STAFF MEMBERS CLEARLY IDENTIFIED

Patients have the right to know who is providing services. Staff members shall prominently display identification, including their professional title or position. Medical or other healthcare students working or interning at Yellowhawk shall always be introduced to the patients as such, and the patient has the right to refuse permission for their presence. The licenses and other credentials of all providers shall be posted for all patients to view.

## RIGHT TO CHANGE PROVIDERS

Patients have the right to change their provider if other qualified providers are available.

## REFERRALS

Patients have the right to be informed of the process to obtain a referral to outside medical professionals for diagnosis and treatment when Yellowhawk does not possess the personnel, equipment, or expertise to properly treat the patient. Patients have the right to know which services shall be payable by Yellowhawk and the right to an explanation if Yellowhawk cannot pay for the service. Patients have the right to have their referring health care provider receive and review reports on their care and progress.

## HEALTHCARE INVOICES

Patients have the right to know the status of invoices associated with care provided to them. Invoices that are Yellowhawk's responsibility, for eligible beneficiaries, shall be paid promptly. Patients receiving bills for care that was not preauthorized shall be informed promptly of their obligation to pay the bills.

## TRANSFER TO ANOTHER HEALTHCARE FACILITY

Patients have the right to grant or refuse regarding alternatives to such transfers, including information of the risks associated with their decision.

Patients also have the right to file a complaint. In fact, you are encouraged to provide feedback (positive or negative) about the services you have received.



# YELLOWHAWK PATIENT RESPONSIBILITY

You are encouraged to play an active role in your healthcare. Accepting the patient responsibilities below will go a long way in helping to ensure success.

## PATIENTS SHALL:

- Treat other patients and the staff with courtesy and respect.
- Keep all appointments, or cancel them at least 24 hours in advance so that another patient can be seen in your place.
- Update files with any changes, including address, phone number or health insurance information.
- Provide Yellowhawk care givers and staff with detailed information related to any allergies or sensitivities, past illnesses, treatment, and medication use, including over-the-counter products and dietary supplements.
- Follow the treatment recommendations health care professionals provide to you. If you are unable to follow their recommendations, notify them so that alternate treatment plans can be discussed.
- Provide a responsible adult to transport you home from the facility and remain with you for 24 hours, if required by your provider.
- Inform your provider about any living will, medical power of attorney, or other directive that could affect your care.
- Ask a lot of questions! Make sure you understand your condition and your provider's instructions. Let us help you understand the treatment plan, and how it will help you.
- Be financially and administratively responsible in being knowledgeable about insurance health plan coverage including all covered benefits, and limitations. If any insurance payment is made directly to you for services, you agree to promptly submit. Follow rules regarding the referral process, appropriate process to secure additional information, and the process to appeal. Follow PRC Federal Regulations.





# WHAT IS A POLST?

A POLST (Portable Orders for Life-Sustaining Treatment) is similar to an advance directive. POLST explains the specific health care measures a person's wants if they have a terminal illness or injury and are incapable of indicating whether to continue beneficial and life-sustaining treatment, or to remove life support systems.

The person must develop the POLST in collaboration with their Medical Provider while they are able to clearly and definitively express themselves verbally, in writing, or in sign language. It must express the person's own free will regarding their health care, not the will of anyone else. It does not affect routine care for cleanliness and comfort. This care must be given whether or not there is an advance directive.

In Oregon, the Health Care Decisions Act (ORS 127.505 - 127.660 and ORS 127.995) allows an individual to preauthorize health care representatives to allow the natural dying process if they are medically confirmed to be in one of the conditions described in his or her health care instructions. This act does not authorize euthanasia, assisted suicide, or any overt action to end the person's life.

**PATIENT'S TRIBAL CUSTOMS AND TRADITIONAL BELIEFS.** A patient's Tribal customs and traditional beliefs that relate to death and dying will be respected whenever possible.

**PATIENT REVOCATION OF A POLST FORM.** A patient may revoke a POLST at any time in accordance with applicable law.

To learn more about what a POLST form is, their purpose and how you can fill one out, please speak to your Yellowhawk primary care provider. They can assist with obtaining the form for you but we are unable to give legal advice.

## THE DIFFERENCE BETWEEN ADVANCE DIRECTIVE AND POLST

	Advance Directive Specific health care measures a person may want.	POLST (Portable Orders for Life-Sustaining Treatment)
Who is it for?	Everyone 18 and older.	People with a serious illness or who are very old and frail.
What kind of document is it?	It is a legal document.	It is a medical order.
Who signs it?	You fill it out and sign it. Also, your health care representative signs it and witnesses or a Notary.	Your doctor* fills it out with your input, and then signs it.
Do I need a lawyer?	No.	No.
Who keeps the form?	You keep the original where loved ones can find it. You give a copy to your health care representative and your doctor.	Your doctor's office keeps it and enters it into the electronic Oregon POLST Registry. They give you a copy that you post at home in a visible place like the fridge.
Can I change the form if I change my mind?	Yes. You can tear up the old one. Then write a new one where loved ones can find it. You give a copy to your health care representative and your doctor.	Yes. You can ask for an appointment where your doctor can change it.
What if there is a medical emergency and I cannot speak for myself?	Your health care representative speaks for you and honors your wishes.	The ambulance staff, hospital staff and doctors look for medical orders in the electronic database and follow them.

\* Doctor means someone who can sign a POLST. POLST can be signed by a physician, nurse practitioner or physician assistant.



**YELLOWHAWK**  
TRIBAL HEALTH CENTER

Phone: 541.966.9830

Location: 46314 Timíne Way, Pendleton, OR 97801

Mailing Address: PO Box 160, Pendleton, OR 97801

