

PATIENT GUIDE TO SERVICES



YELLOWHAWK
TRIBAL HEALTH CENTER



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.

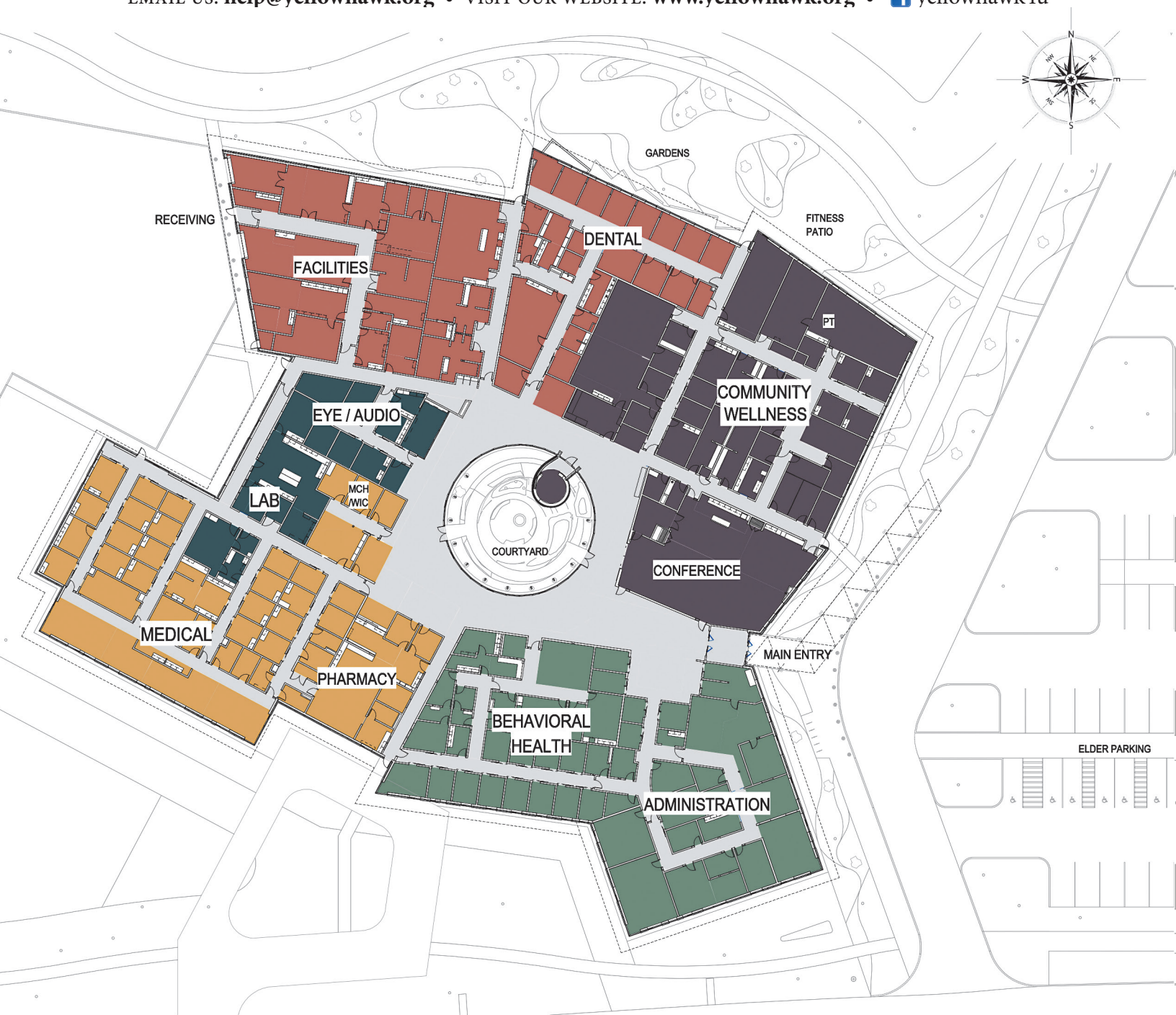
LOCATION: 46314 Timine Way, Pendleton, OR 97801

MAILING ADDRESS: PO Box 160, Pendleton, OR 97801

Phone: (541) 966-9830 | Fax: (541) 278-7579

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

EMAIL US: help@yellowhawk.org • VISIT OUR WEBSITE: www.yellowhawk.org •  [yellowhawk4u](https://www.facebook.com/yellowhawk4u)



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 for easy navigation of the building.

