

TANANA CHIEFS CONFERENCE

# Patient Handbook



122 First Ave • Fairbanks, AK 99701 • 907-452-8251 • 1-800-478-7822

# Welcome

*Tanana Chiefs Conference (TCC) Health Services developed this handbook to inform those we serve about the many services we provide. Because funding is limited and the cost of health care increases every year, we must use our health resources wisely. TCC Health Services serves Alaska Natives and American Indians living in Fairbanks and serves all the people living in the villages in Interior Alaska. TCC health care providers and staff want our services to be as easy to use and accessible as possible. We welcome comments regarding how services can be improved.*

*It is important to us that you are satisfied with the quality of care and services you receive while you are a patient at any of the TCC Health Services locations. TCC clinics regularly conduct patient satisfaction surveys. We appreciate any feedback you give us. This allows us to monitor the quality of service and care we are providing to you.*



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# Location and Services of TCC Health Services Facilities in Fairbanks

## Chief Peter John Building

122 First Avenue

- Behavioral Health Services – 4th Floor
  - Psychiatric assessment and medication monitoring
  - Crisis intervention
  - Adult individual and family therapy
  - Case management
- Hozelleeh Denh Lifestyle/Fitness Center – Basement
- Physical Therapy and Integrative Care – 1st Floor & Basement

## Al Ketzler Sr. Building

201 First Avenue

- Behavioral Health
  - Addiction services
  - ASAM assessments
  - Individual or group therapy

## Davis Road Building

2175 University Avenue

- Primary care teams case management
- Behavioral Health
  - Psychiatric assessment and medication monitoring
  - Crisis intervention
  - Adult individual and family therapy
  - Case management

## Bertha Moses Patient Hostel

1321 17th Avenue

## Paul Williams House

117 1st Avenue

## Housing First Program

1521 Cushman Street

## Willow House Medical Hotel

1534 Lacey Street

## Chief Andrew Isaac Health Center (Building A)

1717 West Cowles Street

### First Floor

- Admissions & Registration
- Alternate Resources
- ANMC Specialty Clinics
- Audiology
- Café – Moose's Brew

- Diabetes Clinic
- Health Information Management
- Lab
- Osteopathic Manipulation Therapy
- Patient Experience
- Pharmacy
- Primary Care Teams
  - Behavioral Health Consultants
  - Family Medicine
  - Immunizations
  - Internal Medicine
  - Pediatrics
  - Social Service Coordinators
  - Women's Health
- Security
- Women, Infants and Children (WIC)

### Second Floor

- Cashier
- Dental Clinic
- Eye Clinic
- Lactation Room
- Patient Travel

## Chief Andrew Isaac Health Center (Building B)

1717 West Cowles Street

### First Floor

- Admissions & Registration
- Cultural Gallery
- Meditation Room
- Patient Experience
- Radiology Services
  - CT
  - DEXA Scan
  - Mammography
  - Ultrasound
  - X-ray
- Security
- Urgent Care

### Second Floor

- ANMC Specialty Clinics
- Outpatient General Surgery
- Outpatient Orthopedic Clinic

## TCC Regional Health Board Responsibilities

The eight members of the Health Board are elected to three-year terms by the TCC membership at the Annual Full Board of Directors meeting in March. Each board member represents a Tanana Chiefs Conference sub-region. The Health Board reviews all health-related issues, as well as policies, prior to formal review and approval by the TCC Executive Board. The Health Board meets quarterly. You can contact your sub-regional board member and ask him or her to bring your concerns to the meetings.

### TCC Regional Health Board Members:

#### **Andrew Jimmie, President**

Representing:  
Yukon-Tanana  
PO Box 58006  
Minto, AK 99758  
(907) 798-7292

#### **Walter Stickman Sr.**

Representing:  
Yukon-Koyukuk  
PO Box 65047  
Nulato, AK 99765  
(907) 898-2215

#### **Curtis Sommer**

Representing:  
Tanana  
PO Box 150  
Tanana, AK 99777  
(907) 366-7170

#### **Tamara Roberts**

Representing:  
Kuskokwim  
PO Box 9126  
Nikolai, AK 99691  
(907) 293-2040

#### **Jessica Black**

Representing:  
Fairbanks Native Association  
Contact FNA Office  
(907) 452-1648

#### **Mary Hugo**

Representing:  
Anaktuvuk Pass  
Contact AKP Office  
(907) 661-2575

#### **Sylvia Pitka**

Representing:  
Upper Tanana  
PO Box 432  
Northway, AK 99764  
(907)750-6669

#### **Patricia Salmon**

Representing:  
Yukon Flats  
PO Box 13  
Chalkyitsik AK 99788  
(907)712-4201

## Quality Management

The mission of the Quality Management (QM) department is to ensure that qualified personnel deliver state-of-the-art care and services and that quality care is evident in all services provided to those we serve. TCC Health Services supports the QM department in our mission:

*Tanana Chiefs Conference Health Services seeks to develop a system to deliver health care that is grounded in the diverse cultures and values of each community we serve. We will provide accessible patient-centered systems that promote safe, timely, effective, efficient and equitable care that is sustainable. Our goal is that Tanana Chiefs Conference Health Services will become the provider and employer of choice in the Alaska health care system.*

### QM Objectives

The objectives of the Quality Management department are to:

1. Monitor patient care standards, identify and track outcome measures through the use of internal and external benchmarking; identify problems; identify, implement and evaluate resolutions.
2. Maintain and improve the delivery of quality health care through identification of opportunities for improvement.
3. Actively seek input from those we serve to identify their needs and solicit their feedback on services provided.
4. Provide guidance through the process of obtaining and maintaining accreditation by nationally recognized accreditation agencies (such as the Accreditation Association for Ambulatory Health Care (AAAHC), Commission for Accreditation of Rehabilitation Facilities (CARF), COLA lab accreditation and the American Diabetes Association).
5. Provide a foundation for complying with regulations as specified through accrediting state and federal agencies (AAAHC, CARF, COLA, ADA, Centers for Medicare and Medicaid (CMS), and the Health Resources and Services Administration (HRSA).
6. Support all staff within TCC Health Services in their commitment to continuously improve the care and services they provide.
7. Through a comprehensive credentialing process, ensure that clinical staff are qualified health care professionals who have the appropriate training and experience to provide safe and high-quality healthcare.

### Aspects of Quality Care

The following aspects are considered to be necessary, basic requirements that form the foundation on which quality health care is built:

#### **Effectiveness / appropriateness of care**

We ensure that clinical care provided is appropriate for the medical condition or symptoms presented. Clinical care will result in

improved health or has the potential to improve health. Health education and preventive care are incorporated in to all healthcare services.

### **Continuity of care**

Your treatment plan should progress in a timely fashion without obstacles. Coordination of your care is provided when different providers or services are involved and streamlining and/or coordination of follow up is necessary. Referrals to outside facilities are tracked until resolution of the condition or you return to TCC for continuation of care. Patients are assigned to a primary care provider and a care team so that they can better work with you to manage your health care needs.

### **Patient rights**

Patient rights are outlined in the patient rights policy in this handbook. They include the right that privacy and confidentiality will be maintained, and grievances and complaints will be resolved.

### **Patient responsibilities / compliance**

Patient responsibilities are outlined in the patient responsibilities policy included in this handbook. They include the assumption that you will follow through with your health care plan and engage in behavior that will promote your health, and that you will apply for alternate funding resources when applicable.

### **Patient risk minimization**

Measures in place to reduce medical risk to you include monitoring of drug profiles and documentation of allergies. Safety and infection-control measures in place at Health Services facilities are based on the highest state and federal standards and regulations.

### **Patient satisfaction**

We strive to make sure you are highly satisfied with the services you receive. We actively monitor whether or not our patients are satisfied and if health care services provided meet their expectations. This includes being satisfied with the process of making appointments, waiting times, availability of providers, actual care given, staff conduct and financial arrangements.

### **Staff performance**

Clinical staff members are evaluated on knowledge, skills, proficiency and effectiveness on an ongoing basis to ensure quality patient care. Competency training and continuing education is regularly provided to clinical staff. Licensed professionals are expected to keep credentials up to date and undergo periodic peer review.

### **Access to care**

The ability of patients to obtain needed health care services is reviewed regularly to identify potential barriers (e.g., geographical, organizational, financial or cultural). We will take all appropriate steps to help overcome barriers to accessing quality health care.

### **Cost of services**

Health Services demonstrates concern for the costs of care by ensuring that patients receive care relevant to their needs using the least expensive suitable resources. The Indian Health Services medical priority list may be used when prioritization is needed.

# Patient Experience Program

## Who We Are

The TCC Health Services' Patient Experience Program is here to assist patients and clients in navigating the health care delivery system. We listen, problem solve, reach out to appropriate departments as needed, and help to close the loop so patients have the best experiences possible. We also provide ongoing customer service training to all TCC employees to ensure Ch'eghwtsen' experiences for all patients and help facilitate quality improvement initiatives.

## What We Do and Don't Do

We are here to help; answer questions about our health systems and processes, manage patient grievances and facilitate responses, provide guidance to TCC patients escorts and families about the ANMC campus, accompany patients to appointments and take notes, facilitate Purchased and Referred (PRC) appeals, provide shuttle services to patients for TCC medical appointments, facilitate communication between patients and the clinical teams for the best outcomes, provide expertise to TCC employees on customer service and overall experience and document comment card information submitted by individuals and distribute kudos to employees. We are unable to escort patients to Anchorage for medical care or offer shuttle service to and from individuals' personal residences or various hotels in town.

## Provide Patient Feedback

You can submit your complaints, grievances, suggestions, and kudos to [patientconcerns@tananachiefs.org](mailto:patientconcerns@tananachiefs.org) or mail it to: Patient Experience Team 1717 W. Cowles St. Fairbanks, Alaska 99701. Or you may call us at 907-451-6682 ext.1918.

Our hours are Monday through Friday from 8am-5pm.

**All grievances will receive a response within 14 days or sooner.**

## Our Goals

Our goals are for patients to be engaged, self-reliant and satisfied customers.

Located in the back of this handbook are telephone numbers for TCC Health Services departments. While this handbook cannot answer all your questions, it will direct you to someone who can. For general program information or if you have questions about information in this booklet, call the Patient Experience Department. We encourage you to make comments or suggestions regarding this handbook; they may be directed to the Patient Experience Department as well.

## Traveling to the Alaska Native Medical Center Campus?

Patient Experience has a team of ANMC-TCC Patient Advocates who work closely with the medical teams at ANMC to ensure TCC patients receive clear communication about their care, excellent patient experiences, safe discharge plans and access to support if concerns arise while at ANMC. The ANMC-TCC Patient Advocates can be reached at (907) 378-8002 or (907) 687-9193.

