

Seattle Indian Health Board Patient Handbook

About the Cover Art Work



“Swansk Halait” were highly respected people because of their ability to heal the sick. The healers used traditional Rattles, Dances and Chants to summon their healing powers. The child represents the healthy future of Native People. The design represents SIHB’s traditional logo, created 30 (40) years ago.

The Artist: Joyce Troyer-Willson is a member of the Tsimshian Tribe from Ketchikan, Alaska, and belongs to the Gishbuwidwada (Blackfish) Clan. Her portfolio includes a totem pole raised in her ancestral village of Metlakatla, Alaska in 1996. Joyce served as a member of the SIHB Board of Directors for ten years and served as Board President from 1985 to 1990.

The mission of the Seattle Indian Health Board is to advocate for, provide, and ensure culturally appropriate, high quality, and accessible health and human services to American Indians and Alaska Natives.

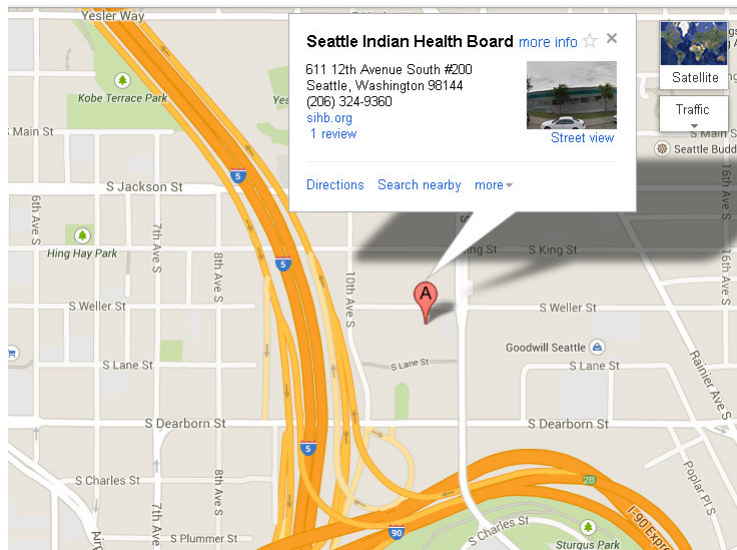
WELCOME

TO THE SEATTLE INDIAN HEALTH BOARD (SIHB)

Thank you for choosing the SIHB as your health care provider. This handbook provides information to help you access the variety of services available to you as a Seattle Indian Health Board patient. Please take a few minutes to review this information. If you have any questions, give us a call at (206) 324-9360. Check our website at www.sihb.org for patient information.

Location and Mailing Address

Our physical and mailing address is 611 12th Avenue So., Seattle, WA 98144. We can also be reached by fax at (206) 324-8910, or by email through our web page listed above.



From I-5 southbound:

- ♦ Exit 165A, James Street exit
- ♦ Left on Yesler Way
- ♦ Right on Boren Ave.
- ♦ Slight right onto 12th Ave. So.

From I-5 northbound:

- ♦ Exit 164A toward I-90
- ♦ Keep left at the fork, take the exit for Dearborn Street.
- ♦ Turn left onto Rainier Ave.
- ♦ Take the first left onto Weller St. to 12th Avenue.

Seattle Indian Health Board is accessible on Metro bus routes #36 and #60.

Access Your Health Information Online

You can access your health information online, 24 hours a day/7 days a week from any computer, smart phone or tablet: Request appointments, send and receive secure online messages, view test and lab results, request prescription refills, receive email care reminders, receive appointment reminders via email and/or text message and more. To sign up, visit any front desk at the Seattle Indian Health Board clinic. It only takes an email address to get started.

TELEPHONE

All SIHB departments and services can be reached through our main telephone number: (206) 324-9360. Our TTY relay service is 1-800-833-6384.

When you call us, you will hear a recorded message listing the extension numbers for various departments. If you know the number you wish to reach, you may enter it at any time. You do not have to listen to the entire message. If you need assistance, dial 0 at any time during the message to reach our switchboard operator.

Extension numbers are listed below for our main services and departments:

TO MAKE AN APPOINTMENT

| | |
|-----------------------------------|------------------------|
| Medical, Dental and Mental Health | 2511 |
| WIC and Nutrition | 2644 |
| Outpatient Chemical Dependency | 4201 or (206) 834-4029 |
| Inpatient Chemical Dependency | 3210 or (206) 722-7152 |

FOR PHARMACY SERVICES

| | |
|------------------|-------------------------------------|
| Pharmacy Refills | 2625 or 24-hour line (206) 324-8590 |
| Pharmacy | 2621 |

CLINICS AND SERVICES

| | |
|---|------------------------|
| Medical Clinic | 2591 |
| Dental Clinic | 2591 |
| WIC and Nutrition | 2644 |
| Outpatient Chemical Dependency | 4201 or (206) 834-4029 |
| Thunderbird Treatment Center | 3210 or (206) 722-7152 |
| Health Information (Patient Records) | 2582 |
| Patient Accounts/Billing | 1119 |
| Patient Services | 2591 |
| Resource Advocates | 2804 or 2811 |
| Administration, or to speak to a receptionist | Dial 0 |

GENERAL INFORMATION

Our general business hours are: Mondays through Fridays from 8:30 am to 6:00 pm and on *Saturdays 9:00 am to 1:00 pm*. After business hours, voice messages can be left for scheduling, or any of the other services we provide.

