



Seattle Indian Health Board
For the Love of Native People

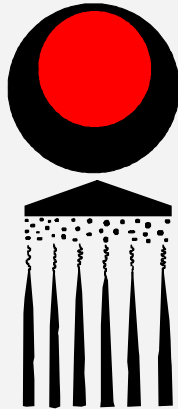
611 - 12th Avenue South
Seattle, WA 98144
(206) 324-9360 / (206) 324-8910 fax
TTY Relay: 800-833-6386
Email info@sihb.org / www.sihb.org
Visit us on Facebook and Twitter



Patient Handbook



Seattle Indian Health Board
For the Love of Native People



Our Logo

The Seattle Indian Health Board logo symbolizes the union of the people in good health. The circle represents continuous life and the red inner center circle reflects the spirit of the people. The triangle, dots and poles represent a stylized medicine house where health rituals and healing ceremonies are practiced.

The SIHB logo was designed by Lawney Reyes (Colville).

Patient Responsibilities

As a patient of SIHB, it is your responsibility and in your best interest to:

- Actively participate in decisions regarding your health and health care.
- Provide accurate and complete information about your health, medications taken including over the counter products and dietary supplements, and allergies or sensitivities.
- Follow the treatment plan prescribed by your provider and participate in your care.
- Notify your provider if you notice any changes in your health.
- Conduct yourself in a respectful manner toward all healthcare professionals and staff, as well as other patients.
- If required by your healthcare professional, provide a responsible adult to transport you home and remain with you for 24 hours.
- Accept personal financial responsibility for any charges not covered by insurance.

PATIENT RIGHTS AND RESPONSIBILITIES

Patient Rights

SIHB recognizes the basic human rights of patients. As an SIHB patient you have the right to:

- Be treated with respect, consideration and dignity.
- Request an interpreter if needed. SIHB will make reasonable attempts to accommodate patient requests if possible.
- Receive information concerning your diagnosis, treatment and prognosis to the degree known. When it is medically inadvisable to give such information to a patient, the information is provided to a person designated by the patient or to a legally authorized person.
- Participate in decisions involving your health care, except when participation inappropriate for medical reasons.
- Information on Advance Directives regarding your health care if you are unable to make decisions for yourself.
- Privacy and confidentiality in the discussion and delivery of your health care.
- Information on the services available at SIHB.
- Review your clinical record with the assistance of your provider.
- Review SIHB payment policies and fees for services.
- Be informed of the process for providing feedback or filing a patient complaint.
- Information on how to access after-hours and emergency care.
- Review the credentials for your health care professionals.

About Seattle Indian Health Board

Seattle Indian Health (SIHB) is a private, nonprofit organization founded in 1970. We are state licensed and nationally accredited with over 170 staff. Our providers are state licensed and certified in their respective fields, and our physicians and dentists are board certified.

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, gathering nationwide health information on urban American Indian/ Alaska Natives to help identify and address the health needs of our communities.



Our Mission

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 SEATTLE INDIAN HEALTH BOARD

Thank you for choosing Seattle Indian Health Board (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 or visit our website at www.sihb.org for more information.

Location and Mailing Address

Our physical and mailing address is 611 - 12th Avenue South, Seattle, WA 98144. We can also be reached by email through our web page listed above. Please do not send personal health care questions to this email.

From I-5 northbound into Seattle:

- Exit 164A I-90 / S. Dearborn St.
- Keep left at the fork. Take the exit for South Dearborn St.
- Turn Right onto S. Dearborn St.
- Turn left onto Rainier Ave.
- Take the first left onto Weller St. (crosswalk light) to 12th Ave S.
- Proceed up hill, crossing 12th Ave S. SIHB is on your immediate left.

From I-5 Southbound into Seattle:

- Exit 165A, James St. exit.
- Proceed on 6th Ave. through traffic light. Turn left on Yesler Way.
- Turn right on Boren Ave.
- Turn right onto 12th Ave S. and continue southbound on 12th Ave S. to Weller St.
- Turn Right on to Weller. SIHB is on the immediate left.

SIHB is accessible on Metro bus routes #36 and #60.



Seattle Indian Health Board facilities are accessible to persons with disabilities. Accommodations can be made with advance notice by calling our office at (206) 324-9360.

Additional Programs and Services

SIHB offers other programs and services not covered in this handbook. 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. For information on additional programs, services, and events, please visit our website at www.sihb.org.