## Patient Experience Grievance Process

### To file a grievance with Tanana Chiefs Conference Health Services contact:

Patient Experience Department  
Chief Andrew Isaac Health Center  
1717 Cowles St  
Fairbanks, AK 99701  
(907) 451-6682 x1918

### To contact TCC's Behavioral Health Accreditation Agency:

CARF  
6951 East Southpoint Road  
Tucson, AZ 85756-9407  
Tel: (866) 510-2273 or (866) 510-CARF  
Fax: (520) 318-1129  
Email: [feedback@carf.org](mailto:feedback@carf.org).  
Web:  
[http://www.carf.org/How to submit feedback and resolve a complaint/](http://www.carf.org/How_to_submit_feedback_and_resolve_a_complaint/)

### To contact TCC's Ambulatory Accreditation Agency:

Accreditation Association for Ambulatory  
Health Care  
5250 Old Orchard Road, Suite 200  
Skokie, IL 60077  
Tel: 847.853.6060  
Fax: 847.853.9028  
Email: [Feedback@aaahc.org](mailto:Feedback@aaahc.org) Web:  
[http://www.aaahc.org/en/mycare/Feedback-  
about-an-accredited-organization/](http://www.aaahc.org/en/mycare/Feedback-about-an-accredited-organization/)

### To file a grievance with the State Medical Board:

State of Alaska/DCCED  
Division of Corporations, Business and  
Professional Licensing Investigations  
Section  
550 West 7th Avenue, Suite 1500  
Anchorage, AK 99501-3567  
Tel: (907) 269-8437  
Fax: (907) 269-8195  
Email: [license@alaska.gov](mailto:license@alaska.gov)  
Web:  
[https://www.commerce.alaska.gov/web/cbpl/  
/Investigations.aspx](https://www.commerce.alaska.gov/web/cbpl/Investigations.aspx)

### Reportable Conditions:

- All allegations of patient abuse by staff must be investigated immediately.
- Patient abuse witnessed by staff or visitors must be reported to Security and appropriate authorities immediately.
- For allegations of patient abuse by staff not witnessed, consult with TCC Quality Management or Risk Management as appropriate.

## Rights of Patient & Clients

### All Patients and Clients of TCC are entitled to the Right to:

1. Be treated with respect, consideration, and dignity.
2. Receive safe care and services without restrictions of rights.
3. Receive preventive and curative services which are based on current standards of care and knowledge in a manner which is responsive to the patient's cultural, emotional, social and spiritual needs.
4. Participate in decisions involving their health care, except when such participation is contraindicated for medical reasons. This includes input formulating, evaluating, and periodically reviewing the written treatment plan.
5. A full explanation and understanding of the diagnosis, evaluation, nature and purpose of all proposed treatment, prognosis, prescribed drugs or diagnostic procedures. This includes: risks, side effects, probable outcomes, reasonable alternatives, and the consequences of no treatment. When it is medically inadvisable to give such information to the patient or client, the information is provided to a person designated by the patient/client or to a legally authorized person. TCC or another agency will provide a language interpreter when necessary.
6. Informed consent to, refusal, or expression of choice regarding any procedure, service delivery, test, concurrent services, composition of the service delivery team, and treatment (to the extent permitted by law) and to be informed of the probable consequences of this action. TCC will assist patients/clients who request assistance in the development of Advance Directives, completion of Living Wills, and other legal rights.
7. A second opinion, in accordance with TCC Health Services "Second Opinion" policy.
8. Consult with a health care provider about emergency conditions and to receive treatment in a timely manner.
9. Know the name, professional training, and license of personnel involved in their care and treatment.
10. Choose a health care provider for appointments at TCC's Medical Clinics, Eye Clinic, Dental Clinic, and Behavioral Health Division; and the right to prior notification if the scheduled provider is unavailable at the time of appointment.
11. Review all records pertaining to their care in the presence of a health care provider, except when contraindicated for medical or therapeutic reasons.
12. Expect privacy and confidentiality for all services, information, and records, except when released by the patient or client, by court order or by judicial requirement. Federal guidelines will be followed for confidentiality of drug and alcohol use records.
13. Information about pain and pain relief measures; health professionals committed to state-of-the-art pain management, who will address reports of pain.
14. Change their provider if other qualified providers are available, except when contraindicated for medical or therapeutic reasons.
15. Refuse participation in research activities.
16. Freedom from abuse, financial, or other exploitation, retaliation, humiliation, discrimination and neglect.

## Responsibilities of Patients & Clients

**To promote positive outcomes and the most efficient use of medical resources, patients and clients must actively participate in their care and treatment by accepting the responsibility to:**

1. Adhere to any applicable infectious disease or public health protocols Tanana Chiefs Conference (TCC) has in place.
2. Provide complete demographics and accurate information to the best of their ability about their health, any medications (including over the counter products and dietary supplements), and any allergies or sensitivities.
3. Inform the provider about any care received outside the facility, and to ensure all records are sent to the provider for inclusion into the medical record.
4. Inform the provider of information about a diagnosis or treatment is unclear and to request further information until completely satisfied with the explanation.
5. Work with the health care provider to develop an acceptable plan of care and to follow that plan, including medications, lifestyle changes, tests, and follow-up appointments.
6. Observe and advise the health care provider if their health does not improve as expected, if there are adverse reactions to drugs, or if new symptoms develop.
7. Be on time for scheduled appointments, notifying the health care provider when unable to keep an appointment.
8. Tell TCC Health Services about any alternate funding resources such as Medicaid, Medicare, or health insurance available to pay for their care and to cooperate in applying for and obtaining alternate resources.
9. Arrange transportation to appointments for lodging and food when traveling to another village/city for health care. It is the responsibility of village residents to contact Health Aide or contact Purchased and Referred Care for information.
10. Pay for travel and health services by private providers unless prior funding authorization has been obtained from TCC or other payers, such as Medicaid, VA, Tri-care, private insurance, etc.
11. Treat health care providers and staff with courtesy and respect.
12. Make suggestions for improving services.
13. Complain when they feel they are being treated improperly and to work toward a reasonable resolution of the complaint.
14. Ask their health care provider what to expect regarding pain and pain management, discuss pain relief options, develop a pain management plan, ask for pain relief when pain first begins, help to assess their pain if it is not relieved, and discuss any worries they have about taking pain medication.
15. Provide a responsible adult to escort/transport them home from care appointments and remain with them for 24 hours, if required by their provider.
16. Inform TCC about Living Will, Medical Power of Attorney, Adult Guardianship or other Directive that could affect their care.
17. Request and receive access to or referral to legal entities for appropriate representation, self-help, support services, and/or advocacy support services.

## Health Information Management Services

### *Your Information • Your Rights • Our Responsibilities*

This notice describes how medical information about you may be used and disclosed and how you can get access to this information. **Please review it carefully.**

#### Your Rights

When it comes to your health information, you have certain rights. This section explains your rights and some of our responsibilities to help you.

- **Get a copy of your paper or electronic medical record:** You can ask to see or get an electronic or paper copy of your medical record and other health information we have about you. Ask us how to do this. We will provide a copy or a summary of your health information, usually within 30 days of your request. We may charge a reasonable, cost-based fee.
- **Correct your paper or electronic medical record:** You can ask us to correct health information about you that you think is incorrect or incomplete. Ask us how to do this. We may say “no” to your request, but we’ll tell you why in writing within 60 days.
- **Request confidential communication:** You can ask us to contact you in a specific way (for example, home or office phone) or to send mail to a different address. We will say “yes” to all reasonable requests.
- **Ask us to limit the information we share:** You can ask us not to use or share certain health information for treatment, payment, or our operations. We are not required to agree to your request, and we may say “no” if it would affect your care. If you pay for a service or health care item out-of-pocket in full, you can ask us not to share that information for the purpose of payment or our operations with your health insurer. We will say “yes” unless a law requires us to share that information.
- **Get a list of those with whom we’ve shared your information:** You can ask for a list (accounting) of the times we’ve shared your health information for six years prior to the date you ask, who we shared it with, and why. We will include all the disclosures except for those about treatment, payment, and health care operations, and certain other disclosures (such as any you asked us to make). We’ll provide one accounting a year for free but will charge a reasonable, cost-based fee if you ask for another one within 12 months.
- **Get a copy of this privacy notice:** You can ask for a paper copy of this notice at any time, even if you have agreed to receive the notice electronically. We will provide you with a paper copy promptly.
- **Choose someone to act for you:** If you have given someone medical power of attorney or if someone is your legal guardian, that person can exercise your rights and make choices about your health information. We will make sure the person has this authority and can act for you before we take any action.
- **File a complaint if you believe your privacy rights have been violated.**

NOTICE OF PRIVACY PRACTICES (Revised July 2022)

**If you feel that we may have violated your rights you can submit a grievance by contacting:**

### **Privacy Officer**

Tanana Chiefs Conference, Legal Division

Local number: (907) 452-8251, ext 3008

Toll-free in AK: 1-800-478-6682

122 First Avenue, Suite 600 Fairbanks, AK 99701

Toll-free out of AK: 1-800-770-8251

Or, you can file a complaint with the **U.S. Department of Health and Human Services Office for Civil Rights** by:

- Sending a letter to:  
200 Independence Avenue,  
S.W., Washington, D.C. 20201,
- Calling 1-877-696-6775,
- Or visiting <https://www.hhs.gov/hipaa/filing-a-complaint/index.html>

TCC will not retaliate against you for filing a complaint.

### **Your Choices**

**For certain health information, you can tell us your choices about what we share.** If you have a clear preference for how we share your information in the situations described below, talk to us. Tell us what you want us to do, and we will follow your instructions.

You have some choices in the way that we use and share information. In these cases, you have both the right and choice to tell us to:

- **Tell family and friends about your condition:** Share information with your family, close friends, or others involved in your care.
- **Provide disaster relief:** Share information in a disaster relief situation.

*\*\*If you are not able to tell us your preference, for example if you are unconscious, we may go ahead and share your information if we believe it is in your best interest. We may also share your information when needed to lessen a serious and imminent threat to health or safety.*

In these cases we never share your information unless you give us written permission:

- **Provided mental health care:** Most sharing of psychotherapy notes.
- **Market our services and sell your information:** Marketing purposes, sale of your information.

In the case of fundraising:

- **Raise funds:** We may contact you for fundraising efforts, but you can tell us not to contact you again.

## Our Uses and Disclosures

### How do we typically use or share your health information?

We typically use or share your health information in the following ways:

- **Treat you:** We can request or disclose your health information with other professionals who are treating you. (Also known as: Continuity of Care)  
**Example: A provider treating you for an injury asks another provider about your overall health condition.**
- **Run our organization:** We can use and share your health information to run our practice, improve your care, and contact you when necessary. Example: We use health information about you to manage your treatment and services.
- **Bill for your services:** We can use and share your health information to bill and get payment from health plans or other entities. Example: We give information about you to your health insurance plan so it will pay for your services.

