



HEALTH & WELLNESS NEWS

Health & Wellness Center Closures for July

- Friday, July 1 – 1 to 5 p.m.
- Monday, July 4 – All day (Independence Day)
- Thursday, July 7 – 1 to 5 p.m. – All staff meeting

Grand Ronde Health & Wellness Pharmacy

Please be advised for:

Refill Requests

In order to best serve you, please note the following time requirements for refill requests:

(Valid) Refills remaining – 48-72 hours

No refills remaining – up to 7 days*

*this allows us time to coordinate and correct any needs that may exist for your refill

PLEASE LET US KNOW IF YOU WILL BE OUT BEFORE THIS TIME FRAME ON A MAINTENANCE MEDICATION SO THAT WE CAN BEST ACCOMMODATE YOUR NEEDS.

Thank you for allowing us to serve your prescriptions needs.

Sincerely,

Your Pharmacy staff

Dear Grand Ronde Pharmacy Mail Order Patients,

In order to best serve you please allow FIVE mail days before calling to check on the status of your regularly mailed prescriptions. When calling 503-879-2342, (option 1 then 5) the following is needed to best trace your package: Prescription number; Your name and approximate date of request will also be needed if you do not have your prescription number. Thank you for helping us provide you with quality patient care.

Sincerely,

Grand Ronde Pharmacy Staff

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.

Broken Appointment Policy for the Health & Wellness Center

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 regard to broken appointments.

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

PROCEDURE:

A. Broken Appointment Definitions:

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

B. Consequences:

After the third broken appointment in a 12-month time frame, 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 timeslot 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 will strive 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 clinicwide in December 2014 to ensure that patients are able to get in to see their providers in a timely manner. Call and cancel your appointments at least 24 hours in advance, if at all possible.

Health & Wellness Center Entrance

Reminder: The drive-through entrance at the Health & Wellness Center is for loading and unloading only. The entrance was built with our Elders and those with mobility issues and their ease of access in mind. If you are coming to the center to pick up prescriptions, please park in one of our regular parking spaces.

Thank you,

Grand Ronde Health & Wellness Center Administration

The importance of drinking water

Water helps your body:

- Keep your temperature normal;
- Lubricate and cushion joints;
- Protect your spinal cord and other sensitive tissues;
- Get rid of wastes.

Your body needs more water when you are:

- In hot climates;
- More physically active;
- Running a fever;
- Having diarrhea or vomiting.

Tips to add more water to your daily routine:

- Carry a water bottle for easy access when you are at work or running errands.
- Freeze some freezer-safe water bottles. Take one with you for ice cold water all day long.
- Choose water instead of sugar-sweetened beverages. This can also help with weight management. Substituting water for one 20-ounce sugar-sweetened soda will save you about 240 calories.
- Choose water when eating out. Generally, you will save money and reduce calories.
- Add a wedge of lime or lemon to your water. This can help improve the taste and help you drink more water than you usually do.

Important Skookum information

Letters have gone out seeking information and documentation on primary health insurance coverage to Tribal members who do not have other primary coverage information available in the Skookum Health Assistance Program (SHAP) information system. Requests for this information will continue on an annual basis.

If you have received a letter, please respond to the request or call with questions. **SHAP is not insurance.** It is a health assistance program and payer of last resort for members without primary health insurance coverage.

We realize this is an inconvenience, however, in order to make SHAP sustainable for generations to come, we need everyone's cooperation.

We appreciate and welcome your questions.

Thank you,

Tresa Mercier

Contact information:

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Certified Application assister
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