Annual Events

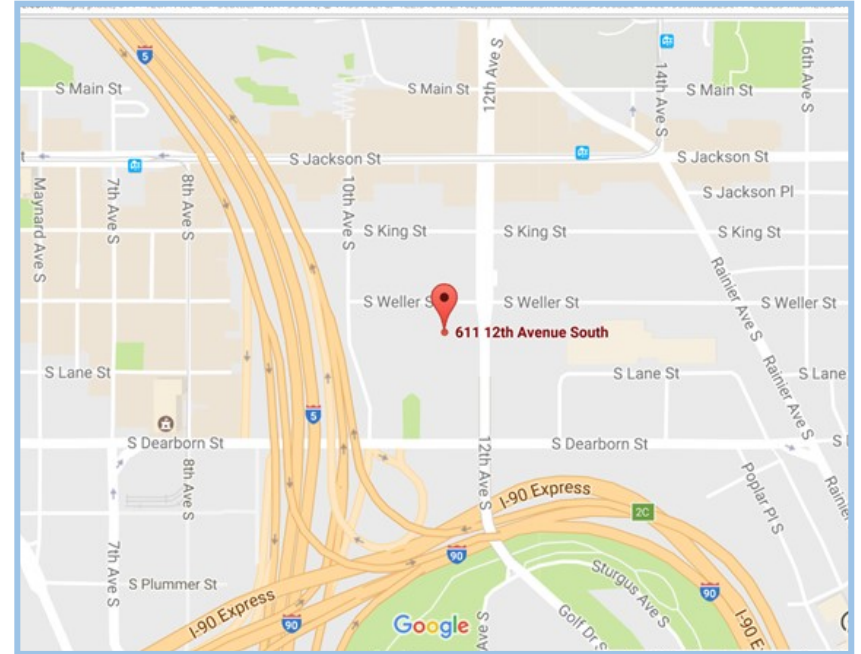
SIHB hosts several annual community events:

- SpiritWalk - Walk for Native Health
- Spirit of Indigenous People Festival at the Seattle Center
- Urban Indian Health Conference
- Halloween Health Fair
- Adeline Garcia Community Service Awards Banquet
- Indigenous Peoples Week

For information on these events, visit our website or call ext. 1145.

Patient Comments and Suggestions


We welcome your comments and suggestions; they will help us improve the services we provide to you. Go to any of our service desks and ask for a Patient Comment form or email us through our website at www.sihb.org.



SIHB Directory

All SIHB departments and services can be reached through our main telephone number: (206) 324-9360. If you need assistance, dial 0 to reach the switchboard operator. Our TTY relay service is 1-800-833-6384.

<u>Appointments</u>	<u>Extension</u>
Medical, Dental and Behavioral Health	2511
Thunderbird Treatment Center (Inpatient) Direct Line: (206) 722-7152	3210
Outpatient Chemical Dependency Direct Line: (206) 834-4029	4201



Departments

Extension

Administration/Receptionist	0
Adult Nutrition/Diabetes Counseling	2645
Community Health:	
• Domestic Violence Advocate	2831/2295
• Elders Program	2807
• Youth Service	4808
• Veterans Services	2806
Dental Clinic	2303/2306
Health Information/Medical Records	2582
Nurse's Station	2616
Outpatient Chemical Dependency	4201
Patient Accounts/Billing	1119
Patient Enrollment	2591
Pharmacy	2622
Pharmacy refills	2621
24-Hour Line (206) 324-8590	
Thunderbird Treatment Center	3210
Traditional Health	2114
WIC and Prenatal Services	2644

Access Your Health Information Online: Join the Portal

You can access your health information online, 24 hrs./day, 7days/week from any computer, smart phone or tablet. You'll be able to send and receive secure online messages with providers, view test and lab results, request prescription refills request an appointment, and more. To sign up, ask our patient services staff or contact our Portal Customer Services Representative at ext. 2672.

GENERAL INFORMATION

Appointments, Cancellations, and Walk-ins

Please arrive 20 minutes early for your appointment so we can verify and update your demographic and insurance information. If



Youth services include:

- Case management
- Mathletes summer camp
- Health information and referral
- Group activities
- Youth suicide and methamphetamine prevention and outreach

Behavioral Health

Our Behavioral Health Services are available for qualified patients. Services can be accessed by calling our scheduling team at ext. 2511 for an appointment, or ask your provider to refer you if you would like to speak with a counselor.