Each color represents a plant of our traditional food.

The color concept was adapted to follow the order of CTUIR First Foods.

The Cayuse/Nez Perce, Umatilla and Walla Walla languages have been incorporated into the new clinic.

Pyaxí (Green)
Lewisia Redivia



Administration
Patient Registration
Behavioral Health

Xáwš (Yellow)
Desert Parsley



Pharmacy
Medical
Lab / X-Ray
Maternal Child Health
WIC

Xmááš (Blue)
Blue Camas



Optometry
Audiology

Tmís (Red)
Chokecherry



Facilities
Staff Lounge
Dental

Wíwnu (Purple)
Huckleberry



Community Wellness
Prevention
Physical Therapy
Complementary Medicine

A Letter from our Leadership

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,

The CTUIR Health Commission and Yellowhawk Leadership

The Yellowhawk Story



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

“Piitamyanon Maqsmags”, which translates into Yellow Hawk, was a Cayuse Chief. He was the last surviving brother among the Cayuse

men in the 1850s. As such, Yellow Hawk 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. Yellow Hawk was survived by his son Phillip Minthorn whose daughters, 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.

About Yellowhawk

Welcome to Yellowhawk Tribal Health Center.

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 operates a 64,000 square foot facility that encompasses many programs and services such as, primary health care, pharmacy, dental services, behavioral health and community wellness.

Yellowhawk has been owned and governed by the CTUIR since 1996. Yellowhawk is more than 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 Executive Management Team to develop strategy at the beginning of each year 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.



Our MISSION

Our Tribal Community achieves optimal health through a culture of wellness.

Our VISION

Empower our Tribal Community with opportunities to learn and experience healthy lifestyles.

2017-2019 STRATEGIC PLAN

CORE VALUES: Tamanwít Balance Compassion Integrity Equity Respect Excellence

PRIORITIES	STRATEGIES
INTEGRATION	Integration of all healthcare programs and services to solidify a medical home model that will incorporate preventative health care and focus on evidence-based care.
WORKFORCE DEVELOPMENT	Create a culturally competent, highly engaged and sustainable workforce by utilizing surveys, community input, personal stories, training and benchmarking.
COMMUNITY ENGAGEMENT	Strengthen partnerships within the Tribal community and with our external partners to promote and enhance healthy lifestyles and proactive choices for the overall health of our community.
QUALITY	Deliver excellent and efficient quality care to improve the overall health of our Tribal Community.
TRANSITION	Develop a plan to assist with the move to the new clinic in 2017, to make the transition as seamless as possible for patients, staff, and the community.
HEALTHY COMMUNITY	Nurture the development of health, safety, and well-being of all community members by enhancing opportunities for healthy living, health education, and health promotion guided by cultural values.
SUSTAINABILITY	Focus on a platform of sustaining all healthcare delivery services within the infrastructure for current and future generations.



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.

More information about Your Medical Home can be found in the Your Medical Home brochure.

How to Become a Patient at Yellowhawk

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

Yellowhawk Services:

MEDICAL
BEHAVIORAL
HEALTH
DENTAL
LAB & X-RAY
PHARMACY
COMMUNITY
WELLNESS

Required documents for new patient registration include:

- Certificate of Indian Blood (CIB) or Proof of Native Descent
- Copy of Birth Certificate(s)
- Social Security Card
- Proof of Residency



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.

If you have questions regarding your eligibility, please contact:
Eligibility Coordinator Supervisor at 541-240-8745

Yellowhawk Tribal Health Center patients are categorized into two levels of eligibility: **Purchased & Referred Care (PRC)** or **Direct Care Only (DCO)**.

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**



Medical

Yellowhawk's Medical Department provides a full spectrum of primary health care services for adults, elders and children. Our Medical team takes pride in providing quality health care to its patients.

Our services include:

- Family practice medicine
- Patient-centered medical home
- Wellness instruction
- Preventative health screenings
- Chronic disease management
- Well baby and child exams
- Physicals
- Immunizations
- Women's health
- Prenatal/Obstetrics
- Audiology
- Podiatry
- Mammogram

PHONE:
541-240-8661

HOURS:
7:30 am. - 5:00 p.m.