For after hours medical emergencies, you can talk to a consulting nurse by calling (206) 230-4371. If necessary, the nurse will contact our on-call doctor who will return your call as soon as possible. If you are experiencing a life-threatening emergency, always call 911. For mental health after hours emergencies, you can reach a crisis counselor at (206) 461-3222; TDD (206) 461-3219.

APPOINTMENTS & CANCELLATIONS

We encourage you to make appointments for services to help us prepare for your visit. When you arrive for your appointment, we will ask you to update your registration information.

If you cannot make your scheduled appointment, please let us know 24 hours ahead of time or as soon as possible. You can leave a message on the appointment scheduler voice mail at ext. 2511 if you call after hours.

ELIGIBILITY & REGISTRATION

SIHB services are open to anyone seeking care from us. Enrollment is continuously open; however, some programs may have limitations on numbers of openings or other contract restrictions. Please contact our Patient Services staff at ext. 2804, 2811 or 2107 if you have any questions about a particular service or program.

Everyone receiving services from us must first register. New patients can register at the Patient Services counter located in the main lobby. The registration process takes between 15-30 minutes. Patients are asked to complete registration forms, and to provide insurance card, coupon, or documentation of income for sliding fee discount determination.

HEALTH BENEFITS

Assistance is available to help with applications for Medicare, Medicaid, Social Security, Veteran's Assistance, SSI and other benefits. Please contact our Resource Advocate staff at ext. 2804, 2811 to identify programs you may be eligible for, and for assistance in applying.

Seattle Indian Health Board is NOT AN INDIAN HEALTH SERVICE FACILITY.

If you feel you may be eligible for IHS coverage, you can contact the appropriate tribal contract health office for verification. Otherwise, you may be responsible for the bill.

FEES

Fees are charged for most services offered by the SIHB. We accept many public and private insurances. Discounts on fees are available based on family size and income. Patients requesting discounts must complete an Application for Discount and provide documentation of income and family size. You can get a copy of our fees from Patient Services or Patient Accounts. Please remember that your specific fees/charges will depend on the nature of your visit and the services provided.

PAYMENTS

Payment for services may be made during your visit or when you receive your bill by mail. Payments by cash, check or money order can be made at the Pharmacy Window or mail your payment, please do not send cash. Payments by mail should be sent to our P.O. Box 3364, Seattle, WA 98114 address. A fee will be charged for any checks returned for insufficient funds. If necessary, our Patient Accounts/Billing staff can assist you with making payment arrangements.

REFERRALS

Your provider may need to refer you to another outside provider or hospital for specialty care that we do not provide. You may be responsible for payment to the outside provider. If you have any questions about a referral, please let your provider or nurse know. You may also contact our *Resource Advocates* at ext. 2804, 2811 (or 2591) for assistance in identifying and applying for public insurance coverage which might help pay for outside referrals.

INTERPRETATION SERVICES

Two (2) weeks prior notice is required to schedule an interpreter. When scheduling an appointment, let us know if the patient requires this service.

ACCOMMODATIONS

Facilities are accessible for patients with handicaps, and upon request, additional accommodation may be provided for persons with disabilities. When making an appointment, please let the scheduler know of your accommodation needs.

PATIENT RECORDS

If you need to have your health records sent to another provider, you will need to fill out a Release of Information form. Patient Records (*Health Information Department*) can assist you in filling out the form. Requests for copies of records generally require a two

(2) week advance notice. If you want copies of your records, there may be a charge based on the Uniform Health Care Information Act.

HEALTHCARE SERVICES



MEDICAL CLINIC

The Medical Clinic sees patients on both an appointment and walk-in basis. If you walk in without an appointment, you may need to wait to be seen and might not see your regular provider. If you don't have a regular clinic provider, a nurse can assist you in selecting one. You can arrange for an appointment for medical at ext. 2511.

The Medical Clinic provides family health care for patients of all ages. Services include:

- Prenatal care, childbirth education, delivery and postpartum care
- Well-child exams, immunizations and screening tests
- Women's health exams and screening tests
- School, camp and sports physical exams
- Adult health exams and immunizations
- Care for minor and acute illnesses
- Chronic disease diagnosis and treatment
- Sexually transmitted disease diagnosis and treatment, including HIV confidential testing
- Family planning care and counseling
- Nutrition counseling
- Comprehensive diabetes care
- Laboratory tests

PHARMACY SERVICES

Prescriptions from SIHB providers can be filled at our Pharmacy or you may take the prescription with you to have it filled at an outside pharmacy. The SIHB Pharmacy does

not fill prescriptions from outside providers. If you need a medication refill, please call our pharmacy refill line at extension 2625 or call (206) 324-8590 forty-eight (48) hours in advance. It would help to have your clinic number when you call.