Mental Health services include:

- Adult individual counseling
- Crisis intervention

Outpatient Chemical Dependency services include:

- Adult outpatient chemical dependency treatment
- Assessments to determine the appropriate treatment (inpatient or outpatient)

To schedule an appointment call (206) 834-4029.

Thunderbird Treatment Center

Inpatient Residential Chemical Dependency Treatment

Our 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.

Domestic Violence Advocates

Assistance is available for victims of domestic violence. If you need help, you can reach a Domestic Violence Advocate at ext. 2813 or 2295. You can also let your provider know you would like to talk to someone about your situation. Be assured that your safety and confidentiality is our primary concern when providing domestic violence assistance.

Domestic Violence Services Include:

- Help with restraining orders
- Help with finding safe shelters
- Safety planning
- Education for individuals and groups

Elders Program

Our Elders Program is open to American Indian and Alaska Native elders age 55 and older. The program provides a place for our elders to meet, socialize and stay connected to their community. The weekly schedule offers:

- Arts, crafts, games, bingo and exercise
- Health education and screening
- Resource information and assistance



The Elder's Case Manager is also available to assist elders with developing an elder care plan with individualized goals.

Youth Services

We work with Seattle Public School Native students and their families to reduce absenteeism and to increase academic performance.

you are unable make your appointment, please let us know as soon as possible. You can leave a message on the appointment scheduling voice mail after hours at ext. 2511.

- Medical walk-ins are accepted until 30 minutes before closing.
- Dental walk-ins are accepted until 4:00 pm and must check in by 3:00 pm.

After Hours Care

For medical emergencies after hours, call 911 or go to your nearest hospital. For other medical questions, please call (206) 230-4371 to speak to a nurse. If necessary, the nurse will contact our on-call doctor who will return your call as soon as possible.

For behavioral health emergencies after hours, you can reach a crisis counselor at (206) 461-3222; Our TTY relay service number is 1-800-833-6384.

HOURS OF OPERATION		
Department	Days of the Week	Hours
Administration	Monday - Friday	8:30 am - 5:00 pm
Medical Appointments	Mon/Thurs/Fri Tuesday Wednesday Saturday	9:00 am - 6:00 pm 10:00 am - 7:00 pm 9:00 am - 7:00 pm 9:00 am - 2:00 pm
Dental Appointments	Monday - Friday	9:00 am - 6:00 pm
Pharmacy	Mon/Wed/Thur/Fri Tuesday	9:00 am - 6:00 pm 10:00 am - 6:00 pm
Mental Health	Monday - Friday	9:00 am - 6:00 pm
Outpatient Chemical Dependency	Monday - Friday	9:00 am - 6:00 pm
Thunderbird Treatment Center	Open year round	24 hours per day

Eligibility & Registration

SIHB's health care services are available to everyone regardless of ability to pay. New patients must register at the Patient Enrollment desk located in the front lobby. The registration process takes approximately 30 minutes. Patients will be asked to complete the registration form and bring a form of legal ID, insurance cards, tribal ID or Certification of Indian Blood (CIB) and verification of income.

Patient Services Representatives are available to help patients apply for Medicaid, qualified health plans and sliding fee discounts. They can also assist with referrals to Medicare, Social Security, SSI, Veteran's Assistance and other programs.

Fees

Fees are charged for most services offered by SIHB. The fees/charges will depend on the nature of your visit and the specific services provided. We accept Medicaid, Medicare and most private insurance. Discounts on fees are available on a sliding scale based on your family size and income. To determine your eligibility for discounted fees you must complete a Financial Discount form and provide verification of income and family size. You can receive a copy of your charges from our Patient Accounts department.

American Indian and Alaska Native (AI/AN) patients may qualify for additional charge reductions if they meet the following eligibility requirements:

- Provide documentation of AI/AN affiliation, and
- Complete an annual Financial Discount form.

NOTE: Pharmacy minimum fee, dental lab procedures and services covered by other insurance are excluded.

WIC Program/Nutrition/Perinatal Services

The Women, Infants, and Children (WIC) Supplemental Nutrition Program at SIHB provides nutritious foods, nutrition education, breastfeeding support, healthcare referrals and community program information to pregnant women, breastfeeding and postpartum women, infants, and children up to age 5. Please dial (206) 324-8590 ext. 2644 for appointments.

Perinatal Services support pregnant, breastfeeding and postpartum women with outreach services such as referrals to housing, child care, transportation, drug/alcohol assessment, and parenting classes. Perinatal Services also provides a weekly, free, nutritious, homemade meal each Thursday from 12:30 - 3:00 pm. Please call ext. 2809 to speak with a Perinatal Outreach Specialist.

