

PATIENT RESOURCE MANUAL



**SHOSHONE-BANNOCK
TRIBAL HEALTH AND HUMAN SERVICES,
SHOSHONE-BANNOCK
COMMUNITY HEALTH CENTER,
AND
INDIAN HEALTH SERVICE
FORT HALL SERVICE UNIT**

Table of Contents

Accreditation Association for Ambulatory Health Care (AAAHC) 1

Patient-Centered Medical Home 2

IHS Business Department/Registration..... 6

Indian Health Service (IHS)-Fort Hall Service Unit—Administration 10

Shoshone-Bannock Tribal Health and Human Services (THHS)—
Administration 12

Shoshone-Bannock Community Health Center (SBCHC)..... 14

Shoshone-Bannock THHS Business Office..... 16

Community Health Services 17

Community Health Representative Program 20

Counseling and Family Services..... 22

Dental Department 25

Diabetes Project 27

Four Directions Treatment Center 29

Health Education..... 31

Laboratory..... 32

Medical Clinic..... 34

Optometry/Optical Department..... 39

Pharmacy 40

Purchased and Referred Care (*Formerly Contract Health Service*)..... 42

Radiology Department 47

Fort Hall Recreation Program 49

Social Services Child Welfare Program..... 51

Victim’s Assistance Program..... 53

Patient Rights and Responsibilities 54

Patient Advocacy Committee..... 59

Preventative Health Children 61

Children’s Immunizations Birth to 15 Months 62

Children’s Immunizations 18 Months to 18 Years 63

Preventative Health Women 64

Preventative Health Men..... 65

COVID-19 Information 66

Where to Get Food Assistance in Fort Hall and Surrounding Area 67

My Health Information 70

Medical Conditions 71

My Medications 72

My Health Goals..... 74



Accreditation Association for Ambulatory Health Care (AAAHC)

Defining accreditation through AAAHC

Indian Health Service (IHS) Fort Hall Service Unit and Shoshone-Bannock Tribal Health and Human Services (THHS) achieve joint accreditation through AAAHC. Accreditation requires the organizations work together, to participate in on-going self-evaluation, peer review, and education for continuous improvement in care and services. Accreditation standards focus on patients' rights and responsibilities, governance, administration, quality of care provided, quality management and improvement, clinical documentation and provision of care, infection prevention control and safety, and facility and environmental management. The organization also commits to a thorough, on-site survey by AAAHC surveyors, at least every three years.

Patient-Centered Medical Home

Indian Health Service Fort Hall Service Unit and Tribal Health and Human services are accredited as a Patient-Centered Medical Home (PCMH) through the Accreditation Association for Ambulatory Health Care (AAAHC)

Defining the PCMH

The medical home model holds promise as a way to improve health care in America by transforming how primary care is organized and delivered. Patient Center Medical Home is a model of the primary care organization that delivers the core functions of primary health care by following evidence-based guidelines.

The medical home encompasses five core functions:

1. **Comprehensive Care**

The Patient Centered Medical Home recognizes patients need a variety of information and services to achieve wellness goals.

“Our team of care providers are accountable for all of your health care needs; physical, mental, wellness, prevention, acute care and chronic care.”

2. **Patient-Centered**

The Patient Centered Medical Home recognizes patients are the most important part of a care team and patients are responsible for their health.

“Our team fully respects your wants, needs and preferences. We are dedicated to ensuring you have the support you need to make decisions to participate in your health care.”

3. Coordinated care

The Patient Centered Medical Home recognizes patients need assistance to navigate the health care system to get care needed in a safe and timely way. It is important to provide our staff with information about the other providers you see so we can receive information from them to provide the best care to you

“Our team is here to assist you in managing your healthcare needs including specialty care, hospitals, home health, community services and resources.”

4. Accessible services

The Patient Centered Medical Home recognizes patients need a care team who is available when needed.

“Our team is available when you need them and has 24-hour telephone and internet access when the office is closed.”

5. Quality and safety

The Patient Centered Medical Home recognizes patient’s right to receive the highest possible quality of healthcare.

“Our team delivers evidence-based care to each patient and will provide information you need to make health care decisions.”

THHS-IHS Facilities Map



1. Four Directions Treatment Center
2. THHS Administration, Social Services, Shoshone-Bannock Community Health Center
3. Victims Assistance Program
4. Community Health Representatives, Health Education
5. IHS Office of Engineering and Environmental Health
6. Fort Hall Recreation (and Fitness Building)
7. Not-too Gah-nee Clinic
8. Counseling and Family Services

Not-tsoo Gah-nee Clinic Map



***Tribal Services include:
Purchased and Referred
Care, Community Health
Nursing, and Diabetes
Project**



IHS Business Department/Registration

IHS Business Department/Registration

Located at the IHS Not-tsoo Gah-nee Clinic

(Registration: between Pharmacy and Medical Departments,

Business Department: in Administrative offices by CHS)

33 N. Mission Rd.

Fort Hall, ID 83203

Hours:

Monday 8:00 am to Friday 5:00 pm

Services Offered

- Establish charts or re-activate patient medical charts
- Check and update patient information.
- Bill appropriate health care coverage for visits
- Assist with applying for alternate resources
- Medical coding for every visit



Top Row: Morionna Washakie, Jodi Lowman, Cheryl Jensen, Diane Taryole

IHS Business Department/Registration FREQUENTLY ASKED QUESTIONS



What do I need to make a chart for I.H.S.?

- Please provide 1) Certificate of Indian Blood (CIB) OR Tribal identification card of a federally recognized tribe or proof of descendancy, if not enrolled. 2) Original Social Security Card 3) State birth certificate, photo I.D.
- Please provide third party insurance coverage cards/proof of private insurance, Idaho Medicaid, Medicare, Affordable Care Act, Idaho Insurance Exchange or Veteran's coverage.
- Medical charts are made from 8:00 am to 3:30 pm
- A chart must be established before an appointment can be created.

Why is it important to give accurate contact information? (i.e. address, phone numbers, emergency contact)

- It is very important to update your information at every visit. When your doctor/nurse team needs to contact you or your emergency contact, this is where they get the information. If your phone or address are incorrect, there may be a delay or no delivery of important medical information.

Can I.H.S. assist me in obtaining mandatory documents?

- Yes.
 - Forms for the replacement of your social security card, and vital statistics request form for State Birth Certificate are both available in the Patient Registration and Benefits Coordination offices. It is up to you to either take the form directly to Social Security office or mail the forms in to the appropriate office.
 - Online requests are available if you desire to request them electronically.

Do you know the difference between PRC (Purchased and Referred Care) and Business Office?

- PRC takes care of referred patients who require specialty care that the clinic does not offer through the Shoshone-Bannock Tribes.



IHS Business Department/Registration

- Business Office oversee Indian Health Service in-house patient visit billing.
-

Why is important to be enrolled and or have health insurance?

- Although I.H.S. provides direct patient care and services, enrolling in alternate resources such as Medicaid, Medicare, Children's Health Insurance Program (CHIP) and with the Veteran's Administration is beneficial to you as an individual and family for outside visit coverage. Revenue generated through billing these third party resources is placed directly back into the clinic's budget supporting staff and operational costs.

How can the Benefits Coordinator help me?

- The Benefits Coordinator assists patients in applying for alternate resources such as: Social Security Disability/Retirement, Supplemental Security Income, Medicaid, Medicare, Affordable Care Act, Idaho Insurance Exchange, and checking in patients for their appointments/walk-ins.

Personal Health Record (PHR)

What is the Personal Health Record?

The Indian Health Service Personal Health Record can help you access your health information - all from the privacy of your personal computer and mobile device. The goal of the PHR is to improve the health of IHS patients through.

- improved patient/provider collaboration
- patient self-management
- increased access to health information

What can you do with the Personal Health Record?

- View lab results, medications, immunizations and vital signs
- Keep track of your health issues/diagnoses
- Send secure messages to your Health Care Team
- Download a copy of your health information

How do you sign up for the Personal Health Record?

Step 1: Create a PHR account

1. Go to <https://phr.ihs.gov> in your web browser.
2. Click the “Register to use PHR” button
3. Choose a username and password that you can remember.
4. You will be asked to enter some information about yourself.

Step 2: Meet with the Patient Registration or Nursing staff

1. Bring a photo ID so staff can verify your identity.
2. IHS staff will activate your PHR account.

Currently the online access to the Personal Health Record is only available for patients 18 years and older.

The online access Personal Health Record works best with Firefox or Chrome browsers.

IHS Administration

Contact Information

Indian Health Service (IHS)-Fort Hall Service Unit—
Administration



Located at the IHS Not-tsoo Gah-nee Clinic

33 North Mission Road

Fort Hall, ID 83203

Shirley Alvarez, FHSU CEO

Phone: 208-238-5493

Email: Shirley.Alvarez@ihs.gov

Facebook Page:

<https://www.facebook.com/FortHallIndianHealthService/>

Mission Statement

The overall mission of the Indian Health Service (IHS) is to raise the physical, mental, social and spiritual health of American Indians and Alaska Natives (AI/AN) to the highest level.

