

ABOUT US

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

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.



ACCREDITATION ASSOCIATION
for AMBULATORY HEALTH CARE, INC.



AFTER HOURS NURSING
TELEPHONE ADVICE: 541.966.9830

Our vision is to aid our Tribal community to achieve optimal health through a culture of wellness.

It is our mission to empower our Tribal community with opportunities to learn and experience healthy lifestyles.



CONTACT US

46314 Timíne Way
PO Box 160
Pendleton, OR 97801
541.966.9830
info@yellowhawk.org
www.yellowhawk.org

DIRECT: 541.240.8525

Callers with life-threatening emergencies, call **911** or visit the nearest emergency room immediately. When Yellowhawk is closed, service providers available are urgent care clinics located in the local or surrounding area.

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

**National Suicide Prevention
Lifeline 800.273.TALK
(8255), or 911.**



YELLOWHAWK
TRIBAL HEALTH CENTER

MEDICAL TRANSPORTATION



Yellowhawk provides high-quality, wrap around healthcare for the Confederated Tribes of the Umatilla Indian Reservation (CTUIR) and other eligible American Indians and Alaska Natives.

*A service of our
Allied Health Services
Department*

TRANSPORTATION

Our Yellowhawk Allied Health Services Department will provide transportation services to Yellowhawk eligible individuals that need assistance to and from appointments that are specifically related to medical care.

How to Access Medical Transportation Service:

Eligible patients with no other means of transportation (including inability to drive), may contact the Yellowhawk Transportation Coordinator during regular office hours. A Yellowhawk Transportation Request form is required to request assistance for transportation needs. Yellowhawk transportation services must be used only as a last resort due to the large demand for these services.

Transportation requests may be completed via phone, by emailing the form or submitting directly to the Transportation Coordinator onsite at Yellowhawk.

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.

REQUIREMENTS

- The patient must be eligible for Yellowhawk services.
- The patient must live within Yellowhawk's Contract Health Service Delivery Area (Umatilla or Union County).
- The appointment must be referred through Yellowhawk.
- If the patient is Oregon Health Plan eligible, patient must contact a Brokerage Service first.
- The patient must be accompanied by a caregiver or a family member for surgical appointments or appointments that require a patient to be anesthetized (such as colonoscopies).
- The patient must be able to transfer into a vehicle on their own or with assistance of their care provider.
- Patients must advise when scheduling appointment if they will require wheelchair transportation.
- The request for transportation must be 48 hours prior to the appointment for local appointments and one week for out of town appointments.
- All resources options for transportation should be pursued prior to the Yellowhawk request.

PRIORITY GUIDELINES

First priority: Patients with an urgent need that requires attention (i.e., medical surgery) and are medically stable per their provider.

Second priority: Minor acute care, and follow-up appointments. These are prioritized on a case-by-case basis depending on patient needs and availability.

Third priority: This is the lowest priority, examples would be "Same Day" appointments that stand as non-emergent or acute.

Yellowhawk Transportation service is a form of patient care that aims to ensure our patients get to their scheduled appointments.

You may need our service for:

- Doctor Appointment
- Dialysis Treatment
- Physical Therapy
- Dental Appointment
- Optometrists Visits
- Surgery or Follow-Up Care

CANCELLATION OR RESCHEDULING APPOINTMENTS

It is the responsibility of the patient to notify the Yellowhawk Transportation Coordinator of a cancellation of a transportation request so that other patients can be transported for that time period. Yellowhawk cannot cancel or reschedule appointments outside of Yellowhawk.

OUTSIDE RESOURCES

GOBHI

877.875.4657

CLEARVIEW MEDICAL

541.276.1130

TAXI

541.278.8294

KAYAK PUBLIC TRANSIT

541.966.9970