



HEALTH & WELLNESS NEWS

New Optometry hours at Health & Wellness Center

- 7:15 a.m. to 5:30 p.m. Monday, Tuesday, Wednesday and Friday
 - 9:15 a.m. to 5:30 p.m. Thursday
- Please call to schedule your appointment at 503-879-2079 or 800-775-0095.

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

- 8 a.m. to 5:15 p.m. Monday, Tuesday, Wednesday and Friday
- 9:15 a.m. to 5:15 p.m. Thursday

Massage at Health & Wellness Center

Mind, Body & Soul Therapeutic Massage started at the Health & Wellness Clinic one day a week on Aug. 25.

Remember: Appointments for massage are not managed by the Health & Wellness Center staff. To schedule an appointment, call 971-237-2561.

Skookum and Veterans Affairs clinic visits

It's important to remember that when you are seen for health care services at a Veterans Affairs' clinic that you do not list your Skookum Health Assistance Program (SHAP) as your insurance coverage. SHAP is NOT insurance and it can be difficult to coordinate payment for health care services received at the VA.

If you have questions, contact:

- Barbara Steere – 503-879-2487
- Melody Baker – 503-879-2011

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

Community Health Program

Medical Transport Services

Medical transportation services are available to Tribal members within the six-county service area when an alternate means of transportation is not available. Advance notice required.

Please call 503-879-2078 to schedule a reservation.



I've had blood work done at the Grand Ronde Health & Wellness Center: Now what?

When a patient has blood work done, how do they find out their results? Once the lab has the sample, the testing that can be performed on site will be completed and any testing to be done by a reference lab will be sent out. Testing performed here is typically completed the same day. However, it can take up to 24 hours for the provider to review results. Tests sent to a reference lab can take up to a week to get results back before the provider can review them. Staff will let you know if your tests are being conducted in our lab or being sent out to a reference lab.

Once testing is completed, a medical technologist will review the results and approve them. The results then will go the patient's electronic health record or be faxed to the ordering provider if they are not from Grand Ronde.

At this time, the ordering provider will review the results (usually within 24 hours) and determine if there is anything abnormal. If everything is normal, the usual procedure is for the provider to send a letter to the patient informing them that their results are OK. If there are abnormal results, most providers will contact a patient by telephone to either give them their results verbally, or request that they come in and go over the results in person.

If a patient wants to get a copy of their results, they can request a copy from the ordering provider, or after seven days, they can request a copy directly from the laboratory. This is done by completing a medical records release form before obtaining results.

If a patient wants another party to have a copy of their results, patients can fill out a medical records release form indicating where to send the results.

For radiology reports, the wait for a patient to obtain their results also is typically seven days, which is done by filling out the medical records release form. The delivery of results from the provider to the patient is the same as for lab results.

Important Skookum Health Assistance Program information

If you feel like you are not receiving services that you have requested through Skookum Health Assistance Program, please contact one of our team members right away.

We understand that coordinating services with alternate resources and navigating health care can be difficult.

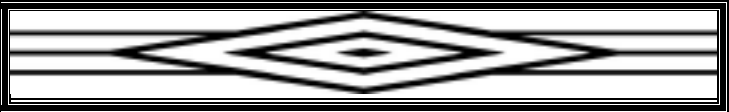
Please call:

- Barbara Steere, 503-879-2487
- Melody Baker, 503-879-2011
- Tauni McCammon, 503-879-1406
- Erica Mercier, 503-879-2080
- Tresa Mercier, 503-879-2008
- Or 1-800-775-0095

A healthy Tribal membership is our goal and we want everyone to feel like they are receiving quality, comprehensive health care services.

In the coming months, we will be working on a process for Tribal members to share issues, concerns, needs and wins. Yes, that's right, wins! We want to hear about the good things, too!

COMMUNITY EVENT IDEAS - SUBMISSION REQUEST



We Want To Hear From YOU:

The Grand Ronde Health and Wellness Center is dedicated to "Community Building!"- We will begin offering regular community activities and events that provide healthy exercise for the mind and body and that are fun for the entire family! After-all, laughter really is good medicine!

Please think of a creative, fun filled idea and if your submission is chosen for our 2017 activity calendar you will **WIN a PRIZE**.

To submit your idea by phone, Please call:
Activities/Wellness Promotion Coordinator at 503- 879-2078