Federal Program Oversight

- Administration (Information Technology, Purchasing and Property)
- Business Office
- Dental
- Facilities
- Health Information Management
- Laboratory
- Medical
- Nursing
- Optometry
- Pharmacy
- Radiology

IHS Administration



Our Staff

Shirley Alvarez, Chief Executive Officer

Lorraine Eschief, Administrative Support Assistant

Nolan Broncho, Information Technology Site Manager

Barbara Edmo, Computer Operator

Vickie Baldwin, Supply Technician

Dulcey Evening, Purchasing Agent

Shoshone-Bannock THHS Administration

Contact Information

Shoshone-Bannock Tribal Health and Human Services (THHS)—
Administration

Located at 73 Navajo Drive, Building #70

Fort Hall, ID 83203

Elizabeth Jim, THHS Director

Phone: 208-478-3863

Facebook Page: https://www.facebook.com/Shoshone-Bannock-Tribal-Health-and-Human-Services-422216637866831/about/?tab=page_info

Mission Statement

The mission of the Tribal Health and Human Services (THHS) Department is to improve the health, well-being and quality of life of our Native American community by empowering people to promote and model positive attitudes and behaviors through a lifelong commitment of healing, and personal wellness.

Our Staff



Rodger Allen, IT Systems Coordinator; Isaac Percy, Network Specialist; Travis Martin, Data Analyst; Velma Arriwite, Executive Assistant; Tino Batt, Administrative Officer/Privacy Officer; Elizabeth Jim, THHS Director; Taitum DeGarmo, Finance Officer;

Shoshone-Bannock THHS Administration

Program Oversight

The THHS Administration oversees eleven contract and grant programs. Seven of the programs are 98-638 Indian Self-Determination Act programs contracted by the Shoshone-Bannock Tribes from the Indian Health Services and the Bureau of Indian Affairs. Three programs receive funding through competitive grants and the Tribes fund one program.

We supervise and direct each program's scope of work, budget, management personnel, computer information systems, HIPAA and privacy regulations and accreditation standards and processes.

- Business Office
- Community Health Services (CHS)
- Community Health Representatives (CHR)
- Counseling and Family Services (CFS)
- Diabetes Program
- Fort Hall Recreation
- Four Directions Treatment Center
- Health Education
- Purchased and Referred Care (PRC) *formerly Contract Health*
- Social Services Child Welfare Program
- Victims Assistance Program

Shoshone-Bannock Community Health Center

Contact Information

Shoshone-Bannock Community Health Center (SBCHC)

Located at 73 Navajo Drive, Building #70

Fort Hall, ID 83203

Christine Waterhouse, Community Health Center Director

Phone: 208-478-3987

Hours

Monday-Sunday

12pm-8pm

By appointment or walk-in

Mission Statement

Empowering the community through improved access to health care.

Meet our Chief Medical Officer:

Jessie Tellez, FNP

Jesse has been providing care for patients in a variety of roles since he was 17 years old. His primary goal is to empower patients to take control of their healthcare, so they can live a healthier productive life. As Chief Medical Officer, he is committed to meeting this goal by providing patient-centered care. Jesse works some days as a provider and some days in Administration. Other providers cover the days that Jesse works in an administrative capacity.

Services offered:

- Clinical Services: After-hours primary care, physical exams, women's health, well-child checks, immunizations, family planning, health screening for sexually transmitted infections, cancer, depression risk, DOT (CDL) exams, sports examinations, acute care and chronic care management
- Minor Procedures: skin tag removal, toe nail clipping, cyst drainage, mole removal, skin biopsy, suturing (stiches/skin closing), cryotherapy, and basic infusions (IV therapy and hydration)

Shoshone-Bannock Community Health Center

- Substance Abuse Treatment
- Mental Health Counseling
- Medical Social Work and Care Coordination
- Pharmacy Services: prescriptions and limited on-site pharmacy
- Radiology Services: x-rays
- Laboratory Services: on-site CLIA Waived testing including diabetes A1c testing, bladder infection urine testing, respiratory infections (strep, influenza, RSV) and more. Additional testing done through an outside laboratory

The Shoshone-Bannock Community Health Center sees all members of the community regardless of race, nationality, etc. Services are provided on a sliding fee, which means the cost is adjusted according to the patient's income. SBCHC works with Purchased and Referred Care and the Tribe's insurance to cover all costs for eligible patients.

Shoshone-Bannock THHS Business Office

Contact Information



Shoshone-Bannock THHS Business Office

Located at Not-Tsoo Gah-nee Clinic (I.H.S.)

33 N. Mission Rd

PO Box 306

Fort Hall, ID 83203

Phone: (208)238-5402

Fax: (208)238-5440

Email: taitum.degarmo@ihs.gov

Services offered:

- Check and update patient information.
- Medical coding for every visit.
- Bill insurance for visits.
- Help programs provide additional services with revenue brought in.
- Assist with applying for alternate resources.

Community Health Services Program



Contact Information

Community Health Services

Located at Not-Tsoo Gah-nee Clinic (I.H.S.)

33 N. Mission Rd

PO Box 306

Fort Hall, ID 83203

Phone: (208)238-5435

Fax: (208)238-5440

Email: elizabeth.shaw@ihs.gov

Services offered:

- Field Nursing: elder surveillance & welfare check, hospital discharge follow-up, medication delivery and med box refill, case management, nurse home visits, minor wound care, medical equipment delivery, and patient education.
- Patient Navigation: advocacy and assistance for the cancer patient or chronically ill patient.
 - Assistance with accessing and navigating through the health care systems
 - Education on referral processes, assistance with scheduling appointments and follow up to medical appointment.
 - Transportation arrangements
 - Assistance with application(s) for various types of health care resources e.g. Medicare, Medicaid, Veterans assistance, Nuclear Care Partners, Home Health /Hospice Agencies.
 - Linking patients and their caregiver(s) to resources
 - Preventative health education and outreach

Community Health Services Program



- Clinical Services: Women's health, well-child checks, immunizations, prenatal care, family planning, health screening for sexually transmitted infections, cancer, depression risk, Fetal Alcohol Syndrome assessment, physical exams, DOT exams, sports examinations, acute care and chronic care management.
 - By appointment or walk-in for eligible patients
 - Referrals for specialty evaluation and/or clinic(s) for Purchase and Referred Care eligible patients

Our Staff

Our staff includes a program manager, 3 medical providers, (a Family Nurse Practitioner, 2 Physician Assistants, nursing staff including 2 Licensed Practical Nurses, 2 Registered Nurses, a Patient Navigator, and a receptionist.

Meet our providers

Chantelle Bowman, PA-C CHS Clinical Supervisor

An Idaho native who did her training at Idaho State University and Drexel (Hahnemann) University in Philadelphia, PA. She provides clinical supervision and direct patient care within the Shoshone-Bannock Tribal Health and Human Services (THHS) Community Health Services (CHS) Program, to include child and adolescent health checks, women's health, prenatal care, and other acute and chronic care management. Chantelle has certification to perform DOT physicals, and provides treatment for Hepatitis C. Michelle Briggs is her nurse.



*Chantelle Bowman, PA-C
CHS Clinical Supervisor*

Community Health Services Program



Wiley Petersen, PA-C CHS Medical Provider



*Wiley Petersen, PA-C
CHS Medical Provider*

Wiley Petersen is a Physician Assistant and an enrolled Shoshone Bannock Tribal Member. Wiley grew up on the Fort Hall Reservation and attended schools in the local School Districts. Wiley began his career as a Champion Professional Bull Rider. A Native Idahoan, Wiley is a graduate of Idaho State University, Pocatello, Idaho with a Bachelor of Science degree in Health Sciences and a Master's degree in Physician Assistant Studies. Wiley provides direct patient care in the

Shoshone Bannock Tribal Health Department, Community Health Services clinic including child and adult acute care and some chronic care management, health education and preventive health care, health screenings, and physical exams. Wiley serves on the Medication Assisted Treatment (MAT) team coordinated by Four Directions Treatment Center, providing exams and medication for treatment of individuals with opioid addiction.

Community Health Representatives Program

Contact Information

Community Health Representative Program

Located 71 Shoshone Drive, Building #117

Fort Hall, ID 83203

Phone: 208-478-3968



Services offered

- Transportation for Medical Needs ONLY:
 - CHR is a non-emergent “Transporter of last resort” meaning: family, neighbors, friends, and other resources must be accessed before calling.
 - Dialysis patients are our priority.
 - CHRs DO NOT transport prisoners, intoxicated or abusive patients.
 - A minimum of 24 hours is required for transports. The exception is same day appointments, provided there is availability.
 - Must be eligible for direct services at IHS.
 - **We do not transport to SLC** for medical, our surrounding service areas include: Pocatello, Blackfoot, and Idaho Falls.
 - Those individuals living in town will need to access available services such as public transport unless their appointment is at IHS.
- Community Awareness and Educational Activities
- Case Management
 - Medication delivery/pickup prescribed.
 - **We do not deliver controlled substance.**
 - **Transportation to pain clinics require a written referral from IHS provider.**
 - Arrange for Patients to receive services.
 - Make referrals to appropriate medical personnel.
- All individuals transported will be required to use seat belts and for children must have child/infant car seats. By law, CHR staff cannot install child/infant seats into vehicles.

Please call to cancel appointment if no longer needed as soon as possible, so others may be scheduled in your place.

Community Health Representatives Program



If a patient is not home for pick up or don't call to notify CHR's of rescheduled appointments on 3 occasions they will be required to seek alternative transport.

Family members residing with the patient are **required to assist CHR's with loading and unloading of patient** into and out of CHR vehicle. This is a safety factor for both the patient and CHR, especially for patients who are wheelchair bound or with special needs.

For staff and patient safety purposes, keep dogs and/or house pets maintained or leashed as to avoid dog attacks/bites or tripping over small animals.