### How else can we use or share your health information?

We are allowed or required to share your information in other ways – usually in ways that contribute to the public good, such as public health and research. We have to meet many conditions in the law before we can share your information for these purposes. For more information see:

[www.hhs.gov/ocr/privacy/hipaa/understanding/consumers/index.html](http://www.hhs.gov/ocr/privacy/hipaa/understanding/consumers/index.html)

- **Help with public health and safety issues:** We can share health information about you for certain situations such as: Preventing disease, helping with product recalls, reporting adverse reactions to medications, reporting suspected abuse, neglect, or domestic violence, preventing or reducing a serious threat to anyone's health or safety.
- **Do research:** We can use or share your information for health research.
- **Comply with the law:** We will share information about you if state or federal laws require it, including with the Department of Health and Human Services if it wants to see that we're complying with federal privacy law.
- **Respond to organ and tissue donation requests:** We can share health information about you with organ procurement organizations.
- **Work with a medical examiner or funeral director:** We can share health information with a coroner, medical examiner, or funeral director when an individual dies.
- **Address workers' compensation, law enforcement, and other government requests:** We can use or share health information about you: For workers' compensation claims, for law enforcement purposes or with a law enforcement official, with health oversight agencies for activities authorized by law, for special government functions such as military, national security, and presidential protective services.
- **Respond to lawsuits and legal actions:** We can share health information about you in response to a court or administrative order, or in response to a subpoena.

*\*\*Quality Management will also do periodic observations by staff members, interns, or evaluators. The consent for the observation is voluntary and the consumer may refuse observation at any time.*

*Observation will not impact the level of care that is being received. The consent for observation will remain valid unless the signing party withdraws consent or the consumer is discharged from services. Observations may be done in the room with the provider present, via tele-health services or recorded.*

*\*\*If you receive alcohol or substance abuse services, the medical records that identify you as receiving those services are protected by HIPAA, 42 U.S.C. § 290ee-3 and the 42 CFR Part 2 confidentiality regulations. The Part 2 law and regulations provide additional safeguards to protect the privacy of alcohol or substance abuse records. For Part 2 records, TCC must obtain your written consent before disclosing these records, including before releasing information for payment purposes. Federal law does permit TCC to release these records without your consent in the following circumstance: Pursuant to an agreement with a qualified service organization or business associate; pursuant to a court order; or research, audit, or evaluation purposes; to report a crime against TCC personnel or on TCC property; to medical personnel in a medical emergency; to report suspected child abuse or neglect to appropriate authorities.*

*\*\*Please note that the Psychiatrists with the Tanana Chiefs Conference Behavioral Health Division do not fall under the 42 CFR Part 2 confidentiality regulations and they document in your medical chart.*

*\*\*In Alaska, minors have a fundamental right to privacy regarding their medical care. In alignment with Alaska law and industry standards regarding teen health care and access to care TCC will allow minors between the ages of 13-18 years of age to consent to medical treatment for reproductive health, treatment for venereal disease, and outpatient behavioral health services. One of the most significant changes will be with Athena's patient portal. Teens will have the option to establish their own patient portals, and parents and legal guardians will no longer be able to access a patient portal or medical records regarding reproductive health and outpatient behavioral health for minors between the ages of 13-18 without the teen's permission.*

## Our Responsibilities

- We are required by law to maintain the privacy and security of your protected health information.
- We will let you know promptly if a breach occurs that may have compromised the privacy or security of your information.
- We must follow the duties and privacy practices described in this notice and give you a copy of it.
- We will not use or share your information other than as described here unless you tell us we can in writing. If you tell us we can, you may change your mind at any time. Let us know in writing if you change your mind.

For more information see: [www.hhs.gov/ocr/privacy/hipaa/understanding/consumers/noticepp.html](http://www.hhs.gov/ocr/privacy/hipaa/understanding/consumers/noticepp.html)

## Changes to the Term of this Notice

We can change the terms of this notice, and the changes will apply to all information we have about you. The new notice will be available upon request, in our office, and on our web site.

This Notice of Privacy Practices applies to, but is not limited to, all Tanana Chiefs Conference facilities where patient care is provided, including Chief Andrew Isaac Health Center and our rural clinics.

Tanana Chiefs Conference  
Compliance Division  
122 First Avenue, Suite 600  
Fairbanks, AK 99701

Local number: (907)451-6682

Toll-free in AK: 1-800-478-6682

Toll-free out of AK: 1-800-770-8251 <https://www.tananachiefs.org>

## Patient Registration

Patient Registration is responsible for collecting demographic information from patients at the time of check in for their visit (this includes dental, optometry, physical therapy and behavioral health services). At each visit, the registration staff is required to update your demographic information. You will also be asked to provide private insurance information or an alternate resource enrollment at each visit (i.e. private insurance, Medicare, Medicaid, Denali Kidcare or Veterans Administration). The Indian Health Service (IHS) also requires that you are periodically screened by Alternate Resource staff for possible enrollment in the alternate resources listed above. For your convenience, an alternate resource coordinator is available to assist you with required enrollment in eligible programs.

### Verification of Eligibility

#### Of Alaska Natives and American Indian Beneficiaries

At Chief Andrew Isaac Health Center (CAIHC), the registration staff verify Alaska Native and American Indian heritage to determine if you are eligible to receive health care services. TCC will provide direct services at its Fairbanks facilities (CAIHC and the Chief Peter John Tribal Building downtown) and contracted services, as medically indicated, to persons of American Indian or Alaska Native descent who are:

- Members of a federally recognized tribe and are of American Indian and Alaska Native descent.

**Or,**

- Members of Alaska Interior Service Unit tribes that are not federally recognized and are also eligible for direct care only, i.e., Canyon Village, Lake Minchumina, Wiseman and Medfra,

**Or,**

- Non-Native women pregnant with an eligible Indian Health Service patient's child, during the pregnancy and through the six-week post-partum period only (this must be documented with an Affidavit of Paternity from the eligible patient stating responsibility as the unborn child's biological father)

**Or,**

- Legally adopted non-Native children (up to their 19th birthday) adopted by an eligible IHS patient,

**Or,**

- Qualified American Indian/Alaska Native students residing in Fairbanks,

**Or,**

- Eligible students in areas outside the TCC region, if registered with Purchased/Referred Care (PRC). "Means if eligible students who are going to school outside the TCC region are registered with PRC, they can use contracted health services where they are located.

## Proof of Eligibility Required for Services

If you cannot provide proof of your American Indian/Alaska Native heritage, you can be seen on a one time basis only when it is deemed an emergency by a health care professional. TCC is only authorized to provide services to eligible Indian Health Service patients. To be considered an eligible, you must provide an original or certified copy of a birth certificate. Copies will not be accepted.

Additionally, one of the following original documents must be provided as proof of eligibility for services (eligibility cannot be established without one of these documents):

- Certificate of Indian blood
- Tribal enrollment card or an enrollment certificate from your tribal office or a letter of descendency issued by a federally recognized tribe.
- Marriage certificate or affidavit of paternity from the child's biological father (for care to non-Indian women).
- Proof of residency in the TCC region for Purchased/Referred Care.

An original birth certificate and a copy of the parents' proof of eligibility may be substituted if you cannot obtain any of the above documents for a minor child. If you cannot provide proof of eligibility, you may be seen on a one time emergency basis only, but **you must provide proof of eligibility for the minor child prior to being seen again. The patient will be considered ineligible for both direct care treatment and TCC Purchased/Referred Care until such proof can be provided.**

## Denali KidCare

To apply for Denali Kidcare you need to provide income verification, commercial insurance information if applicable and pregnancy verification. An interview isn't required for coverage. Denali Kidcare applications can be picked up at the Alternate Resources offices located next to the Patient Registration department on the first floor of Chief Andrew Isaac Health Center. If you live in a village, you may be able to get the application from the clinic or tribal office. If you live in a village and need help completing the application, you or the fee agent can call Denali Kidcare for assistance at their toll free number: 1-800-318-8890. For patients living in Fairbanks, you can call the alternate resources coordinator for CAIHC at 451-6682, ext. 3100 or 1-800-478-6682, ext. 3100.

## Business Office

The Business Office is responsible for billing health-related charges to alternate resources. The Business Office also provides technical assistance on billing matters for TCC health programs as needed. The Business Office works closely with the TCC cashier for receiving your payments for contact lenses, glasses and some dental procedures that require down payments. The TCC cashier is located on the second floor of the Chief Andrew Isaac Health Center. Hours are from 8 a.m. – 5 p.m., Monday – Friday, closed for lunch from 12:00 – 1:00 p.m.

The Business Office is open during regular TCC hours and is there to serve your needs. Business Office staff can electronically access your account to provide you with the information you need to make informed decisions.

### Payment & Insurance:

Tell the Registration and Admissions Specialist if you have other (alternate) resources to pay for part or all of your health care cost. Alternate Resources include:

- Private health insurance
- Medicare
- Medicaid
- Denali Kidcare
- Workers' Compensation
- Prescription drug coverage
- Motor vehicle insurance (for a motor vehicle accident)
- Any other coverage

If you change insurance policies or employment, it is important to inform the registration desk. You will need to show your insurance card or medical coupon for each visit.

**If you have a question on insurance coverage or on changes for dental or eye services, please call the Business Office at 1-800-478-6682 or (907) 451-6682 ext.3290.**

**To make a payment or contact the Cashier please call (907) 451-6682 ext.3003.**

## What is Purchased Referred Care?

Purchased Referred Care (PRC) is TCC Health Services referral care program that pays for health services that are not directly provided at Chief Andrew Isaac Health Center (CAIHC), or the Alaska Native Medical Center (ANMC).

- Purchased Referred Care is also the program within TCC Health Services that coordinates and manages the payments for referred eligible patients.
- For TCC Health Services to pay for your Purchased Referred Care (Referrals), it is important that you understand the process and your obligations.
- TCC's **Purchased Referred Care** program **follows mandatory federal guidelines** that must be enforced.

### Contact us for more information:

The most important thing for you to know about Purchased Referred Care is that you should **call us before you receive services**.

*(PRC does not have after-hours telephone coverage, please leave a voicemail message and we will return your call the next business day.)*

We can help you to determine if you are eligible for services and guide you through the process of getting a referral so that your services will be paid for by Purchased Referred Care. When you call, you can find out if you are eligible and if the services you need are covered. Don't wait until it's too late.

- In Fairbanks call: 451-6682, ext. 3613
- In-state toll-free: 1-800-478-6682, ext. 3613
- Out-of-state toll-free: 1-800-770-8251, ext. 3613

Purchased Referred Care is provided to eligible beneficiaries according to TCC Health Service's eligibility policy.

Please see the glossary in the back of this handbook for definitions of common terms used in this section.

## Purchased Referred Care & Eligibility

### To be eligible for TCC PRC health services a patient must;

- 1. Be an Alaska Native or American Indian** with proof that you are a member or a descendent of a member of a federally recognized tribe, and
  - This information must be processed through the **Registration** department at CAIHC.
- 2. Patients must provide their insurance information or apply for Medicaid.**
  - This information must be processed through the **Alternative Resources** department at CAIHC.
- 3. A NEW PATIENT must:**
  - Be a permanent resident in Alaska for the previous 180 days (6 months), and
  - Have a minimum of 30 days in TCC's Interior Alaska Service Unit (IASU), if moving from within the State of Alaska, with the intent to stay, and
  - Not have moved to the IASU because of a pre-existing medical reason.
  - This information must be given directly to the PRC department for full verification.

