

Patient Rights and Responsibilities:
(For an all-inclusive list please ask a staff member.)

GENERAL RIGHTS OF PATIENTS

- The patient has the right to considerate and respectful care. This requires that providers develop sensitivity to culture and tradition (religious beliefs, Native healing practices, mores, etc.) of our patients.
- The patient has the right to select the clinic provider of his/her choice to coordinate his/her health care. This provider will be referred to as the Primary Care Provider (PCP).

RIGHT TO INFORMED CONSENT

The patient has the following rights concerning treatments of special procedures prior to giving his/her consent.

RIGHT TO REFUSE TREATMENT

The patient has the right to refuse treatment to the extent permitted by law. If the patient elects to refuse treatment, he/she must be informed of the risks taken in doing so.

RIGHT TO PRIVACY AND CONFIDENTIALITY

RIGHT FOR SERVICE

RIGHT TO KNOWLEDGE

GRIEVANCE RIGHT

The patient has the right to take complaints on health services to the Chief Executive Officer (CEO) or his/her designated patient advocate. This process is initiated when a Complaint Form is filled out. The complaint is then forwarded to the Risk Management Team and forwarded to the CEO if unresolved.

PATIENT RESPONSIBILITIES

Verbal or physical disturbances in the facilities or destruction of government property will not be allowed as they interfere with the work of the staff and upset other patients. If such events take place, it may be necessary to remove the offender from the facilities until the problem can be resolved. Destruction or removal of government property may result in prosecution of the offender.

Important numbers:

Appointment Line: 307-856-9281

Hours of Operation:

Clinic (Monday through Friday 8 a.m. to 5 p.m.)

Pharmacy: (Monday through Friday 8 a.m. to 5:30 p.m.) 307-855-2976

LAB / Radiology: (Monday through Friday 8 a.m. to 4 p.m.)

WIND RIVER FAMILY & COMMUNITY HEALTH CARE
NEWSLETTER

OCTOBER 2017

October is National _____Month. To find out more visit:
<https://healthfinder.gov/NHO/Default.asp>

What is Primary Care, Patient Centered Medical Home and why it's important.

Patient Centered Medical Home (PCMH) is part of a continuous effort to provide safe, quality, appropriate healthcare services that are accessible to our patients and to refer our patients for specialty care, when necessary, to the proper medical professional and facility.

PCMH is a team based model built around the premise that the best health care begins with a strong primary care foundation. PCMH is committed to enhance your continuity of care with a focus on prevention.

Patients will be assigned to a team consisting of their primary care provider, 1-2 other providers, registered nurses and CNAs/CMAs. When your PCP is not available, you may be scheduled with another provider on your team to enhance the continuity of care. You will not lose their current PCP but will gain the expertise and knowledge of a coordinated medical team who will be familiar with their patients, allowing for increased access and proactive approach to health care.

How does the PCMH work?

- You'll be notified of your team assignment and dedicated Primary Care Providers name as well as the clinic hours contact information and more.
- Your team will have appointments available to meet your needs.
- Your team will assist in coordinating special the appointments. In PCMH, specialists are called medical home neighbors-your team will track results and keep you up-to-date.
- Your health information will be documented in an electronic medical record to ensure all team members and specialist have convenient access to your medical record.
- Your team will provide you a self care health information, and will assist you with early recognition of potential health problems and the prevention of chronic disease.

What is your role as a team member?

- Talk with your health care team, ask questions and share your successes and the concerned and taking care of your health.
- Keep your team informed of all Health Care visits to specialist, dentists, and emergency rooms, and let them know if you are admitted to the hospital.
- Let your team know how they are doing, in person or by completing surveys.
- Make sure you would understand your plan of care. Remember, you are in charge of your health.
- Work with your team to maintain or meet your optimum level of wellness.
- Communicate with your team.
- Tell your team how you're doing.
- Tell them what medications you're taking.
- Speak up-tell your team what is not working well and what is causing problems.

Make sure your contact information is up-to-date in our system.

Medication refills: patients requiring medication management are advised to obtain refills at the time of the routine visits; otherwise, patients needing refills are asked to contact the pharmacy to place a request. This includes lost or misplaced medications and the provider may limit the amount refilled due to non-compliance of previous care plans. Refills for controlled medications require a visit with your Primary Care Provider.

Things we are working on to improve:

Access: we're in the process of actively recruiting and hiring more providers to help with the demand. To ensure realistic demands, we attempt to adhere to Access To Care (ATC) standards. ATC is the time period within which you should receive care for an injury or illness. ATC standards at Wind River Family and Community Health Care are as follows:

- Emergency Care: if you require Emergency Care go to the nearest emergency room or call 911.
- Acute / Urgent Care: ATC standard is seen within 24 hours. If you require Acute or Urgent Care appointment such as earaches, high fever, etc we must provide you an appointment within 24 hours at either the clinic or with a civilian provider through a referral.
- Routine care: ATC standard is seen within 7 days. If you require an appointment for routine care such as flu, colds, allergies, we must provide an appointment within seven days.

- Specialty Care: ATC standard seen within 28 days. If you require an appointment for Specialty Care such as Cardiology, Orthopedics, Podiatry, etc, we must provide you an appointment within 28 days.
- Wellness care: ATC standard seen within 28 days if you require an appointment for a wellness visit (mammogram, pap smears, physicals, health maintenance), we must provide an appointment within 28 days.
- **After hours care: for non-emergency after hours care, call the Nurse Advice Line at +1-307-856-9281 and they will take care of your problem. When the clinic is closed and you seek care, you must call the Nurse Advice Line and discuss your needs so that the Nurse Advice Line can document the need to seek Urgent Care. The Nurse Advice Line will contact the clinic the next day and your primary care manager will submit a referral for Urgent Care to ensure that care is covered.**
- **During clinic hours if you feel the need to seek Urgent Care rather than seeing your primary care doctor/clinic, contact your primary care manager and you will either be given an appointment at our clinic or an urgent care referral will be submitted on your behalf.**
- Following emergency treatment call +1-307-856-9281 during normal business hours to notify your primary care manager.

Walk-in Care:

Walk in care is highly discouraged. Walk-in care is not quality care. We do not have routine walk-ins or an emergency room. If you walk in and are found to have an acute, urgent or emergent need we will treat you. However if it is determined that your need is not acute, urgent or an emergency you will be offered a routine appointment. All primary care is by appointment only.

Communication: through our website www.windrivercares.com/home, Facebook and Patient Complaint/Compliment forms available in the clinic.

Quality: Adhering to State & Federal laws, rules and regulations.

New Services/Programs:

Family Spirit-new mom's and babies up to 3 years of age.

Transportation-we'll come pick you up for your appointment. Call 307-856-9281.