Counseling & Family Services

Contact Information

Counseling and Family Services

Located behind the IHS Not-tsoo Gah-nee Clinic

29 N. Mission Road #240

Fort Hall, Idaho 83203

Phone: 208-478-4026

Email: Krissy.Broncho@sb-thhs.com



Mission Statement

The Counseling & Family Services seek to deliver quality Mental Health and Medical Social Work services to the Tribal members and eligible recipients. These services will integrate traditional Native American beliefs and practices with Western attitudes and approaches, and will be delivered in a culturally competent, professional, confidential atmosphere.



Back Row: Challis Teton, Receptionist; Krissy Broncho, LCSW, Manager/Clinical Coordinator; Annie Bacon, LCSW, Behavioral Health Clinician; Tammy Mosho, Program Assistant; Louisa Kindle, LSW, Medical Social Worker; Melissa Syria, LCPC, Behavioral Health Specialist
Front Row: : Dan Hall, LCSW, Adult/Juvenile Justice Clinician; Stan Rhodes, LSW, Youth Prevention Advocate; Juan Lucero, LCSW, Suicide Prevention Clinician; Ken Dudley, LCPC, Behavioral Health Therapist;
Not pictured: Kelly Palmer, DO, Psychiatrist; Deric Ravsten, DO, Psychiatrist; Dan Traughber, PhD, Psychologist; Akaila Martin, Suicide Prevention Clinician

Counseling & Family Services

Services offered



- Outpatient Services
 - Mental Health Assessments/Evaluations
 - Individual Counseling
 - Family Counseling
 - Couples Counseling
 - Psychological Evaluations
 - Psychiatric Consultations
 - Case Management
 - FASD Assessment Team
 - Education and Prevention Services
- We Provide Help With
 - Depression
 - Grief
 - Anxiety
 - Trauma
 - Parenting
 - Medication
 - Communication Skills
- Specialized Therapies Include
 - Cognitive Behavioral Therapy (CBT)
 - Eye Movement Desensitization Reprocessing (EMDR)
 - Biofeedback
 - Accelerated Resolution Therapy (ART)
 - Parent Child interactive Therapy (PCIT)
 - Solution-Focused
 - Beau Washington Therapy (BWT)
 - Trauma Focused Cognitive Behavioral Therapy
- Crisis Intervention Team
 - Available 24 hours a day
 - Call 208-238-4000
 - Idaho Suicide Prevention Hotline 1-800-273-TALK

Counseling & Family Services



- Medical Social Work
 - Advanced Directives
 - Living Will for Health Care
 - Case Management
 - Discharge Assistance
 - Durable Medical Equipment (DME)
- Group Therapy
 - As announced usually 6 week sessions
 - Anger Management
 - Parenting
 - Health Relationships
 - Grief Support Group
 - Seeking Safety
 - DBT – Dialectic Behavior Therapy

Dental Department Contact Information

Dental Department

Located at the IHS Not-tsoo Gah-nee Clinic

33 N. Mission Rd.

Fort Hall, ID 83203

Phone: 208-238-5446

Email: lori.snidow@ihs.gov



Mission Statement

The mission of the Fort Hall Dental Department is to raise the dental health status of our American Indian and Alaska Natives by promoting oral health and treating dental disease.



Top Row: Lori Snidow, DDS Middle Row: Marinda Underwood, Dental Hygienist; Kelly Carlen, DDS Bottom Row: Ana Rodriguez, Dental Assistant; Marlo Najjahih, Dental Assistant. Not pictured: Atreawna Davis, Dental Assistant

Dental Department Services offered



Dental services are currently limited due to COVID-19 restrictions. We anticipate those restrictions to be lifted in stages by early fall, 2021.

- Dental exams (scheduled appointments only)
 - Assessment of teeth and gums
 - Digital X-rays
 - Oral cancer exams
 - Children's dental exams
- Hygiene services available if exam is current
 - Cleanings
 - Scaling and root planing (deep cleanings)
 - Home care instruction
- Routine treatment available after an exam
 - Fillings
 - Root Canals
 - Extractions
 - Sealants
 - Stainless steel crowns (baby teeth)
- Emergency/Urgent treatment available daily, first come, first served basis after scheduled patients. Check in times for walk in patients are 7:45AM and 12:45 AM.
- Referrals provided for patients who are eligible for Purchased and Referred Care after assessment by the dentist. Examples of referred care include
 - Impacted wisdom teeth
 - Root canals or extractions with high level of difficulty requiring a specialist
 - Dentures and partial dentures

Diabetes Project

Contact Information

Diabetes Project



Located at the IHS Not-tsoo Gah-nee Clinic
33 N. Mission Rd.
Fort Hall, ID 83203
Phone: 208-238-5435
Email: Sunny.Stone@ihs.gov

Mission Statement

The mission of the Diabetes Project is to proactively, support high quality, patient-centered, comprehensive diabetes prevention, and surveillance utilizing best practice coordinated with medical providers and community services.



Standing Left to Right: Kaylonnie Bache, *Diabetes Care Coordination Assistant*, Kevin Pendlebury, RN-CDE, *Diabetes Educator*, Erin Brownley, MPH, RDN, LD, CDE, *Dietitian*, Sitting Front: Sunny Stone, MPH, CHES, *Diabetes Manager, Quality Improvement Coordinator*

Diabetes Project

Services offered



- Diabetes and Nutrition Education
 - By appointment or walk-in, through provider or self-referral including:
 - Medical Nutrition Therapy
 - Diabetes Self-Management Skills
 - Diabetes Medication Management and Training
 - Case Management
 - Home Visits
 - Diabetes Prevention Program
- Community Awareness and Educational Activities
- Provision of glucometers and instruction for use.
- Shoe Program
 - Must be referred by IHS medical provider and meet eligibility criteria.
 - Purchase and Referred Care Eligible
 - >1 year since last shoes purchased
 - Must have a diagnosis of diabetes
- Denture Program
 - Must be referred by IHS Dental and meet eligibility criteria.
 - Purchase and Referred Care Eligible
 - >5 years since last dentures purchased
 - Must have a diagnosis of diabetes
- Eyeglasses Program
 - Must be referred by IHS Optometrist and meet eligibility criteria.
 - Purchase and Referred Care Eligible
 - >1 year since last eyeglasses purchased
 - Must have a diagnosis of diabetes
 - Insurance status and age are not a determinant of eligibility for payment

Four Directions Treatment Center

Contact Information

Four Directions Treatment Center

85 W. Agency Road, Building 82

Fort Hall, ID 83203

Phone: 208-236-1007

Email: Donna.Honena@sb-thhs.com



Services Offered on Telehealth due to COVID-19 until further notice

- Substance Use Disorder Services Offered (Adult & Adolescent):
 - Adult Orientation and Intake offered every Monday, Tuesday, Wednesday morning
 - Alcohol/drug assessments, scheduled appointment
 - Adult Outpatient, Intensive Outpatient and Aftercare Treatment
 - Adolescent Outpatient and Aftercare Treatment
 - Individualized Treatment Plans
 - Counseling Services
 - Medicated Assisted Treatment for opioid use disorder
 - Treatment Groups, facilitate daily substance use disorder treatment groups on a continual basis
 - Case Management Services
 - Cultural and Holistic Treatment
 - Community Prevention Services
- Peer Recovery Support Services:
 - Peer support groups
 - Recovery coaching
 - Transportation
 - Prevention and outreach
- Primary Residential Treatment (Level 3) Referral for an Adult:
 - Alcohol and Drug Evaluation recommending Level 3 placement of care in accordance with ASAM
 - Purchased and Referred Care eligibility and contingent upon funding
 - Referrals will be made to approved treatment facilities
 - Legal and Court Clearance, if court referred

Four Directions Treatment Center



- Residential Facility Acceptance
- Residential transportation funds is available upon approval and contingent upon funding
- Aftercare treatment is recommended upon inpatient referral completion
- If an adult does not meet Purchased and Referred care eligibility criteria, the program will provide case management service to access other possible options for inpatient treatment services for the client
- Residential Referral is contingent upon funding
- Primary Residential Treatment (Level 3) Referral for an Adolescent
 - Alcohol and Drug Evaluation recommending Level 3 placement of care in accordance with ASAM
 - Residential Facility Acceptance
 - Legal and Court Clearance, if court referred
 - Residential Transportation is provided
 - Aftercare is recommended upon inpatient referral completion
 - Referrals will be made to Indian Health Service funded youth primary residential treatment facilities
 - Residential Referral is contingent upon funding

Health Education Program

Contact Information

Health Education

Located in Building #117

117 Shoshone Drive

Fort Hall, ID 83203



Rebecca J. Washakie, Health Education Manager

Email: rebecca.washakie@sb-thhs.com

Phone: 208-478-3965

Tammie Scott, Community Health Educator

Email: tammie.scott@sb-thhs.com

Phone: 208-478-3937

Mission Statement

To improve the health and wellness of the people of the Fort Hall Indian Reservation.

Services offered

- Tobacco Education and Prevention
 - Class room and group education Adult and Youth
 - Tobacco Cessation Classes Group/Online (Zoom)
- CPR and First Aid Classes
 - Heartsaver First aid AED
 - BLS (Basic Life Support) for Healthcare Providers
- Environmental Health
 - Food Safety and Sanitation Training and Certification
 - Blood Pathogens Training and Certification
- Injury Prevention
 - Child Passenger Seats
 - Motor Vehicle Safety
 - General Injury Prevention
- Community Health
 - Health Fairs
 - Fun Run/Walk
 - Community Presentation
 - Monthly Health Observances



Laboratory

Contact Information

Laboratory

IHS Not-tsoo Gah-nee Clinic
33 N. Mission Rd.,
Fort Hall, ID 83203
(Across medical reception area)
Phone: 208-238-5454

Services Offered:

- Blood Collection
- Urinalysis Collection
- Glucose Tolerance Testing
- Routine: Chemistry, Hematology, Immunology, Urinalysis, and Point of Care Testing- strep, influenza, mono.