Pharmacists are available to answer patient questions during regular pharmacy hours. Please call ext. 2621 to speak directly to a pharmacist.

WIC PROGRAM/NUTRITION SERVICES

The Women, Infants and Children (WIC) Supplemental Nutrition Program at ext. 2644 provides nutrition education and food vouchers for eligible pregnant women, nursing mothers, babies and children under age five (5). Individual nutrition counseling is also available for adults and older children. Nutrition services also include special diet, exercise and support groups for diabetic patients.

DENTAL CLINIC

The Dental Clinic provides care for both children and adults. Dental patients must call ahead for an appointment. If you have a dental emergency, we will try to see you as soon as possible, however a referral may be necessary. Dental services include:

- Full Dental Exams
- Endodontic (root canals)
- Dental Health Education
- Crowns (partial payment required)
- Fluoride Treatment and Sealants
- Oral Hygiene
- Restorations (fillings)
- Oral Surgery/Extractions
- Limited Periodontics (gum work)
- Scaling/Polishing

MENTAL HEALTH

Mental Health Services are available for patients. Services can be accessed by calling ext. 2511 for an appointment, or letting your provider know of any problems you may be having that you would like to talk over with a counselor. Mental Health services include:

- Individual, couples and family counseling
- Crisis intervention
- Medications and medication management
- Evaluation

DOMESTIC VIOLENCE

Assistance is available for victims of domestic violence. If you need help, you can reach a domestic violence case manager at extension 2806 or 2808. You can also let your provider know you would like to talk to someone about your situation. Be assured that your safety is our primary concern when providing domestic violence assistance.

Domestic violence services include:

- Education (both individuals and groups)
- Help with restraining orders
- Help with finding safe shelters
- Safety Planning
- Emergency Assistance such as food vouchers, transportation, etc.

CHEMICAL DEPENDENCY SERVICES



INPATIENT RESIDENTIAL TREATMENT

Inpatient treatment services are offered for adults at Thunderbird Treatment Center. The length and type of treatment will vary for each patient depending on need.

Patients must call ahead to schedule an appointment for intake/admission at ext. 3250 or (206) 722-7152.

OUTPATIENT TREATMENT

Outpatient chemical dependency treatment services are offered for adults. Assessments to determine the appropriate treatment (inpatient or outpatient) are also offered. Patients should call ahead to schedule an appointment at ext. 4201.

TRADITIONAL NATIVE HEALTH SERVICES

Our Traditional Health Liaison works with all service departments of the SIHB to assess, consult, refer and/or arrange traditional healing services. Please let your provider know if you would like to access these services, or call ext. 1139 to discuss your needs with our Traditional Health Liaison.

PATIENT SERVICES/RESOURCE ADVOCACY

The Patient Services Department can assist you with accessing services both within and outside of the SIHB. In addition to help with health benefits coverage, Patient Services can assist you in identifying resources for other needs including food, clothing, transportation, etc. Please contact Patient Services at ext. 2804 or 2811 for resource assistance.

ADDITIONAL PROGRAMS, SERVICES & EVENTS

The SIHB offers other programs and services not covered in this handbook. These programs sometimes have specific eligibility and/or time limitations. We will attempt to inform you of any new or special programs available to you as one of our patients. We encourage you to ask about any of our services, and to let us know your needs.

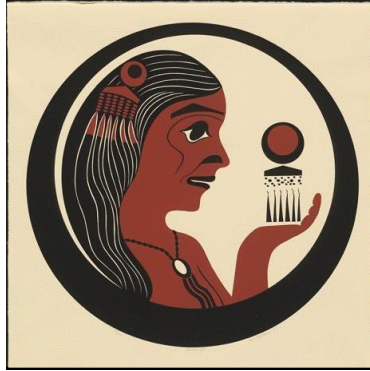
Please let us know if you have an interest in learning more about our Elders and Youth programs. We also have several outreach services under our Community Services Division.

The SIHB hosts several annual events which we hope you can attend including American Indian week events in September, our Health Fair in October, and our walkathon in June. Let us know if you'd like to be included on our mailing list for these and other events.

For information on additional programs, services and events, please visit our website at www.sihb.org.



ABOUT THE SEATTLE INDIAN HEALTH BOARD



The Seattle Indian Health Board (SIHB) is a private, non-profit organization founded in 1970. We are state-licensed and nationally accredited with over 150 staff. Our providers are state licensed and certified in their respective fields and our physicians and dentists are board certified. We are the largest urban Indian health program in the nation.

Throughout our existence, we have provided training to a variety of health care providers. We currently operate the only American Indian/Alaska Native Family Practice Residency Training Program in the country. We also operate the Urban Indian Health Institute to gather nationwide health information on urban American Indians/Alaska Natives in order to help identify and address the health needs of our communities.

PATIENT SUGGESTIONS

We welcome your suggestions and comments. Please feel free to call or write to us if you have any suggestions or feedback to improve the services we provide.