



HEALTH & WELLNESS NEWS

Broken Appointment Policy for Health & Wellness Center

Recently, my daughter received a letter and a copy of a signed document stating she had reviewed the Grand Ronde Health & Wellness Center Broken Appointment Policy.

The letter politely stated that she had two broken appointments, and if she received one more in 12 months she wouldn't be able to schedule a regular appointment for four months or something to that effect.

Naturally, I was really annoyed because I called the morning of the appointment before 8 a.m. and left a message to cancel her appointment because she started a new job and forgot about her dental appointment. My message about cancelling the appointment didn't count because I didn't call 24 hours before her appointment. Needless to say, she received a broken appointment warning letter.

Instead of causing a scene about the broken appointment letter, I thought I would take the opportunity to provide information to the membership and patients about the Health & Wellness Center's Broken Appointment Policy. Here you go.

PURPOSE: Broken or missed appointments create a barrier to accessing timely care for our patients. This policy allows the Health & Wellness Center to maximize our patient's access to care by specifying the patient's responsibilities in regards to broken appointments.

POLICY: It is the responsibility of each patient to keep scheduled appointments or to notify the GRHWC of his or her inability to keep a scheduled appointment at least 24 hours in advance.

PROCEDURE

A. Broken Appointment Definitions:

1. Patient fails to keep a scheduled appointment.
2. Patient shows up more than 10 minutes late.
3. Patient fails to give 24-hour cancellation notice.

B. Consequences:

After the third broken appointment in a 12-month period, the patient will not be allowed to schedule routine care appointments. However, patients will be offered a same day sit-and-wait appointment without a guarantee that a time slot will become available, and they will be allowed to utilize emergency hours for any dental emergencies. This probationary period will last for four months.

The clinic strives to notify patients of appointments the day before. This is a courtesy; if the call is not received it is not an acceptable excuse for missing an appointment.

After each broken appointment, the Provider Team will evaluate the appropriate action and notify the patient. The notification should be in writing, with the dates of any missed appointments within the past 12 months listed. It is the responsibility of the Provider Team to evaluate and document any action in the medical record.

When the third broken appointment occurs within a 12-month time frame, the Provider Team will notify patient registration and have an alert added to the record indicating the date the patient may resume routine scheduling. Schedulers are to review alerts before scheduling.

The policy was put in place clinic-wide in December 2014 to ensure that patients are able to get in to see their providers in a timely manner.

Don't be like me. Call and cancel your appointments at least 24 hours in advance, if at all possible.

~ Tresa Mercier

Purchased/Referred Care staff attending ceremony

The Purchased/Referral Care staff will be out of the office beginning at 11 a.m. Friday, June 19, and returning at 8 a.m. Monday, June 22.

Staff members will be attending the Indian Health Service Portland Director's Recognition of Excellence ceremony. Tribal Purchase/Referral Care Specialist Tauni McCammon will be honored for her excellence in providing services to the Tribal membership at the Grand Ronde Health & Wellness Center.

Good job Tauni!

Grand Ronde Health & Wellness Center Lab/X-ray hours

Monday, Tuesday, Wednesday & Friday:

8:30 a.m. to 5:15 p.m. – closed 12:30-1:30 p.m.

Thursday: 9:30 a.m. to 5:15 p.m. – closed 12:30-1:30 p.m.

Grand Ronde Health & Wellness announces dental performance measures

In an effort to improve the oral health of patients receiving care from the Grand Ronde Health & Wellness Center Dental Program, you can expect to see:

- During Well Child Checks at the medical clinic, dental will be available to conduct a brief screening for decay and provide toothpaste and an age-appropriate toothbrush. Be sure to stop by the Dental window to receive this service for your child.
- Home visits for home-based Head Start children. This will be done four times per child per year.
- Develop a curriculum for center-based Head Start that will cover dental topics and be presented on a monthly basis during "circle time." A letter will go home to parents about the topic presented so they may connect with their child about what they learned at Head Start.
- Visit Adult Foster Care lodges four times per year to screen for oral cancer, decay and check dentures.
- Conduct annual Give Kids A Smile Day at local elementary school where staff members provide screening, toothbrush cleaning and fluoride varnish.
- Open door visits for children 0-5 years of age.

For questions or more information, contact Sheila Blacketer in the Dental Clinic at 503-879-2020.

Grand Ronde Health & Wellness Center Dental hours

Emergency walk-in times:

Monday, Tuesday, Wednesday and Friday: 8-8:10 a.m.

Thursday: 9:30-9:40 a.m.

Scheduled appointments:

Monday, Tuesday, Wednesday and Friday: 8 a.m.-4:30 p.m.

Thursday: 9:30 a.m.-4:30 p.m.

For appointments and information, call 800-775-0095 or 503-879-2020.

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

Application Assister dates

Application assisters will be in attendance during the Family Night Out event on Thursday, June 18.

Application Assister Loretta Meneley provides outreach and education on the Oregon Health Plan and the Affordable Care Act. She also is available Monday through Friday at the Grand Ronde Health & Wellness Center and can be reached at 503-879-1359. ■

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