FREQUENTLY ASKED QUESTIONS

Do I need an appointment to get lab work done?

No, usually the lab can draw blood when you come over to the window. There are times when they are busier and the wait can be longer. Best times to come get bloodwork done is 9-11 am and 2-330. There are a couple of lab tests that need to be collected at certain times but the lab or your provider can notify you if this is the case.

Do I need to get lab testing done prior to my appointment?

This depends on the type of visit. Diabetic patients are strongly urged to come in a couple days prior to appointments so the data is available at the time of appointment. If not, at least coming an hour before the appointment is helpful.



Laboratory

Other patients coming for annual check-ups or physicals may need bloodwork. Please let the medical department know so they can order if needed.

How long does lab-testing take?

Routine tests that we do in-house can often take 1-2 hours before the providers know results. Keep this in mind when wanting bloodwork. Specialized testing can take a week before results are received. We send those out to larger laboratories.

Does the lab do specialized testing?

Our lab does have outside laboratories that we send our samples to get testing for different arthritis conditions, biopsies, and specific cancer testing.

What is fasting?

Fasting is not having anything to eat or anything other than water to drink for 8-10 hours before blood is drawn by lab staff.

Do I need to be fasting for my bloodwork?

This answer should come from your provider team. Labs that often require fasting are blood sugar testing and cholesterol. All other labs are not affected by fasting.

Do I need to check in to get bloodwork done?

If you do not have an appointment, you will need to get a check in slip for bloodwork from patient registration.

If you have an appointment, you will just need to check in for your appointment.

Medical Clinic

Contact Information

Medical Clinic

IHS Not-tsoo Gah-nee Clinic
33 N. Mission Rd.
Fort Hall, ID 83203
Phone: 208-238-5427



Goals:

To provide access to care for patients when they want it.
To provide evidence based management of diseases.

Hours:

Monday to Friday 8:00 to 4:30. We do not schedule appointments
Thursday mornings due to administrative meetings, however urgent care
services are provided as needed. Closed all major federal holidays.



Top Row: DeeAnne Marshall, Registered Nurse/Nursing Supervisor; Richard Mittelstedt, Registered Nurse

Middle Row: Stephanie Trahant, Licensed Practical Nurse; Ashley Ballensky, Registered

Back Row: Chenoa Wesaw, Medical Clerk Nurse; Irene Williams, Licensed Practical Nurse; Amy Anderson, Certified Medical Assistant



Medical Clinic

Services offered

- Pediatric care
- Women's health care
- Same day access to appointments for acute needs.
- Chronic care appointments with a designated primary care provider.
- Coordinate referrals with behavioral health (CFS)
- Diabetes clinic on Wednesday mornings.
 - Take advantage of having multiple specialties care for you- dental, eye, foot checks, and diabetes educators.

Meet our providers



Dr. Vook is a family medicine doctor. He sees a wide variety of chronic and acute issues. He hails from east Helena, MT. Dr. Vook is an avid outdoorsman, and is a very good cook; often using items from his garden. The nurses for this team are Ashley and Irene.

Dr. Lackey is from Pocatello. He is a primary care doctor whose specialty is women's health, OB/GYN. He also sees many chronic health problems. He does not see young children. During the fall, you may see him coaching his granddaughter's soccer team. Stephanie is the nurse for this team.





Michelle Yeasayer PA-C joins our workforce from eastern Kentucky. She enjoys working with the diabetic patient population along with various acute health problems. She enjoys hiking, traveling, and spending time with her beloved beagle. She has also served on several medical missions to Ghana, Portugal, and Ecuador. Richard is the nurse for this team.

Medical Clinic

Frequently Asked Questions



- **How do I make an appointment?**
 - Same day- call at 7:45 for access to the schedule of that day. This is for follow up appointments, and urgent needs.
 - Advanced scheduling- call anytime time to schedule for chronic needs like diabetes care or medication refills.
- **What is the late appointment policy?**
 - Please check in early for appointment. We will mark people as a No-Show if you are more than 5 minutes late to your appointment. You will have the opportunity to reschedule or stay as a walk-in patient if slots are available.
- **Do you do physicals for Sports, Treatment, and Work?**
 - This is an appointment made in advance. You must bring all paperwork with you. If you need to have blood work or urine testing, please let us know so that you can get testing before and have results available for the provider. IHS Medical Department does not provide D.O.T. physicals, however the tribal health clinic does.
- **Can a teenager come to the appointment alone?**
 - NO. We do not see teens without a guardian (18 years and older) UNLESS they have written permission. With written permission, we may see teens 15 and older.
- **Do I need to come early for blood work?**
 - YES. It is important to come early for bloodwork, an hour before appointments or a couple days prior to give the provider an opportunity to review.
- **What is a Care Team?**
 - A Care Team is a group of healthcare professionals who work together to meet your individual health and wellness needs.

Medical Clinic



- **How do I contact my care team for medical advice?**
 - During office hours: call the medical front desk 208-238-5427 and leave a message.
 - After office hours: call 208-238-5400 and follow the instructions on the message
 - Anytime access to PHR (personal health record) and leave a message, which will be returned in 1 business day

- **Why is it important for me to tell my care team what other medical providers I see?**
 - Letting us know if you are seeing an outside provider helps us to provide you with better care.
 - We can help to coordinate care with outside providers to make sure you are receiving everything you need as our patient.
 - We can also coordinate treatment options to reduce the risk of medication interactions and work toward a common goal of providing you with the best care possible.

Optometry/Optical Department

Contact Information

Optometry/Optical Department

Located at the IHS Not-tsoo Gah-nee Clinic

Fort Hall, ID 83203

Phone: 208-238-5441



Mission Statement

The mission of the Optometry Department is to provide primary eye care services and to protect and advance the visual welfare of all patients eligible to receive services through the IHS.

Services offered

- Comprehensive routine eye exams (including determination of eyewear prescriptions and ocular health evaluation; soft contact lens prescriptions are renewed at the discretion of the optometrist) – by appointment only.
- Acute eye care (diagnosis and treatment, when possible, of ocular diseases and injuries) – by walk-in.
- Continuing eye care for chronic eye diseases – by appointment only.
- Referrals to outside providers for secondary and tertiary eye care services, such as cataract or eye muscle surgery, as needed.
- Ordering, dispensing, adjusting, and repairing of eyewear.
 - Eyeglasses provided through Purchased and Referred Care and Diabetes Project for eligible patients
 - All eligible patients can at any time with a current prescription purchase glasses from the contracted optical lab directly through the optometry department at the wholesale price (there is no retail mark-up on glasses).

Pharmacy

Contact Information

Pharmacy

IHS Not-tsoo Gah-nee Clinic

33 N. Mission Rd.

Fort Hall, ID 83203

Phone: Refill line: 208-238-5485

Pharmacy: 208-238-5429



Mission Statement

The mission of the IHS Pharmacy Program is to deliver the highest quality comprehensive pharmaceutical care possible within available resources. The principal purpose of IHS pharmacy services is to ensure efficacious, safe, and cost-effective drug therapy and appropriate outcomes in the use of drugs and medicines. The pharmacy performs all aspects of pharmacy practice with the highest principles of moral, ethical, and legal conduct.



Mark Black, Pharmacist/Pharmacy Supervisor; Cameron Marshall, Pharmacist; Ricky Anderton, Pharmacist; Christel Truchot, Certified Pharmacy Technician; Madison Taryole, Pharmacy Aide; Parker Marshall, Pharmacy Aide



Pharmacy

Services Offered

- Pharmaceutical dispensing
- Automated refill system
- Adult Immunizations
- Flu shots
 - For Adults 6 years old and up
- Emergency Contraception (Plan B) administration and counseling
- Smoking Cessation Group Classes
- Medication education
 - Answer questions
 - Evaluate medication lists with patients
- Pharmacy Clinical services: These services are available if you and your provider feel you would benefit care from the Doctor of Pharmacy in cooperation with your provider.

(If you have interest in utilizing pharmacy, clinical services please visit with your provider or pharmacist.)

- Hypertension Clinic
 - Take blood pressures
 - Education on ways to decrease blood pressure without medications
 - Manage blood pressure medications
- Hypothyroid Clinic
 - Order thyroid test through IHS laboratory
 - Evaluate labs and physical symptoms
 - Manage thyroid medications
- Anticoagulation Clinic
 - Order test through IHS laboratory
 - Evaluate labs
 - Evaluate physical signs associated with anticoagulation
 - Manage blood thinner medications

Purchased and Referred Care

Contact Information

Purchased and Referred Care (*Formerly Contract Health Service*)



Location: at the IHS Not-tsoo Gah-nee Clinic
33 N. Mission Rd.
Fort Hall, ID 83203
Phone: 208-238-5430
Email: Johnna.pokibro@ihs.gov

Vision Statement

PRC staff shared vision is to achieve quality health services for the Shoshone Bannock members residing within the service delivery area and other federally recognized tribes whom reside on the Fort Hall Indian Reservation.

Services Offered

- Patient language services-Delphina Gould
 - Languages offered: Shoshoni
- **Medical-1)** Referrals to physicians or hospitals, which provide specialty services; these referrals are based on medical priority.
- **Dental-1)** Emergency toothaches and 2) specialty care that are not be provided at the Not-Tsoo Gah-Nee dental unit.
- **Pharmacy**-Includes approved medications not currently available at the Not-Tsoo Gah-Nee pharmacy. After the IHS clinic is closed. After hour pharmacy: Ed Snell's in Pocatello and Rob Pharmacy Shoppe in Blackfoot provide emergency after hour services. PRC cannot pay for missing or lost medication refills.
- **Medical Equipment**-Wheelchairs, bath benches, bath chairs, walkers and miscellaneous equipment are available with a physician's order. (Most medical equipment physician's orders require an office visit with your medical provider.)