### Documents accepted as proof of eligibility:

- Certificate of Indian Blood issued by the Bureau of Indian Affairs.
- Tribal enrollment card or letter of descendance issued by a federally recognized tribe.

### The new patient must be:

- A permanent resident in Alaska for the previous 180 days (6 months), and
- A minimum of 30 days in TCC's Interior Alaska Service Unit (IASU), if patient has moved from within the State of Alaska, with the intent to stay, and
- Not have moved to the IASU because of a pre-existing medical reason.

### Documents required as proof of residency in the Interior Alaska Service Unit (IASU):

#### When moving to the IASU from another state or another service area:

- Proof of having received an Alaska Permanent Fund Dividend issued within the previous twelve months
- Proof of maintaining a home in Alaska for 180 days (e.g., rent or mortgage payment receipts, utility bill receipts)
- Proof of employment in Alaska for 180 days (e.g., paycheck stubs, verification of employment letter)

#### Additional information may also be required to verify your residence; for example:

- Proof of eligibility to vote in Alaska for the 180 day time period
- Alaska driver's license or Alaska ID card issued 180 days or more prior

**Non-Native women pregnant with the child of an eligible patient are eligible for direct and Purchased Referred Care if they register at CAIHC with;**

- Marriage certificate or affidavit of paternity from the child's biological father (for care to non-Indian women).
- Proof of residency in the TCC region for Purchased/Referred Care.

**After registration they will be eligible for these services:**

- Prenatal care,
- Delivery, and
- Up to six weeks of post-partum care.

**Family members who are dependents of an eligible Native parent or guardian that are;**

- Adopted,
- Step-children, or
- Foster children, and may receive direct and Purchased Referred Care until the age of 19.

**Interior Alaska Service Unit**

**Communities / Villages**

- |                  |                      |                   |
|------------------|----------------------|-------------------|
| • Alatna         | • Evansville         | • Minto           |
| • Allakaket      | • Fairbanks          | • Nenana          |
| • Anaktuvuk Pass | • Fort Yukon         | • Northway        |
| • Arctic Village | • Galena             | • Nulato          |
| • Beaver         | • Healy              | • Rampart         |
| • Birch Creek    | • Healy Lake         | • Ruby            |
| • Canyon Village | • Hughes             | • Stevens Village |
| • Chalkyitsik    | • Huslia             | • Tanacross       |
| • Circle         | • Kaltag             | • Tanana          |
| • Delta Junction | • Kantishna          | • Tetlin          |
| • Denali Park    | • Koyukuk            | • Tok             |
| • Dot Lake       | • Lake Minchumina    | • Venetie         |
| • Eagle          | • Manley Hot Springs |                   |

## **Purchased Referred Care & Alternate Resources**

An alternate resource is a payment source other than Purchased Referred Care that helps pay for your health care. Please bring your current insurance card, Denali KidCare and/or Medicaid/Medicare cards in to CAIHC.

### **Common examples include:**

- Medicaid
- Medicare
- Veterans Administration
- Workers Compensation
- Denali KidCare
- Motor vehicle insurance (for a motor vehicle accident)
- State or local health care programs
- Private health insurance

Funding reimbursed from these programs supplements federal Indian Health Service (IHS) funds. These funds help us better meet your health care needs in Fairbanks and in the villages. Indian Health Services funds are appropriated by the federal government, just like Medicare and Medicaid.

## **Purchased Referred Care & Emergency Medical Services**

**If Chief Andrew Isaac Health Center (CAIHC) is open and available** to provide the needed care, Purchased Referred Care will not pay for services received at Fairbanks Memorial Hospital's Emergency Department. Remember that CAIHC is now open in the evenings and on weekends. If CAIHC staff determine that you need specialized or hospital care, they will immediately refer you to Fairbanks Memorial Hospital.

### **If your condition is a life threatening emergency:**

- Call 911.
- **Notify PRC within 72 hours** of you receiving emergency care.
  - If you are 65 years of age or older, notification within 30 days is acceptable.
- When an **Ambulance** is required, and initiated, the CAIHC patient involved must travel with the ambulance for the service to be PRC eligible.

**If your condition is not life threatening:** Verify that your condition is emergent before any Fairbanks Memorial Hospital Emergency Room visit.

- During clinic hours call CAIHC & talk to a nurse at (907)451-6682
- During after clinic hours, please call the Triage Line at (907)451-6682 or 1-800-478-6682

**Examples of health issues that are NOT considered an emergency include, but are not limited to:**

- Prescription drug refills
- Mild upper respiratory infections with a cough or runny nose. (Children are covered that are not mild symptoms.)
- Minor cuts and bruises
- Dental encounters not deemed an emergency by the on-call dentist
- Mild urinary tract infections (children covered for UTI)
- Mild vomiting
- Colds
- Ear infections (Children covered 12yrs and under)
- Minor rashes
- Sinus infections

Emergency care is defined in the Purchased Referred Care Funds and Emergency Room Care Policy as “*medical conditions for which immediate medical attention is necessary to prevent death or serious impairment of the health of an individual. For infants under the age of one and for elders, for onset of a sudden condition.*”

**Areas of commonly denied requests for payment by Purchased Referred Care**

**Services that are not covered or are excluded services include but are not limited to:**

- Self-Referrals of any kind
- Outside Medical/Dental services and/or treatment that was not referred by a TCC provider/dentist
- Complementary/alternative medicine
- Acupuncture
  - If you would like to schedule an appointment for services please talk to your medical provider for an in-house referral.
- Chiropractic care
  - If you would like to schedule an appointment for services please talk to your medical provider for an in-house referral.
- Contact lenses or glasses unless required as a result of surgery
- Burial of a deceased eligible patient
- Drug and alcohol assessments or treatments
- Court-ordered counseling
- Delivery of infants not born in a hospital
- Abortion
- Artificial insemination
- Dental implants
- Drug testing for employment
- Infertility evaluation and treatment
- Kidney transplantation
- Surgery for obesity
- Travel for routine dental care
- Lab fees (in some cases)
- Cosmetic surgery
- Genetic counseling

## Under these conditions services will **NOT** be covered:

### If the patient:

- Had alternate resources that were available and accessible and the patient failed to make a good faith effort to apply for those alternate resources.
- Is not eligible for purchased referred care.
- Is not registered in the TCC health services system.
- Did not notify purchased referred care within the prescribed time period for emergency care (72hrs).
- Did not go to an Indian health service facility for care when it was available.
- Received services not pre-authorized or referred by a CAIHC provider.
- Does not live in the interior Alaska service unit.
- Chose to go to a private provider outside the TCC health services or Alaska native medical center system.
- Based in Fairbanks did not seek medical service at CAIHC first.
- Does not have pre-authorization from a CAIHC provider for an in-patient admission to a hospital.

## Patient Travel

### Lodging, meals, and taxis for patient/escorts:

1. **Purchased Referred Care:** When the patient has no other resources PRC will pay for lodging and meals at Willow House. PRC does **not** pay for taxis.
2. **Medicare:** Medicare does not pay for travel, lodging, meals or taxis.
3. **Medicaid:** Medicaid does pay for lodging, meals and taxi for approved medical travels for both patient and escort (medically necessary). TCC Providers will submit a letter of medical necessity to Medicaid for escort's approvals. Medicaid will pay for one escort (travel/meals/lodging) to help the patient. When the patient is admitted to the hospital, Medicaid pays his/her way back. When the patient is discharged from the hospital and the provider approves, the escort's way is paid to return and take care of the patient until they are discharged and return home.
4. **Medevacs:** Escorts are not medically necessary on Medevacs because there is medical staff (EMTs) on board to take care of the patient's medical needs. Relatives usually want to come with the patient but they do so at their own expense, with the understanding that TCC-PRC will not pay their way back to the village or provide lodging and meals for them while here in Fairbanks or Anchorage. We will pay for escort for a child.

### Medical Escorts

Sometimes patients need help when they travel to Anchorage or Fairbanks for medical services. Escorts help patients with travel, getting to and from appointments, obtaining food, and finding a place to stay. Purchased Referred Care will pay for travel authorized by a provider for one escort for a minor or an elder who is frail, confused or has difficulty communicating. Alternate resources may also cover medical escort travel.

## PRC Frequently Asked Questions

### What is covered by PRC:

- **Referrals** made by a CAIHC Provider, or
- **Referrals** made by an afterhours triage nurse.
- **Elders** with onset of a sudden condition.
- **Infants** under the age of one year with onset of a sudden condition.
- **Pregnant women** as instructed by a medical provider during a pre-natal visit.

### Who is covered: Patients who are residents of the TCC region & are eligible for PRC:

- **Newborns** are eligible for their first 90 days.
- **Registration:** Patients must be registered with a birth certificate & a BIA card. (Help acquiring either of these forms of ID is available)
- **Alternative Resources:** Patients must provide their insurance information or apply for Medicaid.
- **New patients** must also provide proof of residency within the TCC region, such as mail that has both their name and new address. A new patient must have proof of 30 days of residency if they've moved from within the state of Alaska into the TCC region, or 180 days if they've moved from out of state.

### What is **NOT** covered by PRC:

**Self-referrals of any kind;** preauthorization is needed unless it is a life threatening emergency or there is immediate risk to the patient's long term health.

### The following conditions are commonly **NOT** considered an emergency:

- Nausea emergency with mild symptoms
- Vomiting emergency with mild symptoms
- Colds emergency with mild symptoms
- Ear Infections emergency with mild symptoms
- Sinus Infections emergency with mild symptoms
- Minor Rashes emergency with mild symptoms
- Medical Clearance for alcohol (intoxication)

## Alternate Resources Frequently Asked Questions

### Will Purchased Referred Care (PRC) always pay for services received or requested?

**No.** Purchased Referred Care will not automatically pay for your care received at non-TCC facilities. Federal regulations make TCC Health Services a "Payer of Last Resort." Therefore, you must apply for alternate resources — such as Medicaid and Denali KidCare for which you may be eligible. If you refuse or fail to make a "good faith" effort to apply for alternate resources, Purchased Referred Care is required to deny your request for payment. If patients are not eligible for alternate resources, Purchased/Referred Care will pay for services, provided that you follow the appropriate referral process.

### **Do I have to apply for alternate resources?**

**Yes.** Federal regulations require that you apply for alternate resources for which you may be eligible. By applying for alternate resources you are also helping to make sure there are federal funds available to meet the needs of all of TCC's beneficiaries. Purchased Referred Care will withhold payment until you have applied for alternate resources and your application is either accepted or denied.

### **Can TCC Health Services help me apply for alternate resources?**

**Yes.** TCC Health Services employees are available to help you apply for alternate resources. The Alternate Resource staff located at Chief Andrew Isaac Health Center will be happy to help you.

### **What about co-payments and deductibles?**

For those patients that are approved for PRC funding who have private insurance with a co-payment or deductible, Purchased Referred Care will pay those insurance co-payments and deductibles, subject to the other requirements of the Purchased Referred Care program.