Pharmacy

As a patient of Yellowhawk, you are eligible to receive medications prescribed by your Yellowhawk provider. Our pharmacists are integrated in your patient-centered medical team to ensure your medications are safe and effective.

Our patients also enjoy these convenient benefits:

- Prescription processing
- Patient Education
- Medication review and monitoring
- Tobacco Cessation Education

PHONE: 541-278-7505

HOURS:
Monday, Wednesday, Thursday, Friday
8:00 a.m. - 5:00 p.m.
Closed from
12:30 - 1:00 p.m.
Tuesday
1:00 p.m. - 5:00 p.m.



Behavioral Health

Yellowhawk's Behavioral Health Department offers an extensive menu of trauma-informed and culturally responsive mental health services, substance use disorder treatment and prevention programming.

Our services include:

- Outpatient mental health services for children, youth, adults, and families including; walk-in crisis response, pediatric and adult tele-psychiatry and medication management
- School-based mental health counseling for children and youth
- Neqce ece Qapsqapsnaawit (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
- Acu-Detox; auricular acupuncture to address symptoms of withdrawal, depression, anxiety, pain
- Substance Use Disorder services; including assessment, outpatient treatment, referral to inpatient treatment, Peer Recovery Mentoring, and DUII Program licensed by State of Oregon
- Afterhours, weekend and early morning hours prevention programming, events, and activities provided on a variety of topics to a variety of ages.
- Suicide Prevention and Mental Health Promotion trainings; including QPR (Question, Persuade, Refer), ASIST (Applied Suicide Intervention Skills Training), and MHFA (Mental Health First Aid)
- Community and stakeholder engagement through coalitions, workgroups, and committees.
- Culture based and focused prevention programming, events, activities, trainings.
- Trauma-informed awareness, prevention, and outreach training and facilitated discussions.

PHONE: 541-278-7528

HOURS:

7:30 a.m. - 4:00 p.m.

After hours, weekend,
and early hours for some
programming



Community Wellness

Yellowhawk's Community Wellness Team serves as the link between patients, families and medical providers to create a community of wellness. Through health promotion education and community health representatives we strive to introduce healthy lifestyle choices for young child to elder care.

PHONE: 541-278-7559

HOURS:

7:30 a.m. - 4:00 p.m.
After hours, weekend,
and early hours for
some programming

Our services include:

- Community Health Nursing
- Transportation
- Diabetes education
- Maternal Child Health Home Visiting
- Women, Infants, and Children (WIC) and Nutrition
- Fitness education classes
- Chronic disease self-management classes
- Life coaching
- Community garden education
- Health education
- Nixyàawii Senior Center



Dental

The Yellowhawk Dental Team provides comprehensive care for the whole family. While using state of the art equipment and techniques, we hope to partner with you for a lifetime of healthy smiles.

The services we provide include:

- Emergency walk-ins daily
- Sealants and Fluoride treatments
- Root canals, crowns and bridges
- Digital Radiographs
- Comprehensive Treatment Planning
- Routine extractions
- Routine periodontal treatment, maintenance, and surgery
- Restorations
- Dentures, night guards and athletic guards

PHONE: 541-278-7516

HOURS:

Monday, Wednesday, Thursday, Friday

7:30 a.m. - 5:00 p.m.

Emergency check-in

12:00-12:30 p.m.

Tuesday 12:30 - 5:00 p.m.

Emergency check-in

12:30-1:00 p.m.



Lab & X-Ray

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

PHONE:

541-278-7506

HOURS:

7:30 a.m. - 5:00 p.m.

Our services include:

- Skilled phlebotomy and blood draws
- EKG
- Infection control and reporting
- Drug therapy monitoring
- Digital x-ray laboratory
- Ultrasound





Additional Services

Outstation Outreach

Yellowhawk Tribal Health Center's Outstation Outreach Workers (OSOW) are available to navigate insurance options and enrollment.

Patients may walk-in or schedule an appointment to discuss the best insurance option for each member of their family. Outstation Outreach Workers can screen for Oregon Medicaid/Oregon Health Plan (OHP) eligibility and help enroll in coverage. The Oregon Health Plan (OHP) is state medical insurance available to Oregon residents for free. Eligibility is dependent on multiple factors so patients should screen for eligibility at least once a year or anytime there is a change in their household size or finances. If a patient is eligible for Purchased Referred Care (PRC) at Yellowhawk, applying for the Oregon Health Plan is required to maintain PRC eligibility.