Purchased and Referred Care



- **Optical**-Eyeglasses are provided yearly to students (Grades K-12), to elders (65 years and older), and to those patients with medical conditions such as glaucoma, cataracts, diabetic retinopathy or vision in one eye. Adults are provided eyeglasses every two years if funding is available. PRC pays for a basic pair of glasses; the patient may pay for extras such as tints, no-line bifocals, fashion frames, etc.
- **Dentures**-can be provided every five (5) years. PRC will pay for relines or repairs if needed but cannot replace lost dentures.
- **Hearing Aides**-can be provided every five (5) years. PRC will pay for yearly repairs but cannot replace lost hearing aids.
- **Clinic Support**-Radiology services (x-ray readings for x-rays taken at the Not-Tsoo Gah-Nee outpatient clinic).



Standing from Left to Right:

Juanita Kaiyou, Alicia Osborne, Wanda Dixey, Katie Denny, Sandy Jackson, not pictured Delphina Gould.

Purchased and Referred Care

**IT IS IMPORTANT TO LET OUTSIDE PROVIDERS
KNOW YOU ARE SEEN AT THE FORT HALL IHS
CLINIC AND TO SEND RECORDS TO YOUR PRIMARY CARE
PROVIDER**



Eligibility Requirements for PRC Payment

- Enrolled members of the Shoshone-Bannock Tribes who reside within the Fort Hall Contract Health Service Delivery Area (FHCHSDA), which include: Bannock, Bingham, Power, Caribou & Lemhi counties
- Indian spouse and minor children of Shoshone-Bannock member residing within the FHCHSDA
- Descendants of Shoshone-Bannock Tribes, Indian spouse and minor dependent children living within the boundaries of the Fort Hall Indian Reservation
- Members of an Indian Tribe, Indian spouse and minor children with permanent residency of the Fort Hall Indian Reservation for at least 180 days
- Students temporarily out of area seeking higher education
- A non-Indian or otherwise non-PRC eligible Indian woman pregnant with an eligible Indian's child who resides within the FHCHSDA is eligible for PRC during pregnancy through postpartum (usually six weeks.) If unmarried, we will need to have a paternity form signed and provided to us stating that the PRC eligible male is the father of the unborn child.

**THE PRC PROGRAM IS A RESOURCE OF LAST RESORT AND
NOT AN ENTITLEMENT PROGRAM. APPROVAL FOR PRC
SERVICES IS CONTINGENT UPON THE AVAILABILITY OF
FUNDS, PRC ELIGIBILITY, CURRENT LEVEL OF MEDICAL
PRIORITY AND AVAILABILITY OF ALTERNATIVE
RESOURCES.**

Purchased and Referred Care

Priority Levels



The PRC uses a medical priority system to budget PRC program resources, so as many services as possible can be provided from private providers. The PRC requires patients to exhaust all health care resources available to them from private insurance, state health programs and other federal programs before the PRC can pay through the PRC program. The PRC program continues to negotiate contracts with providers to ensure that competitive pricing for the services are provided, in spite of the limited number of providers available in many rural communities.

- **Emergency and Acutely Urgent Services (Priority 1)**

Services necessary to prevent immediate death or serious impairment of health. This includes diagnosis and treatment of injuries or medical conditions that, if left untreated, would result in uncertain but potentially grave consequences.

- **Preventive Care Services (Priority 2)**

Services that help prevent illness or disability or that help lessen the consequences of disease or disability.

- **Non-urgent but Needed Care Services (Priority 3)**

Services (both inpatient and outpatient) required for illnesses or conditions that possibly could lead to death or disability but may be delayed (at least 30 days) without immediate threat to loss of life, limb or senses (eyesight or hearing).

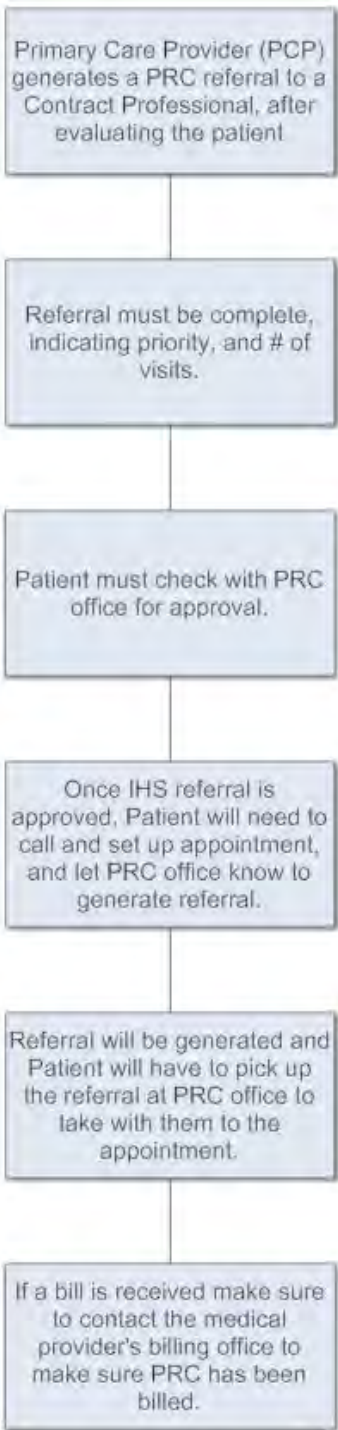
- **Elective and Extended Care services (Priority 4)**

Services (both inpatient and outpatient) that are 1) not essential for urgent management of illness, 2) not likely to prevent disease progression or 3) are high cost and elective. These services require review on a case-by-case basis by the Manage Care Committee.

- **Excluded Services**

Services (both inpatient and outpatient) that are 1) purely cosmetic in nature 2) experimental or investigational or 3) have no proven medical benefit.

Purchased and Referred Care—Referral Process



Radiology Department

Radiology Department

IHS Not-tsoo Gah-nee Clinic

33 N. Mission Rd.

Fort Hall, ID 83203

(Across medical reception area-same location as lab)

Phone: 208-238-5454



Hours

Monday-Wednesday 8:00 am to 4:30 pm

Thursday 1:00 to 4:30 pm

Friday 8:00 am to 4:30 pm

Services Offered

- Adult and Pediatric conventional radiography
 - Abdomen
 - Extremity
 - Head
 - Spine
- Same day access to examinations per outside provider orders.
(Need active referral).

Staff

Diane Trahant R.T. (R) (ARRT) certified by The American Registry of Radiologic Technologist, has been with our IHS family for the past 17 years. She is from the local area. Diane enjoys spending time with her family, sewing and taking photographs.



Radiology Department

FREQUENTLY ASKED QUESTIONS



What are X-rays?

X-rays are invisible beams of ionizing radiation that pass through the body. These beams change when they meet structures in the body, and then create images. The result is a two-dimensional picture that shows bones, lungs, and organs. We use lead shields to decrease exposure to radiation in areas of your body not being imaged. X-rays are produced only when a switch is on for a moment. As with visible light, no radiation remains after the switch is turned off.

Can I get an x-ray if pregnant?

We do not routinely advise women to get x-rays if they are pregnant or could be pregnant. We may ask for a urine sample to do a pregnancy screening test. The risk vs. benefits should be discussed with your provider to see if this type of imaging is necessary.

Can I get a copy of my x-rays?

Often the doctors will show people their x-rays during a visit. You can get a copy on disc to go with you to a specialty clinic or for home viewing on a computer. You will need to sign a release of information.

How long does it take for the doctor to see my report?

The turnaround time is about a week. The images are sent out to radiologist, who reads the images and then sends us back the report.

Does the Not-tsoo Gah-nee clinic offer CT, MRI and ultrasound?

No, the clinic doesn't have the capability to provide CT, MRI, or ultrasound studies. Referrals to outside providers can be made for these services. For those who are eligible PRC payment may be available.

Fort Hall Recreation Program



Contact Information

Fort Hall Recreation Program

Location: Timbee Hall, 41 Bannock Ave. Building 106

Phone: 208-478-3770

Hours: Winter Hours:

Mon-Thurs 6:30 AM-11:00 PM

Friday 6:30 AM-9:00 PM

Saturday 10:00 AM-4:00 PM

Sunday 1:00-5:00 PM

Summer Hours:

Monday-Friday 6:30 AM-3:30 PM

Mission Statement

The Mission of the Fort Hall Recreation Program is to provide recreational activities and leisure time programs for the entire Shoshone-Bannock Tribal Community.

Services offered

- Amenities
 - Weight room
 - Gym (basketball/volleyball court)
 - Baseball/softball field
 - Football field
 - Outdoor basketball courts
 - Commercial and concession kitchens
 - Boxing room
 - Skate Park
- Various Tournaments
 - Basketball, golf, skate jam, softball

Fort Hall Recreation Program



- Leagues
 - Adult Leagues
 - Basketball, volleyball, boxing
 - Youth Leagues
 - Baseball, basketball, football, boxing
- Youth Programs
 - Summer Youth Recreation Program
 - Arts & crafts, exercise, games, education, activities, field trips, movies, summer camp, and much more, check with program to determine start dates and seasonal activities
 - Breakfast and lunch provided
 - Youth activities (as funding allows)
 - Gymnastics, skiing, horsemanship, martial arts, lava trips, etc.