## **Emergency Care**

### **What if an emergency happens while I'm traveling outside of the TCC region on vacation or business?**

Purchased Referred Care will pay for Emergency Care outside the TCC Region, according to the Purchased Referred Care Funds Emergency Room Care Policy. You must notify, Purchased Referred Care within 72 hours of the start of emergency services. If you are 65 years of age or older, notification within 30 days is acceptable.

*Also, prior to leaving Alaska, you must obtain an **Out-of-State Emergency Letter** from Purchased Referred Care Department.*

## **Referrals**

### **Will Purchased Referred Care pay for referrals made by non-TCC providers?**

**No.** Purchased Referred Care will not pay for services if a referral for service is not made by a TCC provider prior to your receiving care.

### **Does Purchased Referred Care pay for ambulance service?**

**Yes.** Purchased Referred Care will pay for state-certified ambulance services that are medically necessary. Purchased Referred Care Review Committee will review each case for medical appropriateness.

## **Patient Travel**

### **Does Purchased Referred Care always pay for patient travel?**

**No.** Purchased Referred Care does not pay for all patient travel. If you are traveling for medical reasons and need help to pay for your trip talk with your health aide or provider. A Chief Andrew Isaac Health Center provider must authorize travel for certain covered services by a scheduled air carrier, depending on where you live. Covered services include medical specialty services, inpatient and hospital outpatient procedures, and other services that have been authorized.

### **Do I need to use alternate resources for travel?**

**Yes.** Available alternate resources — such as Medicaid or private health insurance — must be used before Purchased Referred Care will pay for your travel.

### **What if a patient needs to travel outside Alaska?**

Purchased Referred Care will pay for travel to Anchorage. If a TCC Health Services patient is referred by the Alaska Native Medical Center for services outside of Alaska, Alaska Native Medical Center will pay for travel costs and the provider outside of Alaska.

## **Denials and Appeals**

### **Can I appeal a denial of payment?**

**Yes.** When Purchased Referred Care denies your request for payment, you and your provider will be notified in writing of the reason for the denial. You will also be notified of your right to appeal. The denial letter will clearly state the process you should follow if you wish to appeal. Denial of payment or an appeal will in no way affect the medical care provided by TCC Health Services to you and your family members.

### **What is the appeal process?**

All appeals must be in writing and submitted within 45 days of the date you receive a denial of payment from Purchased Referred Care. Your appeal letter should include your medical bills and any information and/or details that may affect the director's decision.

### **What if I don't appeal or send additional information within 45 days?**

Failure to send additional information or failure to request an appeal in writing within the 45-day time period will result in the appeal being dismissed. That means you will be financially responsible for your medical bills.

### **When and how will I be notified about my appeal?**

The Health Finance Director will notify you by telephone or in writing of the review committee's decision on the appeal within 30 days of receiving it.

## **Students Leaving the Interior Alaska Service Unit for School**

Full-time students attending school outside Alaska are eligible for health coverage through Purchased Referred Care. Eligible dependents are also covered as long as their sponsor is a full-time student. Students must register each semester with Purchased Referred Care to be eligible.

### **Can I get dental services if I am a student?**

**Yes.** TCC's on-call dentist can authorize dental services, but you must obtain a preauthorization before you receive services. Call 1-800-770-452-8251, ext. 3200.

### **Should I purchase my school's health insurance plan?**

**Yes.** Students are encouraged to purchase and use the health insurance plans most schools offer their students. This type of insurance will make at least a partial payment on your medical bill and this will help TCC Health Services to provide more services to a greater number of students.

### **Will Purchased Referred Care authorize payment for medical or dental services provided through my school's health program?**

**No.** Purchased Referred Care will not authorize payment for medical or dental services routinely provided through a school's health program. You should always contact Purchased Referred Care office before you receive care to find out if a service will be covered under the student program.

### **Do I have to use an Indian Health Service facility or other tribal facility if it is available?**

**Yes.** As an IHS patient you are encouraged to use available Indian Health Service facilities or other tribal facilities. If you find it necessary to use another facility call Purchased Referred Care in advance. Without prior authorization, Purchased Referred Care may deny your request for payment and you may be responsible for paying for services received outside of IHS or tribal facilities.

### **Do I need to provide proof that I am a student?**

**Yes.** Students in state or out of state must provide Purchased Referred Care with the following documents at the start of each school semester in order to be eligible for the student program: An official letter from the school's registrar or office of admissions verifying full-time status. The letter must also say that your permanent residence is still in Alaska. Students must maintain their Alaska residency to be eligible for Purchased Referred Care funding. Proof of eligibility and proof of Alaska residency must be on file at the Purchased Referred Care office for the student and family members.

**Do I have to notify Purchased Referred Care if I receive emergency services?**

**Yes.** Purchased Referred Care must be notified within 72 hours after the beginning of emergency services.

**Do I need to receive authorization from Purchased Referred Care if I need services that are not emergency services?**

**Yes.** If the service is not an emergency, you must receive authorization from Purchased Referred Care before you start to receive care, even from an IHS provider. If you receive care from a non-IHS provider, the provider must be approved before you receive care. Routine care such as medical, dental and vision services should be received in Fairbanks before your departure or upon your return from school.

## Chief Andrew Isaac Health Center Hours

The center provides outpatient services to Indian Health Service beneficiaries in the Interior of Alaska. CAIHC specialties include family medicine, internal medicine, integrative medicine, orthopedics, pediatrics, obstetrics, women’s health, and urgent care.

When the clinic is open it is important that you receive your health care at the CAIHC.

Dental Clinic	Monday-Friday	7:45am-1:00pm, 1:45pm-5:00pm
Eye Clinic	Monday-Friday Fridays Closed	8:30am-5:00pm 11:00am-12:00pm
Family Medicine	Monday-Friday	8:00am-5:00pm
Immunizations	Monday-Friday	8:00am-5:00pm
Lab	Monday-Friday	7:30am-4:30pm
Orthopedics	Monday-Thursday	8:00am-4:30pm
Pediatrics	Monday-Friday	8:00am-5:00pm
Pharmacy	Mon, Tue, Thurs., Fri Wednesdays	8:30am-5:00pm 9:30am-5:00pm
Urgent Care Clinic	Monday-Sunday	8:00am-6:00pm
WIC	Monday-Friday	8:00am-4:00pm
Women’s Health	Monday-Friday	8:00am-5:00pm

*The last patient is checked in 15 minutes prior to closing. Most departments are closed every Wednesday mornings from 8:00 am – 9:00 am for staff meetings.*

### CAIHC is also closed for the following holidays:

Thanksgiving • Christmas • New Years’ Day

### CAIHC is limited to Urgent Care only on the following holidays:

- President’s Day
- Memorial Day
- Martin Luther King Day (observed)
- Juneteenth
- Independence Day
- Labor Day
- Alaska Day (observed)
- Veteran’s Day (observed)
- Indigenous People’s Day

## Appointment Scheduling

**Central Scheduling**, schedules appointments for medical providers as well as Urgent Care (UC) Department, Lab, COVID testing, COVID monitoring, COVID Vaccines, Orthopedics, Family Medicine, Women's Health, Pediatrics, and nurse care clinics.

Central Scheduling provides support for the UC department for our patients to schedule a follow up appointment with their primary care provider after being seen in UC by having a scheduler available in the lobby during the open hours which are 7 days a week, 8am–5pm

Central Scheduling provides support for the 24 villages in the surrounding area and assist with scheduling either Zoom, Telehealth, or in-person visits for those patients coming to Fairbanks to be seen by their PCP and initiate their travel request.

An appointment is a time reserved for you to receive care by your provider. Contact Central Scheduling to schedule, reschedule, or cancel appointments. The amount of time reserved depends on your needs and appointment type. The Central Scheduling staff will ask you about your needs so that you can be scheduled the right amount of time with the appropriate provider. Central Scheduling will provide a reminder call the day before your appointment.

If you are unable to keep your appointment, please call Central Scheduling to cancel at least 24 hours (one day) in advance. When you cancel your appointment, you give another patient a chance to use that time with the provider.

When you check-in with registration, you may need to update specific information and/or paperwork. There is a waiting area for you to use until you are called to see the provider. Please do not leave the waiting area or you risk your appointment being cancelled if the provider's staff is unable to locate you. If you wait more than 30 minutes, please notify the registration staff.

### Parental Consent for Care of Children

Children under 18 years of age:

- Only a parent or legal guardian can authorize medical or dental treatment.
- We cannot treat your child without your consent, except for suspected child abuse, without a CAIHC written consent form. The required written consent will remain valid and included with the child's chart for a period of one year, and is transferable to other health care facilities if needed.
- You may need to ask your child's health care provider questions and they may need to ask you questions.
- Teenagers can be seen in certain situations without parental consent. (See pg. 17)
- When you cannot come to the clinic with your child, you must give written consent for your child to receive medical care.
- With written consent, treatment is at provider's discretion.

## CAIHC Urgent Care Clinic

Patients with urgent/emergency needs who do not have an appointment with their primary care provider may be seen in the Urgent Care Clinic at CAIHC.

### Examples of health care needs that are treated during the CAIHC Weekend Clinic are:

- Urinary tract infections
- Diarrhea/vomiting
- Ear Infections
- STI Testing
- Minor rashes
- Lacerations
- Minor trauma
- Strains/Sprains

### CAIHC Urgent Care does **NOT** provide routine health care such as;

- Routine Physical exams
- Walk-In Pregnancy tests (unless part of work-up)
- Refills of chronic medication (including pain management), or
- Immunizations on the weekend.

Patients should request medication refills before weekends/holidays so they do not run out of medicine when the clinic pharmacy is closed.



## Fairbanks Memorial Hospital Emergency Department

The Emergency Department (ED) is a place where only emergency care should be delivered.

### Examples of emergencies that would be treated in the Emergency Department are:

- Heart attacks
- Major injuries from car accidents
- Serious falls
- Poisoning
- Serious burns
- Severe bleeding

Health care for routine health problems delivered in the Emergency Department (ED) can be very expensive.

The following conditions are commonly **NOT** considered an emergency:

- Nausea
- Vomiting
- Common Colds
- Ear Infections
- Sinus Infections
- Minor Rashes
- Medical Clearance for alcohol (intoxication)

If you use the Emergency Department for health care that is not an emergency, you may be responsible for the bill.

For after-hours health care, contact the **After-Hours Triage Nurse** at:

- (907)451-6682, or
- 1-800-478-6682.

### For Emergencies:

Call 911 for Fairbanks Ambulance, Or

Fairbanks Memorial Hospital Emergency Department (907)458-5555

### Medical needs after clinic hours:

We encourage patients to work closely with their health care provider, to develop healthy self-care habits and to plan for their health needs whenever possible. Of course, there are times when a medical need arises and the clinic is closed.

### After hours triage nurse:

If you have a medical need that cannot wait for the next clinic day, you may call the after-hours phone number at (907) 451-6682 or 1-800-478-6682. The answering service will take your name and phone number, and forward it to the triage nurse. The triage nurse will call you back, usually within 20 minutes. The triage nurse will listen to your problem in detail, provide advice and offer a recommendation for your care. You may be instructed on how to manage the illness or injury properly until the next clinic day, or until the CAIHC provider on call may be contacted to provide you with further advice.

