

**NOTICE — Monthly Tribal Council Wednesday Meetings**

DATE	TIME
Wednesday, March 7.....	5 p.m.
Wednesday, March 21.....	5 p.m.

*Please note that these times and dates are subject to change if needed.*

## Grand Ronde Health and Wellness Center institutes Broken Appointment Policy

In an effort to make medical services more efficient, the Grand Ronde Health and Wellness Center (H&WC) has approved and instituted a broken appointment policy for medically-related appointments at the H&WC. To qualify as a broken appointment a patient must either not show up for their appointment, show up more than 10 minutes late or give less than 24 hours notice of cancellation. When any of these events occur, the patient is notified in writing. After the third broken appointment in a six-month time frame, the patient will not be allowed to schedule routine appointments. However, they will be offered a "sit and wait appointment" — the chance to sit and wait for an opening with a provider. This probationary period will last for six (6) months. The H&WC has a process for reminding patients of appointments and strives to notify patients of appointments the day before.

The broken appointment policy is very important as broken or missed appointments create unused time in a provider's schedule, which is inefficient financially and leads to barriers to accessing care. Ultimately, a broken appointment policy exists to improve access to care for all patients and is critical to providing responsive, cost-effective health services. ■

## Letters

### Dear Smoke Signals:

Not long ago, I had an encounter of the worst kind with a Tribal employee who denied me my rights to freedom of choice, performed unauthorized procedures and a couple other things.

During this period, I received very little help from people in the position to rectify this situation. I subsequently turned to an outside source for help in this matter and finally got some results.

Yesterday in the mail, I got a letter stating that the individual responsible for all the pain, suffering and mental health problems this ordeal has cost my wife and myself was way out of line. Now I have the proof in black and white that this individual was totally and unacceptably wrong in everything he did to me. This information came in the form of a formal reprimand from a state board against the employee who works for our Tribe. By the way, I am banned from going there to receive any more work.

Anyone wanting a copy of this letter can contact me at lvymustang@yahoo.com. It's high time the Tribal community knows the truth about the people who work for the Tribe.

**Rod Smith**  
Roll #770

## Elders' garage sale seeking donations

Tribal Elders are regularly seeking donations for fundraising garage sales. To donate an item or items, contact Tribal Elders Linda Brandon at 971-267-0918 or Duane Wheeler at 541-992-3254. ■



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## General Council meeting

Sunday, March 4 — 11 a.m.

Tribal Community Center

## Smoke Signals

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DEADLINE DATE	ISSUE DATE
Monday, March 5.....	March 15
Tuesday, March 20.....	April 1
Thursday, April 5.....	April 15

## Editorial Policy

**SMOKE SIGNALS**, a publication of the Confederated Tribes of the Grand Ronde Community of Oregon, is published twice a month. No portion of this publication may be reprinted without permission.

Our editorial policy is intended to encourage input from Tribal members and readers about stories printed in the Tribal newspaper. However, all letters received must be signed by the author, an address must be given and a phone number or e-mail address must be included for verification purposes. Full addresses and phone numbers will not be published unless requested.

**SMOKE SIGNALS** reserves the right to edit letters and to refuse letters that are determined to contain libelous statements or personal attacks on individuals, staff, Tribal administration or Tribal Council. Not all letters are guaranteed publication upon submission. Letters to the editor are the opinions and views of the writer. Published letters do not necessarily reflect the opinions of **SMOKE SIGNALS**, Tribal staff, Tribal administration or Tribal Council.

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## 2012 Tribal Council

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