Social Services Child Welfare Program



Contact Information

Social Services Child Welfare Program

Located at 73 Navajo Drive Building #70

Malissa Poog, Program Manager

208-478-3731, Malissa.Poog@sb-thhs.com

Linda Galloway, Operations Coordinator

208-478-3874, Linda.Galloway@sb-thhs.com

Mission Statement

The mission of the Social Services Program is to provide a method by which children and their families identified as at risk for abuse and neglect on the Fort Hall Indian Reservation will receive the comprehensive and culturally relevant services they require.

Services offered

- Child Protection Services for Native American Children (Within the boundaries of the Fort Hall Reservation).
 - Child welfare checks/investigation in collaboration with local & Federal law enforcement.
 - Case management of open child protection cases.
 - Present at all court proceedings when granted care, custody and placement.
 - Family reunification.
 - Needs /risk assessments.
 - Family group decision making.
 - Supervised visitation for children in care.
 - Referral services for medical, dental, mental health, child development and addictions treatment/services.
 - Complete Medicaid applications for children in care.
 - Transport for medical, dental and visitation appointment for child protection clients.
 - Court ordered home studies for the Shoshone-Bannock Tribal Court (must live within boundaries of the Fort Hall Reservation and be a member of a federally recognized Tribe).
- Child placement team
 - 24-hour on call for emergency placement
- Foster Care Program
 - Foster home recruitment.

Social Services Child Welfare Program



- Foster care licensing.
 - Family placements.
 - Background checks with the Idaho Criminal history unit.
- Child maltreatment prevention.
 - Parenting education and referrals for parenting classes.
 - Child maltreatment prevention courses and information and trainings (at request).
 - Mandatory child abuse reporting training for schools and agencies (at request)
 - Weekly Child Protection Team meetings (a multi-disciplinary team meeting to reduce risk of child maltreatment and child removal within the community).
- Indian Child Welfare Act
 - Monitoring for ICWA compliance for state cases
 - Connecting/licensing families for placement of children in state care who are under legal ICWA provisions.
 - Participate in state court hearings (provide testimony, recommendations as needed).
 - Monthly Tribal Indian Child Welfare Act meeting (meeting with attorneys, enrollment, court and other program members to approve cases for intervention, transfer or denial).
 - Monthly staffing/updates of local state ICWA cases with state workers, supervisors and attorneys.
 - Home/hospital visits for ICWA clients.
- IIM Supervision (the oversight of Individual Indian Monies only for those who have a restricted account within the federal process). Case management for restricted and minor IIM account holders.
 - Case management for restricted adult IIM account holders.
 - Referral for medical, mental health and adult protection as needed for clients.
 - Supervision/oversight of all minor IIM accounts.

Other members of the Social Services Program include Lucretia Austin, IIM Caseworker; Joe Perez, LSW, BA Case Manager; Jason Walton, BSW Social Worker; and Cheri Outcalt, LSW, BA Social Worker.

Victim's Assistance Program

Contact Information



Victim's Assistance Program

Location: 115 Navajo Ave, Fort Hall, ID 83203

Phone: 208-478-3992

24 hour Crisis Line: 208-339-0438

Email: Audrey.Jim@sb-thhs.com

Mission Statement

Our Mission is to promote safe and healthy families by working to end physical, sexual and mental health abuse as well as provide victim support services. We strive to develop and nurture cooperative relationships through tribal, local, state and federal alliances involving local shelter, treatments, victim's advocacy, law enforcement, prosecution, courts, legal aid, medical care provider, and other agencies for the purpose of coordinating the prevention and treatment of domestic abuse. We are here to advocate for those who fear to speak and provide an opportunity to make safe choices.

Services offered

- Crisis line 208-339-0438/VAP Office 478-3992/Fort Hall Police 208-238-4000
- Local Women's Shelter
- Advocates to assist in court and Law Enforcement
- Victim Legal Advocate
- Case Management
- Referrals for Counseling, Legal Aid Services and State Victims Compensation
- Assist with transportation for medical, transitional housing and public assistance
- Support Groups
- Male Batterer's Intervention program

Patient Rights and Responsibilities

Patient Rights and Responsibilities

1. Nondiscrimination and Respect

- You will be treated with dignity, compassion, and respect as an individual. Consistent with Federal law, IHS policy, and accreditation standards of the Accreditation Association for Ambulatory Health Care, you will not be subject to discrimination for any reason, including for reasons of age, race, ethnicity, religion, culture, language, physical or mental ability, socioeconomic status, sex, sexual orientation, or gender identity or expression, or any other status protected by law.
- You will receive care in an adequate and safe environment. In order to provide a safe treatment environment for all patients and staff, you are asked to respect other patients and staff and to follow the facility's rules. Please immediately report any condition you believe is unsafe.
- We will seek to honor your cultural and personal beliefs, and preferences. We ask that you identify any cultural, religious, or spiritual beliefs or practices that influence your care.
- You are responsible to be considerate and respectful of others and to refrain from using discriminatory, profane, derogatory, or threatening language or behavior.

Patient Rights and Responsibilities

2. Health Information and Privacy

- You have the right to receive information in a way that you can understand. You have the right to an interpreter and/or translation services.
- You have the right to have your confidentiality and privacy respected as they relate to registration/check-in, case discussion, consultation, examination, and treatment.
- You have the right to expect confidentiality, privacy and security of your medical records. You are responsible for reviewing the Notice of Privacy Practices, which explains how we may use or share your health information.
- You have the right to access, read, and/or request amendments to your health record as allowed by the law. The Notice of Privacy Practices explains your access to this information.

3. Partnering in Care

- You have a right to express your preferences concerning future medical care in an advance directive, including designating a health care agent/surrogate decision maker to make health care decision on your behalf when you can no longer do so. You can request assistance with an advanced directive from your care team or patient advocate.
- You, and any person(s) you choose, will be involved in all decisions about your care. You will be given information that you can understand about the risks and benefits of treatment.

Patient Rights and Responsibilities

- You can agree to or refuse treatment. Refusing a treatment will not affect your rights to future care but you have the responsibility to understand the possible impact this decision may have on your health. If you believe that you cannot follow the treatment plan, you have a responsibility to tell your provider or treatment team.
- You have the responsibility to tell your provider about your current condition, medicines (including over-the-counter and herbals), allergies/sensitivities, and medical history. Also, to share any other information that affects your health. You should ask questions when you do not understand something about your care. This will help us provide you the best care possible.
- You have the right to be involved in choosing your provider. You also have the right to know the names, titles, and qualifications of those who provide your care. This includes students and other trainees. You also have the right to refuse the presence of those who are not directly involved in your care.
- You have the right to choose whether or not you will participate in any research project. Any research will be clearly identified. Potential risks of the research will be identified and there will be no pressure on you to participate.
- You have the right to request a second opinion from another provider or to be transferred to another facility if the care that you need cannot be provided by our facility.
- You are responsible for having a responsible adult provide transportation home and to remain with you for the indicated amount of time if directed by your provider.
- You have the right to reasonable continuity of care including the following rights:

Patient Rights and Responsibilities

- To be given information about the health benefits that you can receive. If you are found to be ineligible for services, you have the right to receive a written explanation and given information about your rights to appeal, if any. You are responsible for providing a copy of your private insurance, Medicare, or Medicaid enrollment information. You are responsible for any costs to referrals outside of the IHS facility that are not covered by your health care coverage or Purchased Referred Care.
 - To know what appointment times are available including the right to see another provider if your provider is not available or to change to a new provider if one is available.
4. Concerns or Complaints
- You are encouraged and expected to seek help from your treatment team or a patient advocate if you have problems or complaints. Any privacy complaints will be addressed by the Privacy Officer. You will be given understandable information about the complaint process and you may complain verbally or in writing, without fear of retaliation.
 - You have the right to feel safe from any form of abuse or neglect. You also have the right to ask for protection or help through a patient advocate.
 - If you believe an organization under Tribal direction has failed to address or satisfy your concerns about healthcare quality and safety you may contact the Director of Office of Tribal & Service Unit Operations at 503-414-5555. If you believe that an organization under IHS direction has failed to address your concerns about suspected criminal activities, fraud, waste, abuse, or mismanagement, you may contact

Patient Rights and Responsibilities

IHS OIG (301) 443-0658

Remember

- You are responsible for providing to the best your knowledge, accurate and complete information about present complaints, past illness, hospitalizations, medications, and other matters related to your health.
- You and/or your family are responsible for reporting perceived risks in your care and unexpected changes in your condition. You help the facility improve on its understanding of the patient environment by providing feedback about service needs and expectations. You are encouraged to share both your compliments and your concerns with your care team or patient advocate.
- You are responsible for asking questions when you do not understand what you have been told about your care or what you are expected to do.
- You are responsible for following the care, service, or treatment plan developed. If you or your caregiver has concerns about your ability to follow and comply with proposed care plan or course of treatment, please talk with your provider or care team.
- You are responsible for the outcome if you do not follow the care, service, or treatment plan.

Patient Advocacy Committee

Patient Advocacy Committee

Committee Chair Lorraine Eschief

Goal:

The goal of THHS and IHS is to raise the health status of all eligible individuals and assist them to achieve a better quality of life. The Patient Advocacy Committee (PAC) accepts and assumes the responsibility, subject to the authority of the IHS and Shoshone-Bannock Tribal Business Council, of advancing the best interest of patient care and health promotion/disease prevention.

All patient concerns will be regarded as constructive client input to THHS and IHS.

