

Should I Go to the Emergency Room?

-Is this a condition which requires immediate medical attention?

-Should I take my child to the emergency room tonight, or should I wait and see a doctor tomorrow?

-Is there anything I can do at home before deciding whether to go to the emergency room?

These and other questions probably run through your head when you're trying to decide whether or not to go to a hospital emergency room. And, if you're like me, you want relief **FAST!** Especially if your baby or toddler is ill. Did you ever wish you could just pick up the telephone and ask a doctor whether the condition is one which should be handled in an emergency room, or can it wait until the doctor's office is open?

Now Siletz CHS patients can call a doctor with these and other questions about emergency medical care. Of course, there are emergencies such as auto accidents, cuts, broken bones, etc. which leave no doubt that you should go to the hospital. This service is designed for those **OTHER** emergencies, the type of emergency which may be handled in a considerably less expensive doctor's office.

If you have a question about whether you need emergency medical attention and are an enrolled Siletz CHS patient, please call the appropriate telephone number below and state that you are seeking **ER Gatekeeper services**.

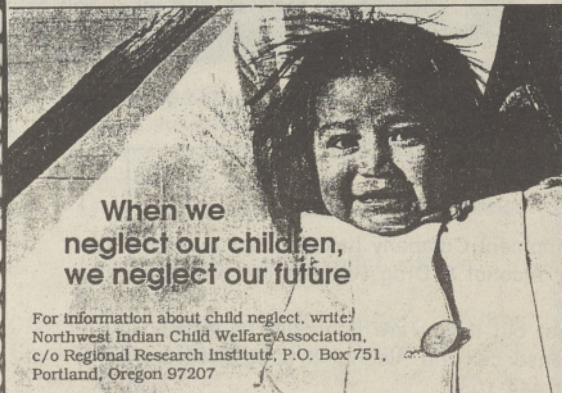
After regular business hours, on weekends or holidays only, please call:

ADULTS: (503) 265-1932
CHILDREN: (503) 265-5362

After regular office hours, and on weekends or holidays, your call will be answered by an answering service. The operator will take your name and telephone number, then contact the physician who is on-call.

Calls regarding children will be answered by either Dr. Stephen Burns or Dr. Margaret Miller. Calls regarding adults will be answered by either Dr. David Long, Dr. Helen LeVann, or Dr. Ashley Forsyth.

On weekends, if possible, please call at or before 10:00 a.m. and keep your telephone line free if you're expecting a return call from the doctor.



When we neglect our children, we neglect our future

For information about child neglect, write:
Northwest Indian Child Welfare Association,
c/o Regional Research Institute, P.O. Box 751,
Portland, Oregon 97207

CHS Modifies Emergency Room Payments

Submitted by: Shannon Case, CHS Supervisor

Recognizing the ever increasing cost of medical care, the CHS Quality Assurance Committee has been regularly reviewing all emergency room visits. A policy will be reviewed at the next Tribal Council meeting which will enable CHS to not pay for non-emergent care obtained in an emergency room after May 1, 1992.

We recognize that our members are not always in a position to determine whether or not to use the emergency room or wait to see their regular doctor. In order to help our tribal members avoid having to pay for care denied by CHS, we will be offering 24 hour gatekeeping services by physicians.

To reach a physician Monday through Friday between 8:00 a.m. and 5:00 p.m. you should call the Siletz Community Health Clinic at 444-1030, or 1-800-648-0449 and request "E.R. gatekeeping services". After hours you may call the following numbers: ADULTS 265-1932, CHILDREN 265-5362. The doctor on the phone will talk to you about what your symptoms are and help you to decide whether you need to go to the Emergency Department or whether your problem can wait.

The CHS committee will be using gatekeeper information to help determine whether Emergency Care should be paid for or not.

Please remember, we are enforcing the policy, effective MAY 1, 1992: ALL emergency room use will be monitored on a case by case basis and will be reviewed by a gatekeeper physician before payment is made. You will no longer receive an authorization number when you report your visit but you will be required to use the proper procedures. Enforcement of this policy will help keep unnecessary and expensive use of the Emergency Room down and provide Contract Health Services dollars for other needed care.

Please remember, in a true emergency don't hesitate to seek emergency medical care.

Positive Indian Parenting

The Indian Child Welfare Program is sponsoring Positive Indian Parenting classes. What is Positive Indian Parenting? Well, it is designed to provide a brief, practical, culturally-specific training program for Indian parents. Also, Gregory Bodenheimer's "Back In Control" method will be incorporated into the sessions.

Our first program will begin on June 17th. We anticipate concluding by August 26th. There will be eight sessions, once a week, and they will last about two hours. Childcare will be provided, so come and join us. We need your input.

For more information, or to register for classes, contact Kristi Martin-Bayya or Lisa Norton at 444-1030 (1-800-648-0449). Class space is limited.



Change in Coverage for Siletz Contract Health Patients

Beginning May 1, 1992, all ER billings to CHS and documentation of care will be reviewed. Those visits determined by the physician to be non-emergent will not be paid by CHS and the patient will be responsible for the charges.

In order to assist our Tribal Members, we offer 24 hour physician "gatekeeper" services. The service provides a physician for our members to speak with to determine up front if the emergency room is the appropriate level of care required.

Clinic Hours

The Clinic is open on the following schedule:

Monday	9 a.m. - 5 p.m.
Tuesday	9 a.m. - Noon
Wednesday	9 a.m. - 5 p.m.
Thursday	9 a.m. - 5 p.m.
Friday	9 a.m. - 5 p.m.

Pharmacy Hours

The Pharmacy is open Monday through Friday, 9:00 a.m. to 5:00 p.m.

Dental Services

By appointment only, please call 444-1042.

News Siletz Tribal Health



Judy Muschamp, Health Director
CHS Health Clerks:
1-800-628-5720
444-1236

Shannon Case
Dorene Jay
Mary Brown

