



HEALTH & WELLNESS NEWS

Health & Wellness Center Patient Portal

Partner with your medical provider for better health with our new Patient Portal!

- Correspond with your physician or practice online via our secure portal;
- View, download or share your personal health record, including medications, immunizations and test results;
- Obtain 24/7 access to important health and educational information;
- Maintain account data including user name, password and access privileges;
- Receive notices to your personal e-mail account when there is important information awaiting you.

Contact Kayla Leno or Amber Yates at the Grand Ronde Health and Wellness Center to set up your own Patient Portal account at 503-879-2096/1325 or 800-775-0095.

SEEKING INFORMATION!

We are looking for information from Tribal members concerning services you may need, but currently ARE NOT receiving.

We are specifically asking about:

- Hearing aids;
- Additional funding for orthodontics (braces);
- Glasses;
- Dental services;
- Lasik eye surgery.

We will be gathering this information for a few months, so if you are aware of family members or friends who are enrolled Grand Ronde Tribal members who need these services, please contact PRC staff at:

- Tauni McCammon – 503-879-1406
- Erica Mercier – 503-879-2080
- Melody Baker – 503-879-2011
- Tresa Mercier – 503-879-2008

This applies to all enrolled Grand Ronde Tribal members, regardless of where they reside.

Urgent care changing

Effective Monday, April 6, the Grand Ronde Health and Wellness Center changed the same day appointment process to improve access to care for those who have urgent needs.

Every day there will be a designated provider who will see only patients needing urgent care. The no appointment necessary care will be provided on a first-come, first-served basis for those with urgent/acute needs.

Examples of urgent/acute needs include lacerations, strains, sprains, ear infections, bladder infections, sore throats, cold/flu, cough, rashes/allergic reactions, pink eye, pregnancy tests, sexually transmitted diseases, lice, abdominal pain, shortness of breath and chest pain.

Medication refills are not urgent/acute, but a limited (not more than 14 days) supply may be given to hold a patient until their scheduled appointment with their primary care provider. The appointment will be scheduled before the patient leaves the Health and Wellness Center.

Narcotic medication refills will ONLY be done through a patient's primary care provider during a scheduled visit. Urgent care will NOT refill any controlled substance.

All patients arriving at the Health and Wellness Center will need to check in at registration and be screened by a registered nurse. The patient will be asked to fill out a form describing the symptoms he or she would like to be treated for in urgent care. This will assist triage staff in providing the best care that day. After the patient has filled out the questionnaire and visited the triage nurse, he or she will be:

- Put into an urgent care doctor's schedule, or
- Scheduled for an appointment with a primary care provider (PCP) or
- Referred to the appropriate level of care/emergency room.

Patients arriving with chronic problems/issues will be scheduled for an appointment with their primary care provider after being screened by the nurse.

Urgent Care hours: 8 to 11 a.m. and 1 to 4 p.m. Monday, Tuesday, Wednesday and Friday, and 9:30 to 11 a.m. and 1 to 4 p.m. Thursday.

Our goal is to see everyone who presents during these hours. However, based on the number of patients that present, staff may have to redirect some to the most appropriate resource after being screened by our nurse.

This change is expected to increase efficiency and improve access for patients. Staff will monitor the progress of this new system and will make any necessary modifications to improve patient flow. Feedback would be appreciated. Masi.

Health & Wellness Center urges having a primary care provider

By Dr. Lance Loberg

Medical Director

We are encouraging everyone who comes to the Grand Ronde Health and Wellness Center for ongoing care to become established with one of our five providers as your primary care provider (PCP).

Why should you have a regular PCP? Put simply, having a primary care provider will keep you healthier.

Researchers at the Journal of Health Affairs found that patients with a PCP have better management of chronic diseases, lower overall health care costs and a higher level of satisfaction with their health care.

Primary care providers are trained in treating the entire person — physically, mentally and emotionally. Unlike providers who specialize in treating one particular organ or disease, PCPs not only diagnose and treat acute and chronic illnesses like the flu and high blood pressure, but they also provide routine health screenings and counseling on lifestyle changes in an effort to prevent diseases from developing in the first place.

Being established with a PCP will

save time in the future because your health history, medications and allergies will be documented in the electronic health record for the health team. When you do become sick, we will have the information to coordinate your care and get you in with your PCP. And, when your PCP is not available, one of the other providers will have a current health record to treat you for your acute care needs.

PCPs help to coordinate care in one place. When you do need specialty care, your PCP will refer you and keep track of your care with them. Your PCP becomes responsible for follow-up of any lab or X-ray tests and keeping you informed of the results. Getting established with a PCP can prevent future illnesses through regular preventive care including: physical exams, immunizations, cancer screenings, education on lifestyle issues, and depression and infection screenings, depending on risk factors.

I encourage everyone to have a designated PCP. Having a relationship with one of our providers who can collaborate with you to optimize your health is our goal. ■

Health and Wellness Center Behavioral Health Program

We provide:

- Alcohol & chemical dependency assessment and treatment;
- Referrals to inpatient treatment programs;
- Group counseling;
- Family counseling;
- Individual therapy;
- Relapse prevention;
- Youth alcohol and drug treatment;
- DUI diversion;
- Medication management.

Our program is licensed by the state of Oregon.

The Behavioral Health Program operates a Women's Transitional Living Center for Native American females who are in recovery.

Our goal is to provide exceptional services to our clients and feedback is welcome.

Please call 503-879-2026 for an appointment or questions about our services. We look forward to hearing from you.

Don't get caught without your medication

Grand Ronde Health & Wellness Center Pharmacy hours:
8:30 a.m. to 5:30 p.m.; closed 12:30 to 1:30 p.m. Monday, Tuesday, Wednesday and Friday.
9:30 a.m. to 5:30 p.m.; closed 12:30 to 1:30 p.m. Thursday.
REFILL LINE: 503-879-2342

WALK-IN DENTAL APPOINTMENTS FOR KIDS <6

NO APPOINTMENT NECESSARY FOR DENTAL CHECK-UPS FOR KIDS 5 AND UNDER WHO ARE ELIGIBLE TO BE SEEN AT THE TRIBAL CLINIC. JUST COME ON IN!

We will check your child's teeth during any of our clinic hours without an appointment. Dental check-ups are recommended beginning with the first tooth!

Confederated Tribes of Grand Ronde Dental Clinic
Phone 503-879-2020
Hours: Mon, Tues, Wed, Fri 8:00–5:00; Thur 9:30-5:30

