



HEALTH & WELLNESS NEWS

Health & Wellness Center closures

- Friday, Nov. 11 – Veterans Day
- Tuesday, Nov. 22 – Restoration Day
- Wednesday, Nov. 23 – Tribal offices closed
- Thursday, Nov. 24 – Thanksgiving
- Friday, Nov. 25 – Tribal offices closed

The Health & Wellness Center will have additional urgent care providers available on Monday, Nov. 21, to meet patient needs.

Text message appointment reminders

Appointment reminders at the Grand Ronde Health & Wellness Center via text will be available soon.

After a recent Broken Appointment Survey conducted by the Health & Wellness Center, there was an overwhelming request for text message appointment reminders. In the coming weeks, we will begin collecting your preferred appointment reminder contact information for this new service.

We also will provide information on the survey results. We are grateful to everyone who participated in the survey. We look forward to improving access to care at the Health & Wellness Center.

Don't get caught without your medication

Grand Ronde Health & Wellness Center Pharmacy hours:
 8:30 a.m. to 5:30 p.m. and 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

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.

Medication reminders for November

It will be very important to plan ahead for your medication refills during the week of Nov. 21-25 since the Pharmacy will be closed four of the five days.

Please call if you have any questions to the Refill Line at 503-879-2342.

IMPORTANT SKOOKUM HEALTH ASSISTANCE PROGRAM INFORMATION

If you feel you like you are not receiving services you have requested through Skookum Health Assistance Program, please contact one of our SHAP 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 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!

New Optometry hours

- 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.

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

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.