Outstation Outreach Workers offer navigation of the Federal Marketplace for our clients who are not eligible for Medicaid, Medicare, Tricare, or private insurance through an employer. Our team will help you shop for private insurance options.

AudioCARE Services

AudioCARE is a phone service that gives Yellowhawk patients more control of their health care.

- **Appointment Reminders:** Never forget another appointment with over-the-phone or text message reminders.
- **Refill and Renew Prescriptions:** Refill prescriptions and check the status over the phone - 24 hours a day, 7 days a week.

AudioNOTES: Patient results available to you 24 hours a day, 7 days a week. Providers will leave messages for patients in a secure mailbox.

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 5:00 p.m. – 7:00 a.m., weekends and holidays.

To access this service, call
541-966-9830

Referrals, Denials and Appeals

Referral Process

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

When referrals are initiated by outside providers or when you have additional visits or tests, the patient has the responsibility to submit the referral information to the Patient Care Coordinators to request preauthorization of payment. Once the preauthorization is obtained, a Patient Care Coordinator will assist you in setting up the appointment with the provider to whom you are being referred.

Before your appointment be sure the outside provider has received a pre-authorization from Yellowhawk.

If you are unable to keep an appointment or need to re-schedule, please notify your Patient Care Coordinator as soon as possible, prior to your scheduled appointment. Please keep in mind, patients are responsible for any charges incurred with missed appointments.

If you have any further questions regarding the referral process, please contact your Patient Care Coordinator.

Denials

If payment for a medical bill is denied, you will be notified by Yellowhawk. The most common reasons for denial are:

- Ineligibility because of failure to prove you are of American Indian/Alaska Native descent
- Ineligibility because you do 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; or did not follow-up with healthcare provider as requested after ER visit
- Failure to provide required documents to Yellowhawk (i.e. proof of insurance or other documents)
- Failure to get preauthorization for services to an outside provider and/or facility

Appeals

If you would like to appeal a payment denial you must provide a written response to the Yellowhawk Resource Management Committee (RMC) within 30 days of the date of the denial letter. Your appeal should identify the reasons you believe the healthcare visit should be paid for and any circumstances you 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 twice a month.

When the RMC upholds the original denial, the patient has thirty (30) days in which to appeal the decision by providing a written request to the Yellowhawk Executive Assistant for logging and tracking. The executive assistant 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 Yellowhawk 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 will respond to the patient's appeal in writing, listing the reason for their decision within ten (10) business days. The PRC Resource Management Committee representative will be provided a copy of the decision.

If the CEO's decision is to support the original denial, the patient may make an additional appeal to the Portland Area Indian Health Service (IHS) within 30 days of the Yellowhawk CEO's denial letter. Again, the appeal shall be in writing and must contain all supporting documentation pertaining to the case. The decision of the Portland Area IHS is final and cannot be appealed.

Types of Purchased Referred Care

There are only two categories of medical care paid for with Purchased Referred Care 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 you have 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, you 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. Yellowhawk staff normally schedules these services after receiving a copy of the referral from your primary care provider.

Emergency Room Visits

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

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

As a patient it is your responsibility to follow up with a health care provider after all emergency room visits.



What is an Advance Directive?

An advance directive explains the specific health care measures a person wants if he or she has a terminal illness or injury and is incapable of indicating whether to continue beneficial and life-sustaining treatment, or to remove life support systems.

The person must develop the advance directive while he or she is able to clearly and definitively express himself or herself verbally, in writing, or in sign language. It must express the person's own free will regarding his or her 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 he or she is 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.

PATIENTS' 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 ADVANCE DIRECTIVE. A patient may revoke an advance directive at any time in accordance with applicable law.

To learn more about advanced directives, 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.

Patient Feedback

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

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

**patientfeedback@yellowhawk.org
or 541-240-8730**

Coming Soon

New Services

Yellowhawk will soon be adding Optometry, Audiology, Physical Therapy and Complementary Medicine to its list of health care services. These expanded types of care will help us better serve our patients.

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

TRIBAL HEALTH CENTER

Yellowhawk Tribal Health Center | Phone: (541) 966-9830 | Fax: (541) 278-7579

Location: 46314 Timíne Way, Pendleton, OR 97801

Mailing Address: PO Box 160, Pendleton, OR 97801