PAC will investigate formal concerns which have occurred within the past (30) days. PAC will investigate formal concerns that could not be resolved at the lower levels and will coordinate resolution of problems with the appropriate programs. The PAC is a method by which clients will alert management of problems that could not be resolved with those directly involved. It is the policy of the PAC to assure each patient concern will be resolved in a prompt and fair manner and that full consideration will be given to every formal concern.

Procedures:

The written concern will be given full and fair consideration.

The patient/client or his/her designated advocate has the right to report concerns about the delivery of services to the PAC

Chairperson, committee members, THHS or IHS employees.

Concern Process:

1. The patient or their designated representative fills out and signs a concern form.
2. The concern form is given to any IHS or THHS staff member.
3. Staff members receiving a concern form will turn the form into

Patient Advocacy Committee

the PAC chair, who keeps a log of all concerns received.

4. PAC Chair sends a written acknowledgement within five (5) working days that the concern has been received.
5. The concern goes to the Program Manager or Supervisor who will have the opportunity to resolve issues at the lowest possible level.
6. The Program Manager or Supervisor sends a letter to the patient/client within ten (10) working days, if the patient is not satisfied with the response, the patient needs to inform the PAC Chair in writing within thirty (30) calendar days.
7. If not resolved, the PAC Chair will assign a PAC Committee member to investigate the concern.
8. Unless otherwise informed, the committee will complete investigations and provide a written response to the patient/client within forty-five (45) days of the initial concern.

***All issues dealing with Tribal Court will be referred to the appropriate court process.*

The patient/client has the right to pursue the matter through the Shoshone-Bannock Tribal Health Director if it is a Tribal Health & Human Services issue, or the Indian Health Service Chief Executive Officer if it is an Indian Health Services issue.

Patient concern forms are available from any Tribal Health and Human Services or Indian Health Service Office.

Preventative Health Screenings

Preventative Health Children

Birth-6 Months	6 Months-3 years	3-5 years	6-12 years	12-18 years
<div>Well Child/Physical Exam</div> <div>Talk to your provider about a healthy weight for your child. Feelings of depression or anxiety or any physical change in your child's body.</div> <div>(Blood Pressure, Weight, Laboratory tests)</div>				
<div>Developmental, Hearing, and Vision Screenings</div> <div>(ask your provider what screenings are appropriate for your child)</div>				
<div>Lead Screening</div> <div>(Living in a home built before 1978)</div>				
<div>Obesity Screening</div> <div>Annually</div>				
<div>Dental Exam and Cleaning</div> <div>Every 6 Months. Fluoride Application and Sealants Starting at 18 months</div>				
<div>Dental Sealant Application</div>				
<div>Behavioral Health Screenings</div> <div>(Family planning, Alcohol, Tobacco, and Depression screenings)</div> <div>Screening for mental illness and Hepatitis C)</div>				
<div>Diabetes Screening</div> <div>(Diabetes, High Blood Pressure, Family history of diabetes)</div>				

Preventative Health Screenings

Children's Immunizations Birth to 15 Months

Vaccine	Birth	1 mo	2 mos	4 mos	6 mos	9 mos	12 mos	15 mos
Hepatitis B (HepB)	1 st dose	→ 2 nd dose →				→ 3 rd dose →		
Rotavirus			1 st dose	2 nd dose	See footnote 1			
IPV (RV) (2-dose series): RVs (3-dose series)			1 st dose	2 nd dose	3 rd dose			→ 4 th dose →
Diphtheria, tetanus, & acellular pertussis ¹ (DTaP < 7 yrs)			1 st dose	2 nd dose	3 rd dose		→ 4 th or 5 th dose, See footnote 1 →	
Pneumococcal conjugate vaccine ² (PCV)			1 st dose	2 nd dose	See footnote 1			
Pneumococcal conjugate ² (PCV13)			1 st dose	2 nd dose	3 rd dose		→ 4 th dose →	
Inactivated poliovirus ³ (IPV < 16 yrs)			1 st dose	2 nd dose		→ 3 rd dose →		
Influenza ⁴ (IV)						Annual vaccination (IV) 1 or 2 doses		
Measles, mumps, rubella ⁵ (MMR)					See footnote 6		→ 1 st dose →	
Varicella ⁵ (VAR)							→ 1 st dose →	
Hepatitis A ⁷ (HepA)							→ 2 nd dose 18 mos, See footnote 10 →	
Meningococcal ⁸ MenACWY D 19 mos, MenACWY CRM 23 mos)					See footnote 11			
Tetanus, diphtheria, & acellular pertussis ¹ (Tdap > 7 yrs)								

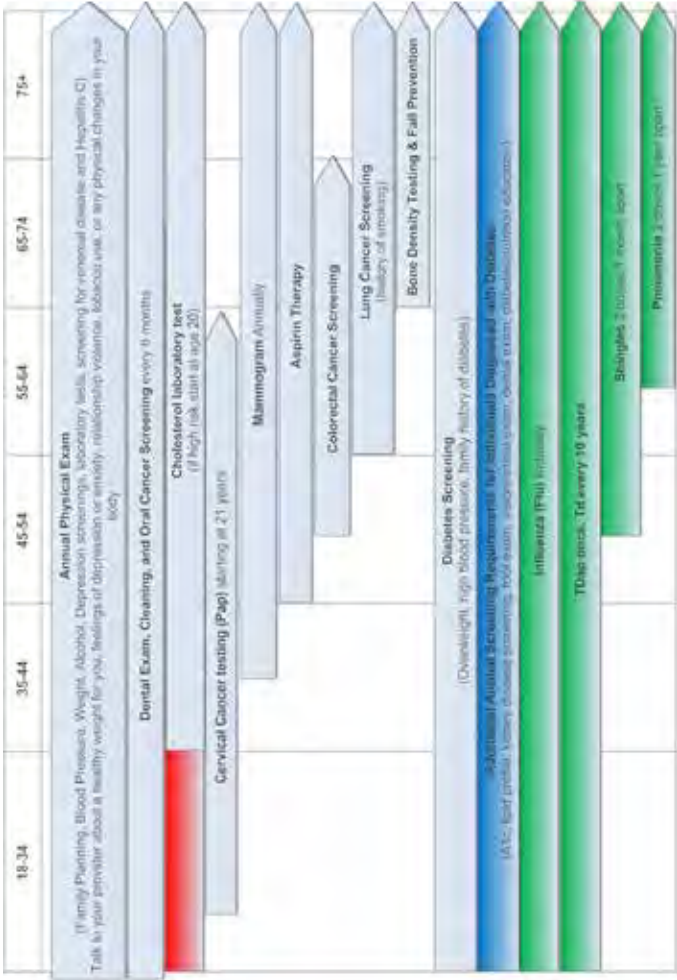
Preventative Health Screenings

Children's Immunizations 18 Months to 18 Years

Vaccine	18 mos	19-23 mos	2-3 yrs	4-6 yrs	7-10 yrs	11-12 yrs	13-15 yrs	16 yrs	17-18 yrs
Hepatitis B¹ (HepB)	→ 3 rd dose →								
Rotavirus² (RV) RV1 (2-dose series); RV5 (3-dose series)									
Diphtheria, tetanus, & acellular pertussis³ (DTaP: <7 yrs)	→ 4 th dose →			5 th dose					
Haemophilus influenzae type b⁴ (Hib)									
Pneumococcal conjugate⁵ (PCV13)									
Inactivated poliovirus⁶ (IPV: <18 yrs)	→ 3 rd dose →			4 th dose					
Influenza⁷ (IV)	Annual vaccination (IV) 1 or 2 doses				Annual vaccination (IV) 1 dose only				
Measles, mumps, rubella⁸ (MMR)				2 nd dose					
Varicella⁹ (VAR)				2 nd dose					
Hepatitis A¹⁰ (HepA)	→ 2 dose series. See footnote 10 →								
Meningococcal¹¹ MenACWY-D ≥5 mos; MenACWY-CRM ≥2 mos)	See footnote 11								
Tetanus, diphtheria, & acellular pertussis¹² (Tdap: ≥7 yrs)						Tdap			
Human papillomavirus¹⁴ (HPV)						See footnote 14			
Meningococcal B¹³							See footnote 12		
Pneumococcal polysaccharide⁵ (PPSV23)				See footnote 5					

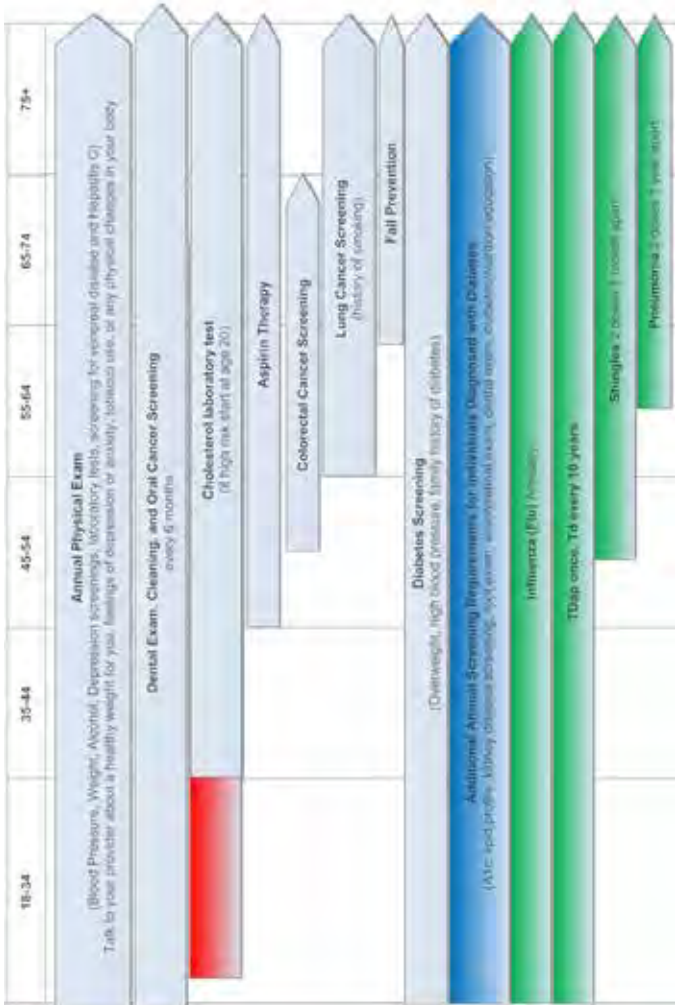
Preventative Health Screenings

Preventative Health Women



Preventative Health Screenings

Preventative Health Men



COVID-19 Information

COVID-19 Information

Vaccination

COVID-19 vaccination is available at THHS/IHS clinics located in the Not-tsoo Gah-nee Clinic and the SBCHC. Contact the clinics to determine if you are eligible for vaccination and to schedule an appointment.