## Tanana Chiefs Conference Primary Care Teams

TCC Primary Care Teams have transformed services to strengthen our ability to provide comprehensive health care for patients.

Team-based care is a delivery model where patient care needs are addressed as coordinated efforts among multiple health care providers and across settings of care. A medical home is best described as a model or philosophy of primary care that is patient-centered, comprehensive, team-based, coordinated, accessible, and focused on quality and safety.

Patients are cared for by a dedicated team of providers, advanced practice providers, case managers, care coordinators, pharmacist, behavioral health consultant, and clinical support staff. Within each team, patients are assigned to a primary care provider. Most people are happier with the medical care they receive if they select a provider they like and try to see that provider every time they need medical care. Every attempt will be made to schedule an appointment with your primary care provider, or a member of their care team. This model of care follows national best practice standards and will help foster a trusting relationship between patients and medical providers.

We believe that access, consistency and communication are essential in making patients feel comfortable with their health care. Providers are available for same-day and future appointments, which can be scheduled by contacting Central Scheduling Department 907-451-6682 EXT 1053 or 1-800-478-6682.

We have established three care teams. Please become familiar with your primary care provider and memorize his or her team. If you have any question or concerns about needing to be seen by a different provider, please contact your care coordinator.



**Team Deneege (Moose)**

ext.1053



**Team Tudi (Eagle)**

ext.1053



**Team Teekona (Wolf)**

ext.1053



## Women's Health

The Women's Health clinic offers care and services by multiple qualified providers. This includes comprehensive care for our patients including annual screening exams, contraception, pregnancy testing and pregnancy care, menopause management, evaluation and management of abnormal vaginal bleeding, evaluation and management of chronic pelvic pain, and screening, evaluation and referral for gynecologic cancer.

### Services available at Women's Health:

- Pelvic exams
- General health screening
- Pap smears
- Preconception counseling
- Pregnancy testing
- Specialist Referrals
- Breast exams
- Testing for sexually transmitted infections
- Counseling for birth control, pelvic pain, menopause, infertility, and sexuality
- Complete obstetric (pregnancy) care

### Obstetric Care

TCC is committed to providing complete and comprehensive OB care. Early and regular prenatal care reduces the risks of poor pregnancy outcomes. While some prenatal care is available at village and sub-regional clinics, in person or through telehealth appointments, the majority of prenatal care is provided by TCC providers in Fairbanks. OB appointments are available throughout the week with individual CAIHC providers. Regularly scheduled appointments are strongly recommended for routine prenatal care; emergencies are seen as needed by the on-call provider. There is a TCC OB provider on-call 24 hours a day, 365 days a year.

Pregnant women receive prenatal care at CAIHC before, during, and after delivery. Most OB patients who live in villages are strongly advised to come to Fairbanks four weeks prior to delivery (some are advised to come in earlier).

### GYN Care

TCC providers evaluate people for a wide range of patient concerns related to women's health, from adolescence to end of life. Our providers see patients for routine screening exams, including Pap smears, for preconception counseling or discussion about contraception options, diagnosis and treatment of sexually transmitted infections, discussion and treatment of menopausal symptoms, work-up and treatment for chronic pelvic pain and/or abnormal uterine bleeding. Some of these evaluations are recommended to screen for or to rule-out gynecologic cancers.

Once an issue is diagnosed, if the patient and provider decide that surgery is a safe and appropriate option, our gynecologists offer surgical management in Fairbanks or, if needed, they will refer our patients to sub-specialists for further care. A few examples of surgeries

that are offered are removal of the Fallopian tubes for sterilization, removal of the uterus due to pain or heavy bleeding, hysteroscopy (camera inside the uterus) for removal of polyps.

It is important to note that by law, in order for Purchased/Referred Care or Medicaid to pay, a special consent form must be signed 30 days before the sterilization can be done.

If there are additional questions about what services are provided, we advise patients to call and ask!

## Women, Infants and Children Program

WIC stands for the Special Supplemental Nutrition Program for Women, Infants and Children. WIC provides free healthy foods, nutrition and breastfeeding information, counseling, health screening, and referrals.



### You qualify for WIC if you:

- Are pregnant, recently gave birth (postpartum), and/or have an infant or child under the age of 5, **and**
- Have a household income less than or equal to the annual guidelines, **and**
- Have a nutritional need (WIC staff can help determine this)
- Receive Medicaid, ATAP, food stamps, Denali KidCare, or are a foster parent of a child under age five, you are already considered income-eligible. Fathers, guardians and foster parents are encouraged to apply for their children.

### WIC foods may include:

- |             |                  |                       |
|-------------|------------------|-----------------------|
| • Milk      | • Fruit juice    | • Carrots             |
| • Cheese    | • Infant formula | • Cereal              |
| • Eggs      | • Peanut butter  | • Dried beans/lentils |
| • Tuna fish | • Pink salmon    | • Fruits & vegetables |

### To receive WIC services you must:

1. Complete a family information form and WIC application for whoever is applying for benefits.
2. Provide proof of income with the application(s). Examples include a copy of one of the following:
  - Proof of Medicaid (Medicaid sticker)
  - Proof of food stamps (letter of acceptance)
  - Proof of ATAP (the card)
  - Proof of Denali KidCare (a letter or card)
  - Check stub(s) from the past 30 days
3. Provide proof of identification with the application. For adults, photo identification is

required (such as a driver's license). For infants and children, a crib card or immunization record is acceptable.

4. Have staff at your local village clinic or the WIC office complete the medical information, to include height, weight and hemoglobin.
5. Bring all the above information to the WIC office at CAIHC. If you live outside Fairbanks, mail the information to the address below.

***Attn: Women, Infants, & Children***

1717 West Cowles St.

Fairbanks, AK 99701

6. Meet with a WIC staff member either in person or by telephone to review your application and receive nutritional counseling.

## **Pediatric Clinic**

The CAIHC Pediatric Clinic team provides care and consultation to patients from birth to age 21.

Well-child visits may be scheduled throughout the week by appointment with individual CAIHC providers or if same-day appointment is needed, it may be with the first available provider.

For a healthy start in life, your baby needs regular check-ups and immunizations. A well child visit offers these services, as well as counselling and support for the complex job of parenting.

Children should have well child visits at the following ages:

- After discharge from the nursery in the first week.
- 2 weeks
- 6 weeks - 2 months
- 4 months
- 6 months
- 9 months
- 12 months
- 15 months
- 18 months
- 2 years
- 2 years and a half
- 3 years and yearly after that.
- Everyone needs a yearly physical, including teenagers and adults

## Radiology/Medical Imaging Services

Radiology, which operates during clinic hours 8am-6pm daily, provides routine x-ray imaging. All radiology imaging requests require an order from a CAIHC health care provider. Some specialized imaging such as ultrasound, mammography, dexascans, and CT Scans will be performed on a scheduled basis when available and may require additional preparation or fasting prior to the exam. Some non-emergent exams may require a pre-authorization from private insurance companies and scheduled thereafter.

All imaging studies will be interpreted by a board-certified radiologist and results will be delivered to the ordering health care provider. All patients should contact their health care team for results.

## Orthopedic Clinic

The Orthopedic Clinic offers screening and treatment for diseases and injury to the bones and joints.

### Services available at Orthopedic:

- Joint injections
- Splinting and Casting of Fractures
- Reduction of simple fractures
- Evaluation and referral to Orthopedic Surgeons

When surgery is needed a referral is made to the Alaska Native Medical Center (ANMC) in Anchorage, AK. All surgeries involving Orthopedics is sent down to ANMC, these include but are not limited to the following:

- Joint replacements
- Carpal tunnel
- Fractures that require surgical intervention
- Trigger fingers release

## Diabetes Program

The Diabetes Program provides diabetes self-management education and support (DSMES) through individual and/or group education classes. Education sessions are provided either in-person or telehealth based on individual preference and availability. DSMES focuses on building skills to successfully manage diabetes at home so individuals can live well with diabetes.

The Diabetes Program also provides education on disease prevention and health promotion such as prediabetes, weight management, and healthy eating. This includes offering a Diabetes Prevention Program for individuals with prediabetes or those who are at risk of developing diabetes. There is also a personal trainer available to assist individuals with prediabetes, diabetes, and obesity who are interested in beginning an exercise program. The personal trainer can individualize workout plans to meet personal health goals to support the individual's health and wellness. Contact your medical provider for a referral to the personal trainer.

## Dental Clinic

TCC Dental Services, located on the second floor at Chief Andrew Isaac Health Center, has the responsibility to provide dental care to Indian Health Service beneficiaries residing in the Interior Alaska Service Unit. The TCC Dental team includes fourteen dentists, four dental hygienists, two part-time dental specialists, three dental health therapists, twenty-five dental assistants, four receptionists, a supply coordinator and a program assistant.

### The Dental Clinic is closed for the following TCC holidays:

- New Years' Day
- Martin Luther King Jr. Day
- Presidents Day
- Memorial Day
- Juneteenth
- Independence Day
- Labor Day
- Veterans Day
- Thanksgiving
- Christmas

### Emergency Care

If you have an urgent dental need you may contact the Dental Clinic for emergency care Monday through Friday from 8:00am to 4:30pm. Morning hours are usually less crowded. Emergency patients contacting the clinic at these times are scheduled as soon as possible on a first-call, first-served basis. However, those with obvious fever, infection or trauma will be seen first. The dental clinic is not staffed after regular clinic hours so emergency dental care is not available during this time. However, if you have an after-hours emergency, you may call the TCC answering service to consult with the on-call dentist.

### Specialty Dental Care

Specialty dental clinics are scheduled several days per month on a recurring basis.

- Orthodontics (braces)
- Prosthodontics (dentures, bridges, etc.)
- Pediatric Dentistry (young children with anxiety issues, patients with special needs)
- Complex Oral surgery (difficult wisdom teeth extractions)

Appointments for dental services may be made in person or by telephone, 907-451-6682 ext. 3200 or 1-800-478-6682 ext. 3200

### **Itinerant/Village Dental Care**

Care for patients in the Yukon-Tanana, Upper Tanana and the Yukon-Koyukuk sub-regions and Anaktuvuk Pass is provided and coordinated by TCC Dental Clinic. Dental care for the Yukon Flats sub-region is coordinated and provided by the Yukon Flats Health Center and operated by the Council of Athabascan Tribal Government (CATG). Services provided in the villages are basic dental care, including exams, radiographs, dental hygiene/prevention, basic oral surgery (simple extractions), restoration of carious teeth with fillings, basic periodontics (treatment of diseases of the gums), and emergency care for toothaches and infection. Patients requiring therapy that is more complicated are referred to the Dental Clinic in Fairbanks.

Alaska law requires that a parent or legal guardian must provide informed consent for minors under the age of 18 for dental care. Treatment cannot be rendered without an informed consent signed by the parent or legal guardian. **When you are receiving dental care in the Dental Clinic, you must provide someone to take care of your children. This is for the safety of your children, other patients and staff.**

We know it is expensive and often difficult to travel in from the outlying villages for dental care. We make special efforts to see you while you are in town. Those without appointments may be seen on a standby basis. Standby patients are seen when someone cancels or fails to come in for an appointment. Once village patients start their regular treatment, special consideration is given to minimize expensive travel.

