



HEALTH & WELLNESS NEWS

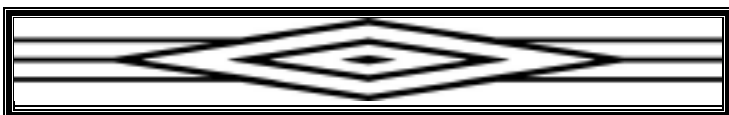
Grand Ronde Health & Wellness Center Walk-In Clinic

Frequently Asked Questions (FAQ)

“Walk-in” Clinic services are offered to registered patients Monday, Tuesday, Wednesday and Friday from 8 a.m. to noon and 1 to 5 p.m., and Thursday from 9:30 a.m. to noon and 1 to 5 p.m. We care about our patients and want to make sure you get the care you need when you need it. Below are answers to frequently asked questions.

- 1. What is a Walk-in Clinic?** A Walk-in Clinic offers care for acute conditions, such as minor injuries or illnesses. The Walk-in Clinic is here for your everyday health needs like allergies, colds and flu, pink eye and immunizations.
- 2. How does a Walk-in Clinic work?** Our Medical Clinic staff will work as a team to triage your medical needs. Stop by the Wellness Center during Walk-in Clinic times. Your needs will be evaluated by our Triage Team. Our staff includes licensed physicians, physician assistants, nurse practitioners, licensed nurses and certified medical assistants who have experience and training to care for acute illnesses.
- 3. Do I need an appointment?** Appointments will not be scheduled during Walk-in Clinic times. Services are available on a first-come, first-served basis. There will be times when you will have to wait to be seen. We will do our very best to keep you informed of wait times and take care of your needs.
- 4. Aren't you already a “walk-in” clinic?** Not exactly. The Health & Wellness Center's main focus is to provide primary care services, which means we offer care and management for illnesses that last for a period of time, such as heart disease, diabetes and others; as well as preventive care services. These types of appointments are generally scheduled ahead of time with the primary care provider.
- 5. Can I still be treated for chronic conditions in Walk-in Clinic? What about conditions that require ongoing care and monitoring?** The Walk-in Clinic does not take the place of your primary care provider. If you have been previously diagnosed with a chronic condition, you will be referred to your primary care provider for ongoing care. If you do not have a current primary care provider, we will assist you with the selection of one. Examples of chronic conditions include hypertension, diabetes, high blood pressure, depression/anxiety and chronic pain. You will be asked to schedule regular appointments with your primary care provider.
- 6. What kinds of conditions do you treat at a Walk-in Clinic?** We provide care for (minor) illnesses and injury such as the flu, strep throat, sprains and strains, and seasonal allergies. Our clinicians are trained to diagnose and prescribe medications as needed.
- 7. What is the difference between a Walk-in Clinic and going to the emergency room?** The Walk-in Clinic is for conditions that require prompt attention, but do not pose an immediate, serious threat to your health or life. In general, if your medical concern or symptoms are life-threatening, call 911 or go directly to a hospital emergency room.
- 8. What should I do if I think I have a severe illness or injury? Can I come in if I am having a medical emergency?** You should go to the nearest emergency department or call 911. We are not equipped to provide this level of care.
- 9. Who can use the Walk-in Clinic?** Any individual who has completed registration paperwork and a health history is welcome to receive walk-in care.
- 10. Do you treat all ages?** Yes, we do.
- 11. Does the Walk-in Clinic operate on a first-come, first-served basis?** Although we will generally operate on a first-come, first-served basis, we have a duty to triage patients according to the urgency of their medical needs and/or symptoms. We will make every effort to attend to your care needs as quickly as possible.
- 12. Who will I see?** The Health & Wellness Center is staffed by team of highly skilled, licensed clinicians who are trained to treat people for many common illnesses like strep throat, the flu and seasonal allergies. Our staff includes licensed physicians, physician assistants, nurse practitioners, licensed nurses and certified medical assistants who have experience and training to care for acute illnesses.
- 13. How late can I walk in and still be seen?** We will do our best to accommodate patients who arrive before 11:30 a.m. and 4:30 p.m. to be seen.
- 14. Will you refill my medication?** A temporary refill may be provided until you are seen by a primary care provider. We will assist you with scheduling an appointment with your primary care provider. We do not provide pain medication refills in walk-in clinic.
- 15. What kinds of tests can you perform?** We are equipped to draw blood, perform a complete physical, perform X-rays, and conduct an ECG test, drug test and many others. Please call first if you have questions about specific testing capabilities.
- 16. How long will I have to wait to be seen in a Walk-in Clinic?** The answer depends on the number of patients in the clinic. Visits for simple complaints can take as little as 20 minutes. Most visits are complete in less than an hour. However, since patients can walk-in to be seen on a first-come, first-served basis, occasionally you may experience longer than typical wait times. Staff members will make every effort to keep wait times to a minimum.
- 17. Do you provide gynecological exams?** We perform gynecological exams when appropriate. We do not offer preventive care Pap Smears in Walk-in Clinic.
- 18. Do you treat STDs at Walk-in Clinic?** Yes, we do.
- 19. What if I need additional or follow-up care after my visit?** Some conditions require follow-up. If your condition requires ongoing care, you will be referred to your primary care provider. Your Walk-In Clinic team will tell you if this is an option. We also have special guidelines for urgent and emergency situations.
- 20. What if the Provider cannot deal with my issue at the Walk-in Clinic?** If your issue falls outside of the scope of practice of your provider, he/she may refer you to your primary care provider or a specialist. Alternatively, if the provider feels your issue is urgent and needs immediate attention, you may be referred to the emergency department.

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

Applications Assister sets Portland date

Certified Applications Assister Loretta Meneley will be at the Portland area office, 4445 S.W. Barbur Blvd., from 10 a.m. to 2 p.m. Wednesday, July 26, to help Tribal members with medical information and applications.

For more information, contact Tribal Services Representative Lisa Archuleta at 503-879-1881 or lisa.archuleta@grandronde.org.

COMING SOON!!



IVR (Interactive Voice Recorder) changes are coming soon. Please listen carefully when calling into Pharmacy and remember to always have your Rx numbers ready.