Classes offered:

- Birth and Baby Wisdom Circle - Childbirth preparation on the second Thursday of each month from 10:00 am -12:30 pm.
- Breastfeeding Class - The fourth Thursday of each month from 11:00 am - 12:00 pm.

Veterans and Veterans Family Program

Our Veterans and Veterans Family Program offers services for those who have served in the military and/or for their family members.

Our services include:

- Care management
- Mental health screening
- Counseling and follow-up support
- Resource information and referrals



Traditional Indian medicine consultation and referral support groups services are available by appointment at ext: 2806.

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, please call our scheduling team at ext. 2511 for assistance. They will advise our dental staff, who will assess the situation. Dental services include:

- Full Dental exams
- Restorations (fillings)
- Endodontic (root canals)
- Crowns (partial payment required)
- Oral surgery (extractions)
- Fluoride treatment and sealants
- Limited periodontics (gum work)
- Oral hygiene (preventative cleaning)
- Scaling/polishing (deep cleaning)
- Dental health education



Pharmacy Services

Prescriptions from SIHB providers can be filled at our pharmacy. The SIHB pharmacy is unable to fill prescriptions from outside providers. If you need a medication refill, please call our pharmacy refill line at 206-324-8590 ext. 2621, 72 hours in advance.

Traditional Health Services

Our Traditional Health Program staff work with all service departments of SIHB to assess, consult, provide and/or refer to other traditional practitioners for traditional Indian medicine services. Please let your provider know if you would like to access these services, or call (206) 324-9360 ext. 2114 to discuss your needs with our Traditional Health Director.

Payments

Payment for prescriptions are required at the time of pick up. Payment for other medical/dental services may be made at the time of your visit or when you receive your bill by mail. The Patient Accounts team (ext. 1119) can assist you with making payment arrangements. Payments by cash, check, money order or debit/credit card can be made at the pharmacy window, at Patient Accounts, by phone, or by mail. Please do not send cash through the mail. *NOTE: A \$30 fee will be charged for checks returned for insufficient funds.*

Payments can be mailed to:

Seattle Indian Health Board
Attention: Finance
611 - 12th Ave South
Seattle, WA 98144



Referrals

Your provider may need to refer you to an outside provider or hospital for specialty care we do not provide. If you are on a managed care plan **it is important that you select SIHB as your primary care provider.** If you are assigned to another clinic or provider, we cannot refer you to specialty care; only your assigned provider can refer you. Please be aware that you may be responsible for payment to the outside provider. If you have any questions about a referral, please contact your provider, nurse or our referral team at ext. 2613.

Interpretation Services

Seattle Indian Health Board provides interpreter services for patients who need assistance, which includes EASL. We ask that when making an appointment, you request this service from our scheduling team immediately. Please provide at least a 24-hour notice. Also, note that we will do our best to accommodate same-day appointments, but it may not always be possible to order an interpreter on short notice. You may be charged a fee

for one (1) hour of interpreter service for a missed appointment that SIHB has scheduled on your behalf. *NOTE: Please be aware that not all languages can be accommodated.*

Accommodations

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

Patient Records/ Health Information Department

If you request to have your health records sent to another provider, you will need to complete a Release of Information form. Health Information Department staff can assist you in filling out the form. Requests for copies of records generally require a two-week notice. If you want copies of your records, there may be a charge based on the Uniform Health Care Information Act.

HEALTH CARE 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 preferred provider. If you don't have a regular clinic provider, a nurse can assist you in selecting one. You can make an appointment by calling (206) 324-9360 ext. 2511.

Our medical clinic provides family health care for patients of all ages.

Medical services include:

- Adult health exams and immunizations
- Women's health exams and screening test
- Prenatal care, delivery, childbirth education and postpartum care
- Family planning and counseling
- Well-child exams, immunizations and screening tests
- School, camp and sports physical exams
- Chronic disease diagnosis and treatment
- Care for minor and acute illnesses
- Hepatitis C treatment
- PrEP treatment
- Sexually transmitted disease diagnosis and treatment, HIV confidential testing
- Addictive medicines treatment/medication assisted treatment
- Behavioral health integration into primary care
- Culturally appropriate trauma informed care
- Behavioral health/substance abuse, brief interventions
- Nutrition counseling
- Comprehensive diabetes care
- In-house laboratory testing