- IHS Medical, Monday-Friday 8am-5pm, 208-238-5427
- THHS CHN, Monday-Friday 8am-5pm, 208-238-5435
- SBCHC, 7 days a week 12-7pm, 208-478-3987

Testing

COVID-19 testing is available at IHS clinic located in the Not-tsoo Gah-nee Clinic and the SBCHC.

- IHS Medical, Monday-Friday 8am-5pm, 208-238-5427
- SBCHC, 7 days a week 12-7pm, 208-478-3987

Contact Tracing

COVID-19 Contact Tracing and support services are available through THHS. Contact the tracing team to determine if you are eligible for services.

- THHS Contact Tracers, Monday-Friday 8am-5pm,
208-478-3901

Food Assistance

Where to Get Food Assistance in Fort Hall and Surrounding Area

Not having enough food for yourself and your family is stressful. Lack of good food makes it difficult to provide nutritious meals to help children grow and adults stay healthy. The thought of not having enough food can make you worry. There are resources to help. If you need food assistance, please do not wait to contact programs on this list. They can help you get the food you need for yourself and your family.

Program Name	Contact Name	Contact Number	Other Important Information
SNAP – Supplemental Nutrition Assistance (Food Stamps)	IHS Benefits Coordinator	238-5442	Located at the IHS Not-tsoo Gah-nee Clinic-Benefits Coordinator (Patient Registration) Assistance with application for Medicaid, Medicare, SNAP, and VA Benefits Hours Monday-Friday 8a-4p
Food Distribution (Commodities)	Fort Hall Commodities Program	478-3780	Located in blue building across from BIA on Agency Rd. Food for individuals and families based on need and income eligibility Monday-Friday 8a-5p (closures end/beginning of month for inventory purposes)
Women, Infants, and Children (WIC)	Trina Sterns	238-5448	Located at the IHS Not-tsoo Gah-nee Clinic. Breastfeeding education, nutrition education, and food vouchers to women, infants, and children (under 5). M-W 9am-5pm
School Lunch and Breakfast Program	District 537 Shoshone-Bannock	238-4200	Locations and hours vary. Please contact your local school district for more information. Provides free or reduced cost lunch and breakfast to school age children during regular school hours. Shoshone-Bannock: www.sbd537.org Pocatello: https://sites.google.com/a/sd25.us/food-services/free-reduced Blackfoot: http://www.bfsdchildnutrition.org/free-reduced-meals American Falls: http://www.sd381.k12.id.us/lunch-menus
	District 25 Pocatello	232-3563	
	District 55 Blackfoot	785-8861	
	District 381 American Falls	226-7364	
Fort Hall Recreation		478-3770	Located at Timbee Hall. Lunch served to children from June-August. Monday, Wednesday, Friday 11:30a-12:30p Tuesday, Thursday 10:30-1130a

Food Assistance

Elder Nutrition	Joyce Hayes	478-3858	Located at the HRDC Building. Free lunch served to elders 55 years and older, minimal cost to non-elders (delivery service available for home-bound elders) Monday-Thursday 11:30a-12:30p Friday breakfast (summer only) 8:30a
Community Gardens	Nola Cates	236-1044	Located on Pima Drive Building #7 Community based garden with family plots, gardening education, and assistance Monday-Friday 8a-5p
Food Bank/Pantry Fort Hall	Shoshone-Bannock Tribes 477 Consumer Services/TANF/GA	478-3709 478-3985	Located at the old casino Food and hygiene pantry and cash assistance for those who qualify, must complete application through 477 Monday-Friday 8a-5p Food Box distribution 3 rd Thursday each month 3-6p
	Fort Hall Assembly of God	237-1771	C Ave & 3 rd 2 nd Tuesday 9a-12p
Food Bank/Pantry Pocatello	Benny's Pantry	282-2315	698 E Dillion St. Rm 120, Pocatello M 12-2p, 4-6p; W 4-6p; Th 12-2p
	God's Home of Compassion	236-0075	845 Hyde Ave, Pocatello Tuesdays 10a-1p Wednesday and Thursday 9a-noon
	My Borthers Table	237-3064	248 N Arthur, Pocatello Su 1:30-3p
	St. Vincent de Paul	478-2062	855 S. 2nd, Pocatello Wednesday 10a-1p
	The Salvation Army	232-5318	400 N. 4th, Pocatello Monday-Friday 1-4p
	Gate City Christian Church	237-5002	202 W Siphon Road Friday 3-6p
	Idaho Food Bank	233-8811	555 S 1 st Ave., Pocatello, ID 83201 Nutrition education, cooking classes, backpack programs, community pantries: Contact for additional resources for food pantry and feeding sites Monday-Friday 8a-4:30p
Food Bank/Pantry Blackfoot	Community Council of Idaho-Blackfoot	785-6390	745 W Bridge St Suite H Wednesday-Thursday 10a-3p
	Bingham County Blackfoot Senior Center	785-4714	20 E. Pacific St. Pantry M-Th 8a-3p; F 8a-1p Senior Lunch M-F 12-1p
	Blackfoot Community Center	785-8022	1350 Parkway Dr. Ste. 31 Pantry for youth in the program
	Community Dinner Table	557-4286	245 W Sexton St Monday 11a-12:30p

Food Assistance

Food Bank/Pantry Shelly	North Bingham County Community Food Bank	881-5106	180 S Holmes Tuesday 12-2p
Food Bank/Pantry American Falls	Willow Bay Baptist Church	226-2244	246 Lee St. 3rd Saturday of the month 9a-12p
Food Bank/Pantry Idaho Falls	Community Food Basket-Idaho Falls	709-3868	245 N Placer Ave. Monday-Friday 3-5p
	Community Council of Idaho	524-0980	1349 S Holmes Ave Wednesday, Thursday 10a-3p
	Idaho Falls Hispanic Foursquare Church	200-3950	211 S 45th W Every other Sunday (please call)
	St. Vincent de Paul-Idaho Falls	522-6280	805 S Holmes M, W, F 9a-12p, 1-4p
	Cornerstone Pentecostal Church	529-1066	793 Cleveland St 3 rd Th 10:30-11a
	The Salvation Army Idaho Falls	522-7200 ext. 10	605 North Blvd M, T, Th, F 10:30a-1:30p

My Health Information

Name: _____

My Health Information

My PCP Team (Medical Provider/Nurse):

Your medical provider may choose to refer you to a specialist to help manage your care. You may list their name here:

Other Medical Provider(s):

Name: _____

Phone: _____

Specialty: _____

Name: _____

Phone: _____

Specialty: _____

Name: _____

Phone: _____

Specialty: _____

Name: _____

Phone: _____

Specialty: _____

My Health Information

Medical Conditions

[illegible]

My Health Information

My Medications

Medication Name	Dosage	Frequency (how often)	Prescribing Doctor	Reason for Taking (medical condition)

My Health Information

Medication Name	Dosage	Frequency (how often)	Prescribing Doctor	Reason for Taking (medical condition)

My Health Information

My Health Goals

Goal 1

I would like to:

Why this is important to me:

Goal 2

I would like to:

Why this is important to me:

TRIBAL HEALTH AND HUMAN SERVICES

(Diabetes Project, WIC, Well Child, Women’s Health, Patient Advocate)

- Tribal Health Administration208) 478-3863
- Community Health Nursing208) 238-5435
- Community Health Representatives.....208) 478-3968
- Counseling & Family Services208) 478-4026
- Health Education208) 478-3965
- Purchased & Referred Care208) 238-5430



FORT HALL INDIAN HEALTH SERVICE

- Auto Attendant Directory208) 238-5400
- Administration208) 238-5412
- Medical208) 238-5427
- Pharmacy Refill208) 238-5485
- Pharmacy208) 238-5429
- Dental208) 238-5446
- Optical208) 238-5441

Fort Hall Police Department

208-238-4000

FH Fire & EMS Department

208-236-1036

SHOSHONE-BANNOCK TRIBES208) 478-3700/ TF: 888)297-1378

COVID-19 Emergency #'s: Rebecca Washakie, 208-478-3965/cell: 208-221-6388

- Dr. Lori Snidow, IHS Service Unit - 208-238-5446/cell: 907-748-2876
- Tatum DeGarmo (gets hold of Trackers) 208-238-5402
- Krissy Broncho, CFS-(stressed or depressed) 208-478-4032

TESTING: IHS 208-238-5494/238-5427

Fort Hall Community Clinic (HRSA) 208-478-3987