For the safety of our patients and staff, we will not treat any patient who has been drinking alcoholic beverages or abusing drugs before coming to the clinic.

TCC Dental Services believes in quality care and seeks feedback from our patients. If there are any conflicts, patients can address their concerns to the Dental Director or to the Patient Experience Department.

### **Basic dental care**

Indian Health Service (IHS) provides basic dental care for eligible patients. These services include examinations, x-rays, dental hygiene (cleaning), sealants, restorations (fillings), basic oral surgery (extractions), and non-complex endodontics (root canals).

### **Non-basic care**

Services not covered by IHS include orthodontics (braces), crowns, bridges, dentures, and complex endodontics (root canals). These services are provided at TCC Dental Clinics when possible but are charged to patients at TCC's cost of providing these services. Patients must pay for these services prior to receiving them.

### **Broken appointment policy**

(Established and approved by the TCC Executive Board of Directors)

In order to provide dental care to the greatest number of TCC/IHS patients, no new scheduled appointments will be made for one year if a person has two broken dental appointments within a one year period. Broken appointments are defined as failing to give 24 hour notice of cancellation, not presenting for the appointment or failure to arrive within 10 minutes of the scheduled appointment time. (However, dental emergency treatment and walk-in clinic are always available.

## **Eye Clinic**

The TCC Eye Clinic is located on the second floor of CAIHC.

### **Hours of Operation**

8:30am – 5:00pm Mon-Fri, closed for lunch NOON- 1:00PM  
Closed 11:00am – 1:00pm on Friday for Staff Meeting/Lunch.

All primary eye care services are provided at our fully equipped facility. These services are provided to TCC patients of all ages. Our goal is to create “Healthy Vision for Life.”

### **Appointments**

All eye care services are provided by appointment only and are scheduled in advance by calling 907-452-8251 ext. 3220. Medications, when needed, are dispensed by the CAIHC Pharmacy. When surgery is needed a referral is made to the ANMC in Anchorage.

### **Eye Emergencies**

- Eye emergencies are treated in the TCC Eye Clinic during regular office hours.
- Please call 907-452-8251 ext. 3220 to be scheduled.
- For eye emergencies after hours, call CAIHC: 1-800-478-6682 or 451-6682

### **Some of the services provided by the TCC Eye Clinic include:**

- Comprehensive eye examinations
- Infant and children's eye care
- Diabetic eye examinations
- Treatment and management of eye diseases
- Consulting and co-management of eye surgery
- Fitting and dispensing of eyeglasses and contact lenses

### **General information**

- Our optical program has competitively priced eyeglasses available for purchase, as well as Medicaid and Denali KidCare eyeglasses.
- Adolescents must have written consent from a parent or legal guardian.
- Cosmetic contact lens exams and fittings are available for adults who are good candidates for this kind of vision correction.
  - Contact lens services are not available in our villages.
  - An initial fitting fee (\$100) and an annual examination fee (\$75) are charged for contact lens examinations. An initial fitting required a follow-up examination one to two weeks afterwards.
  - Competitively priced contact lenses may be purchased through the TCC Eye Clinic.
  - If vision correction is needed for driving, school or other occupational and safety reasons, back-up glasses are required in addition to contact lenses.
- We have the ability to test the eyes and vision of infants and very young children even though they cannot respond to the regular eye charts.
- The eye provider travels with an optician to many of the TCC region villages to provide eye care services.

## Ambulatory Surgery Center

We have two operating rooms with plans in the future to open two additional operating rooms.

Same day surgery for:

- Colonoscopies
- Hernias
- Dental
- Laparoscopic women's surgery
- Laparoscopic general surgery
- Orthopedic services (starting in November 2022)

Phone: (907) 451-6682

- ASC Registration: ext 2808
- ASC Scheduler: ext. 2841

### Hours of Operation:

8am – 5pm Monday through Friday excluding weekends and Major Holidays



## Laboratory

The main laboratory at Chief Andrew Isaac Health Center, (CAIHC) or Upper Tanana Health Clinic (UTHC) performs a wide variety of testing to meet our patient's needs. Tanana Chiefs Conference employs several types of Laboratory Professionals or Clinical Laboratory Scientists to ensure high quality test results are given to our patients and providers.

### Lab blood draw locations:

#### Chief Andrew Isaac Health Center (CAIHC) Building 'A' Fairbanks

- Days: Monday through Friday, No Weekends or Holidays
- Hours: 7:30am to 4:30pm

#### Upper Tanana Health Clinic (UTHC) Tok

- Days: Monday through Friday, No Weekends or Holidays
- Hours: 9:00am to 4:30pm

#### All TCC village staffed with Community Health Aides.

- Please reference specific village operational hours. Blood draws may need to be collected on certain days, due to airplane flight patterns.
- Specialty Testing or Maternity Testing may require collection at CAIHC in Fairbanks for specimen stability reasons, your provider will provide guidance as needed.

### Answers to Frequent Laboratory Related Questions:

- Most lab results are available within 24-48 hours; specialty testing could take 1-2 weeks.
- Specific questions about your lab tests should be directed to your provider.
- For review of lab results please speak with your healthcare provider.
- For copies of lab results please speak to medical records. The laboratory does not release results directly to the patient.
- For electronic lab results portal access please inquire with registration upon check in.
- For minors or those under 18, please be accompanied by a parent or legal guardian who is able to give permission to collect the blood.
- Lab visits are by appointment only. There is no need to show up early for your appointment time. Both early and late appointment arrivals will be worked into the schedule at the next available appointment, and may require extended wait times.
- Dropping of self-collect specimens to the laboratory does not require an appointment.

## Pharmacy

The CAIHC Pharmacy provides comprehensive pharmaceutical services to all Alaska Natives and American Indians in the TCC region. Our pharmacists work closely with our providers and mid-level practitioners to provide the most appropriate medications for patients at the clinic as well as in the villages. Our village health pharmacy technicians work hard to keep the village clinics well stocked with medications. Our private consultation rooms provide patients with privacy when discussing their medication with a pharmacist.

The pharmacy is not open on weekends or on TCC- observed holidays.

### **The CAIHC Pharmacy is also closed for the following holidays:**

- Thanksgiving
- Christmas
- Labor Day
- Juneteenth
- New Year's Day
- Memorial Day
- Indigenous People's Day
- Martin Luther King Jr Day
- Independence Day
- Other holidays designated by TCC

**Patients should request medication refills before the holidays and weekends so that they don't run out of medicine when the pharmacy is closed.**

When a health care provider sees you, they may prescribe medicine for you. The pharmacist will review your chart and make sure the medicine prescribed is the best and safest one we have available for your condition. The CAIHC Pharmacy no longer fills prescriptions originating from outside TCC Health Services unless they are from the Fairbanks Memorial Hospital Emergency Room, another Indian Health Service facility, hospital discharges, or if the patient was referred out for the care that led to the prescription. Prescriptions from outside TCC must be available in the CAIHC Pharmacy for them to be filled. Before you leave the pharmacy, the pharmacist will discuss the following with you:

- The name of your medicine and what it is supposed to do
- When, how and how long to take your medicine
- The common side effects to expect and how to deal with them if they occur
- Whether the medicine is safe to take if pregnant or breast-feeding (as appropriate)
- How to store your medicine
- How to properly dispose of any unused, discontinued or expired medicines

## Medication refills

If you need to take medicine for a long-term (chronic) condition, your provider may order refills on your medicine. The pharmacy can then refill your medicine without you having to see a provider each time. To get your medicine refilled you may do one of the following:

1. Use the Pharmacy prescription smartphone App called **RefillPro**. This App can be easily added to your Apple or Android Smartphone. Instructions on how to install and use this app are included on page 52.

**Or**

2. Use the **ScriptPro** web-based refill portal by visiting [www.tananachiefs.org](http://www.tananachiefs.org). Once there, click on the “Health” tab on the top banner, then on the Pharmacy section. Once in the Pharmacy section of the website, click on the “CAIHC Pharmacy Refill Patient Portal” link on the left side of the page. Creating an account is fairly straightforward from here, but if you have any questions, CAIHC Pharmacy staff can help you out by calling 459-3807, then option #4.

**Or**

3. Call the automated prescription refill line at 459-3807, and then select option 1. You will need to know your prescription number(s) to use the automated refill line. Your prescription number is at the top left of your prescription label and it follows the “Rx #.” Leave out any letters that appear at the beginning or end of your prescription number.

**Or**

4. Bring the bottle or prescription for your current medicine to the pharmacy. If you choose to wait for your prescription, your request will be processed in the order it was received, along with prescriptions for other patients choosing to wait. Remember that prescriptions for patients seen by a provider on a given day are prioritized before refills.

**Or**

5. Call the pharmacy at least two days before you run out of your medicine with your name, chart number and the name of the medicine you need refilled. All of this information is printed on your prescription label. Then come directly to the pharmacy to pick up your refill. It takes two days to have medication refills ready and waiting for you to pick up. If you need your medication sooner, we are always happy to process your prescription when you arrive at the pharmacy, but you may have to wait a little longer without a 48-hour advance request. If you need your medicine sooner, please inform the pharmacy staff and we will try to expedite your request.

When you arrive to pick up your prescription or refill, the pharmacy staff will put your prescription in line, in the order you arrived, and it will be handed out by the next available pharmacist, which may entail waiting 5 – 15 minutes. Waiting time is typically less in the mornings than in the afternoons or evenings.

If you have no refills remaining or your prescription is expired, your request will be forwarded to your team pharmacist. The team pharmacist will review the requested prescription refill (that is either expired or out of active refills) and forward the request to your primary care provider. Depending upon the circumstances, the prescription may or may not be renewed. Prescriptions that are renewed in this fashion are typically renewed for one month, but may be extended for longer than this in

certain circumstances. If the prescription is only renewed for one month, the patient will need to make an appointment with his/her primary care provider (or another provider on the care team) within one month, as the next prescription renewal request will not be processed through the pharmacy in this manner.

### **Village pharmacy services**

CAIHC works closely with community health aides, providers, provider assistants and nurse practitioners to provide pharmacy services to patients living in the villages. Your community health aide can treat many short term health problems using the medications stocked in the village clinic. If your condition requires a medication provided by prescription from your provider, you may contact the pharmacy and the medication will be mailed directly to you from CAIHC Pharmacy. We ask that village-based patients no longer request their prescription refills through their health aides.

Please allow approximately one week when requesting a refill from the village. We generally can serve you much more quickly than that, but we do not have control over bad weather and runway conditions that may delay the mail. All refills are currently mailed directly to our village patients, unless the local Post Office is closed or having other issues. If the post office is closed, we will mail your medications to the village clinic where you can go to pick them up from the community health aide. Please supply us with your correct mailing address when you call to request refills.

