

Congratulations to Christopher Dickie who married Tara Elkins on Nov. 21, 2009.

They were married in Batesville, Arkansas, and enjoyed a honeymoon on the Grand Bahama Island.

Tara teaches math and history at the middle school and receives her master's in December. Christopher attends Lyons College for accounting and tutors math.



Happy 9th Birthday
to an awesome son
and big brother

Kaleb Reid

Love, Mom, Dad and Orrin.

USDA Distribution

~Salem~

Dec. 15: 10:30 a.m. to 7 p.m.

Dec. 16: 10:30 a.m. to 7 p.m.

Dec. 17: 8 a.m. to 3 p.m.

If you need assistance, call Joyce Retherford at 1-800-922-1399, ext. 1393, or call direct at 541-444-8393.

Happy Birthday

Janice (Dec. 17)

Love, your family!

Happy 5th Birthday

Mason

Dec. 30

We love you!

Mom, Dad & Moses



Recycle center moves

The Recycle Center has been moved temporarily to 9675 Grand Ronde Road. (The Curl Property next to Procurement). We will leave it open every day, as long as there isn't any personal garbage or other materials (couches, mattresses, etc.) dumped there. For more information, contact Tribal Facilities Manager Michael J. Larsen at 503-879-2407. ■

JOB OPPORTUNITIES

INTERNAL OPENINGS

- **College Intern**
(part-time)
Youth Education
Grade: 3
Closing date: Dec. 21

EXTERNAL OPENINGS

- **Caregiver**
(on-call)
Adult Foster Care
Grade: 5
Opened until filled

Drug-Free Workplace Policy
■ Effective January 1, 2004, all employees are subject to random drug and/or alcohol testing.
■ All pre-employment offers.
■ When there is reasonable suspicion.
■ Post accident.

Internal applicants are

1. Current Regular Employee, past their six-month Introductory period, receiving at least a "meets expectations" on most recent performance evaluation and not under disciplinary action or performance improvement within the previous six months,
2. Grand Ronde Tribal members
3. Spouse of a Grand Ronde Tribal member or
4. Parent or legal guardian of Grand Ronde Tribal member children

Internal recruitment

For those individuals meeting minimum qualifications an interview will be given in the following ranking order:

1. Grand Ronde Tribal members
 - a) Qualified Grand Ronde Tribal members who show they meet the minimum qualifications of the position during the course of the interview process will be given first consideration for hire and the recruitment process will end
2. Tribal member spouses, parents and/or legal guardians of Grand Ronde Tribal member children
3. Current regular employees

For a detailed job description, please contact the Tribe's job line at 503-879-2257 or 1-877-TRIBEGR.

www.grandronde.org

New pharmacy line instructions

By Julie Davis

Tribal Pharmacy director

In early November, the Tribal Pharmacy instituted an Integrated Voice Response (IVR) phone system.

The new phone system is designed to more efficiently handle all of our clients needs and free up our staff to spend more time processing prescriptions and offering quality customer service to the patients within the clinic.

Previous to this, pharmacy staff was spending many hours retrieving messages from the refill line and answering phone calls that could be handled with an automated response.

It is not unusual for the pharmacy to receive more than 100 messages on a daily basis; the time spent retrieving those messages contributed to longer wait times for patients as well as more chance of errors from the many interruptions.

The IVR also works 24/7, so while the pharmacy may be closed you can electronically enter your prescription during the off hours and our computer system will automatically fill the prescription and be waiting for the pharmacy staff to count out when they return.

We also are hopeful that in the future the IVR will automatically call patients when their prescription is ready for pick-up, or when a patient has forgotten to pick up their prescription after a certain amount of time.

We realize this is a major change from past pharmacy operations and will take some time to adjust to. However, the benefits for you, our patients, and for the Tribe as a whole are great.

Two of the biggest advantages to the new system are that it allows our staff to fill your prescriptions in a timelier manner with fewer interruptions and thus less chance of error. Secondly, it saves the Tribe dollars by using less staff to do more work.

Please find below an explanation on how to use the IVR and what the expectation is when a particular button is pressed.

When you call the pharmacy (503-879-2342), you will first have four choices:

If you:

- Press 1: This will transfer you to the pharmacy IVR system. This system is used for refilling prescriptions, for providers to leave new prescriptions, to find out if your prescription is ready, to speak to a pharmacist or pharmacy staff member, or to listen to the pharmacy address and other contact information.

- Press 2: This will transfer you to a voice mail in which you can leave messages for the pharmacy staff. This number does not ring into the pharmacy; you only have the option of leaving a message. All messages received are returned on that business day, unless the pharmacy is closed. If you want to speak directly to a pharmacy staff member, you need to go through the pharmacy IVR.

- Press 3: This will transfer you to the Pharmacy director's office. The pharmacy staff does not have access to this phone, so if you are trying to speak with someone in the pharmacy this line will not always be answered immediately, you should use the pharmacy IVR system to reach a member of the pharmacy staff. Again any messages left on this line will be returned.

- Press 4: This will give you the pharmacy e-mail address and fax information.

If you pressed 1 from the main menu and have now reached the IVR during normal business hours, you will have the following 8 choices:

If you:

- Press 1: If you know your prescription number(s), the IVR will ask you to press those numbers into your phone. It will then ask you to leave your phone number in case we need to call you back, and will ask you to verify if you want your prescription mailed or if you are going to pick it up. The system also will allow you to attach a voice message to your request if you need to explain something to the pharmacy staff about your refill request. When you have completed all the steps, the IVR will give you a completion time for your prescription(s). This completion time is based on your prescription having refills left on it. It is always wise to call back before coming in to verify your prescription is definitely ready.

- Press 2: If you do not know your prescription number, but you do need a refill. This will transfer you to a voice mailbox in which you can leave all your information. This would be similar to the old refill line.

- Press 3: This option is for provider offices only.

- Press 4: If you need to speak with a pharmacist for medication concerns, side effects, etc. This line is not for prescription refills or to speak to a general pharmacy staff member.

- Press 5: If you had requested a refill through the IVR (by pressing 1) you can press 5 and, using the prescription number you previously used, the system will automatically let you know if your prescription is ready. If you used any other option except pressing 1, this will not let you know if your prescription is ready; instead you would need to press option 0 to speak with a member of the pharmacy staff.

- Press 6: This option will give you the pharmacy operating hours and address.

- Press 7: This will transfer you to a voice mailbox to leave a message for the pharmacy staff. Again all messages received will be returned that business day as long as the pharmacy is open.

- Press 0: This will transfer you to a pharmacy staff member. The pharmacy has several lines available. However, if they are all being used it is possible you will get a voice mailbox. Please leave a message so we can call you back.

If you pressed 1 from the main menu and have now reached the IVR after normal business hours, you will have the following five choices:

- Press 1: same as above;

- Press 2: same as above;

- Press 3: same as above;

- Press 4: This will transfer you to a voice mailbox in which you can leave a message for the pharmacy staff. The staff will respond to your message the following business day;

- Press 5: If you have an after-hour emergency, this will transfer you to our on call service, or you may call them directly after hours at 503-879-2002. ■