## CAIHC Pharmacy's Refill Pro Guide

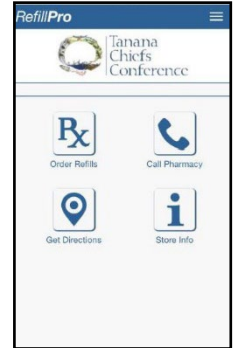
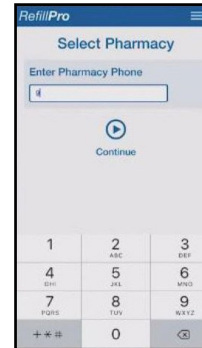


The Refill Pro app can be easily downloaded on an iPhone, Android, or iPad by visiting the App Store or Google Play Store. The Refill Pro app provides a simple way to request refills of your medication by entering the RX number or by simply scanning the barcode on your bottle.

### HOW TO USE:

**STEP 1:** Select the pharmacy by entering the phone number 907-459-3807, this will take you to the Refill Pro TCC home page. From here, you have four selections:

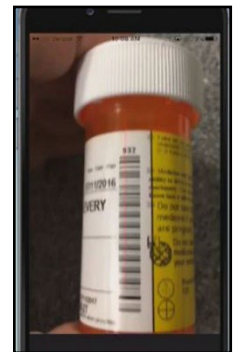
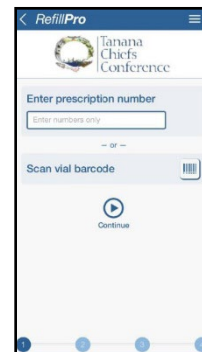
- Order refills,
- Call Pharmacy,
- Get Directions and
- Store Info.



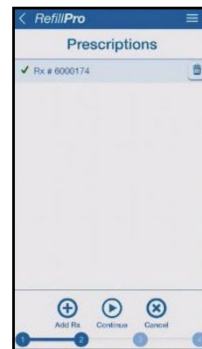
To order refills select 'order refills' button.

**STEP 2:** Enter the prescription number located on the medication bottle highlighted in yellow. Ignore any letters in the RX number.

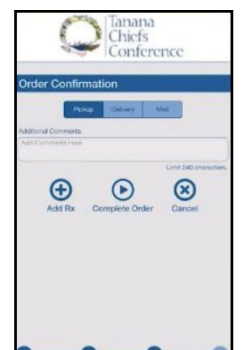
- You can also scan the prescription bottle label barcode as shown.



**STEP 3:** There will be a green checkmark if the prescription is refillable. If the prescription is not active it will indicate that with a red x and give you details on why the prescription is not refillable.



**STEP 4:** Be sure to indicate whether you would like the prescription mailed or picked up. You can leave a comment on the order.



## Physical Therapy and Integrative Care

Physical Therapy, Acupuncture and Chiropractic services are located at the Chief Peter John Tribal Building 122 1st Ave, 1st floor and basement.

### Hours and contact information:

TCC Physical Therapy clinical hours are 6:45am – 5:15pm Mon-Fri, by appointment.

Phone (907)451-6682 ext. 3139

Physical therapy provides examination, evaluation, diagnosis, prognosis, intervention, and care management for a wide variety of physical conditions including musculoskeletal, neuromuscular, and cardiovascular/pulmonary. Care is provided by Physical Therapists and/or aides under the direction of a Physical Therapist. Physical therapists interact and collaborate with a variety of professionals; as well as directly with patients to address risk factors, provide consultation, education, manage and conduct specialty clinics. Physical therapy serves a major role in primary care, secondary and tertiary care as well as in prevention and the promotion of health, wellness and fitness.

For patients in the interior villages served by Tanana Chiefs Conference, physical therapy may be delivered through village visits by the Physical Therapist or by live video-teleconferencing (telemedicine).

### Physical therapy interventions include:

- Therapeutic exercise
- Balance and gait training
- Physical agents and mechanical modalities
- Electrotherapeutic modalities
- Dry Needling
- Orthotic prescription and prosthetic management
- Manual therapy techniques including mobilization/manipulation
- Pain Management
- Functional Activity Training
- Patient and family education
- Instruction in home exercise programs.

### Acupuncture

Acupuncture is a form of Chinese medicine that has been practiced for centuries. It's based on the theory that energy, called qi or chi (say "chee"), flows through and around your body along pathways called meridians. Acupuncture is a way to unblock or influence qi and help it flow back into balance. Acupuncture is done by putting very thin needles into your skin at certain points on your body. This is done to influence the energy flow. Sometimes heat, cupping, pressure, or mild electrical current is used along with needles.

People most often use acupuncture to relieve pain but it can be used to treat many health conditions. Acupuncture enhances recuperative power and immunity to promote natural healing. It also improves physical and emotional health and overall wellbeing. Acupuncture can be used for many common issues including, but not limited to, the following:

- Anxiety
- Depression
- Hypertension
- Stress
- Sinusitis and Asthma
- Common Cold Symptoms
- Sciatica
- Chronic Fatigue Syndrome
- Irritable Bowel Syndrome
- Migraine and Headache
- Sports Injuries
- Weight Loss
- Neck/Low Back/Body Pain
- Fibromyalgia
- Digestive Problems
- Infertility

### **Chiropractic**

Full-time chiropractic services are offered at Physical Therapy and Integrative Care. Field trips are made to Galena and Tok. Services are offered through referral from a TCC provider.

Chiropractic is used to treat a variety of conditions included, but not limited to:

- Neck pain
- Back Pain
- Extremity Pain
- Headaches
- Pregnancy-related pain

### **Fitness Center**

The TCC Fitness Center is located in the basement of the Chief Peter John Tribal Building. Hours are from 7:45am-5:00PM Monday-Friday, and are closed the same holidays as other TCC programs. Use of Fitness Center is all by appointment.

The fitness center is staffed by an Exercise Specialist who sees clients by appointment to develop and oversee individualized fitness plans. They also work closely with the Physical Therapists, Chiropractic and Acupuncture Providers.

## Behavioral Health Services

Behavioral Health Services provides a comprehensive, continuous system of behavioral health care in the TCC region. Our service areas have been developed to facilitate collaboration with other service area providers and avoid duplication of services. The TCC Behavioral Health division believes in a “no wrong door” approach to services. This means we strive to provide a seamless continuum of care for our patients who seek mental health or substance abuse services. We have integrated our programs so that we are dual-diagnosis capable and we address co-occurring mental and substance-related disorders in our policies and procedures, assessment, treatment planning, program content and discharge planning. Services are provided in the Fairbanks office, with periodic travel through our village-based Behavioral Health Aides, and via itinerant staff and through Telehealth connections, located in 22 communities.

TCC Behavioral Health provides services within a trauma-informed system of care, which means that services are not specifically designed to treat symptoms or syndromes related to trauma, but they are informed about and sensitive to trauma-related issues present in clients. Services at Behavioral Health are also focused around wellness. TCC Behavioral Health provides services that promote hope, healing, and wholeness. We believe that each person is entitled to holistic care that addresses emotional, mental, spiritual, and physical needs. We strive to form partnerships with our clients and create individualized treatment plans with services that focus on client needs. We have identified and implemented evidence-based practices that are aligned with the trauma-informed treatment, wellness and culturally appropriate care.

### Outpatient Clinical Services

Outpatient clinical services are available for youth, adults and families who experience behavioral health issues ranging from general mental health to severe and persistent mental illness. Crisis intervention; psychiatric assessment and medication monitoring; individual, family and group therapy; and individual and group substance abuse counseling are available at the main office on First Avenue. Case management is also available for clients who need additional support beyond their primary therapist. Itinerant and village-based providers connect clients in the rural areas needing psychiatry to the Fairbanks office.

### Psychiatry Services

Our three psychiatrists provide psychiatric evaluations, crisis services, and medication management and consultation services. A case manager is available to psychiatry patients to assist with needs outside of regularly scheduled appointments. They work closely with the psychiatry department at Fairbanks Memorial Hospital to coordinate inpatient services.

### Paul Williams House

As an adjunct to the office-based TCC Behavioral Health Services, supported living services are provided to up to 11 adults who experience severe and persistent mental illness at the Paul Williams House program. The Paul Williams House is staffed around the clock by residential care coordinators who provide apartment management, client supervision and recipient support services. This facility

can also provide emergency and/or temporary housing to the severely mentally ill population and to individuals from the villages seeking psychiatric emergency services in Fairbanks.

### **Itinerant Services**

Behavioral health clinicians, behavioral health aides and prevention counselors provide services to the villages for crisis intervention, assessment, therapy, prevention and other outreach services.

### **Behavioral Health Aide Program**

Behavioral health aide positions are currently located in Allakaket, Minto, Anaktuvuk Pass, Huslia, Ruby, Nulato, Kaltag, Nenana, Circle, Chalkyitsik, Koyukuk, Galena, Dot Lake, Tetlin, Tanacross, Eagle Village, and Northway. Behavioral health aides provide prevention and outreach services to the communities and work closely with clinicians and counselors in the sub-regional clinics and Fairbanks office. Behavioral health aides who have progressed to a level III and Practitioner are able to provide counseling services, as well.

### **Behavioral Health Services at the Upper Tanana Health Center**

Based in Tok, Behavioral Health staff provides outpatient mental health, crisis intervention, outpatient substance abuse services and prevention education to Tok and the surrounding villages of Dot Lake, Tetlin, Healy Lake, Tanacross, Eagle Village, and Northway.

### **Behavioral Health Services at the Edgar Nollner Health Center**

Services in Galena consist of outpatient mental health, crisis intervention, substance abuse services and prevention education for Galena and the surrounding villages (Huslia, Koyukuk, Nulato, Kaltag, and Ruby).

### **Old Minto Family Recovery Camp**

The Old Minto Family Recovery Camp is a residential treatment program that provides a therapeutic community and integrates traditional Athabascan culture into the treatment regimen. The Recovery Camp program is certified by the State of Alaska DHHS Division of Behavioral Health to provide intermediate residential and aftercare services and has been providing services since 1989. The program is a minimum of 35-day treatment program at the Recovery Camp site, an uninhabited Athabascan village located 30 miles from the nearest road. The camp has a current capacity to serve 16 clients during each treatment cycle. This program also offers open-enrollment, which means clients are admitted and discharged on a weekly basis, as availability allows.

### **Addiction Services**

Behavioral Health provides outpatient substance use treatment services by telehealth for clients living outside of Fairbanks. Counselors are currently based in Tok and Fairbanks. For other service areas we work in partnership with Fairbanks Native Association. Treatment is centered on a recovery oriented curriculum which assists clients with the skills to develop and maintain long-term recovery.

Our substance use treatment programs provide services to adults, youth, and adolescents ages 14-18. We provide Level 0.5 Prime for Life, Level 1.0 Outpatient, and Level 2.1 Intensive Outpatient.

Clients who have successfully completed treatment may engage in continued care, typically in a group format for up to 6 months.

### **GRAF Rheeneerhaanjii**

Graf Rheeneerhaanjii Program (The Graf Healing Place) provides residential youth substance abuse treatment (ages 12 to 18) as a joint venture with Fairbanks Native Association. Up to 12 youth can be served in a cohort model which allows for a supportive, positive peer group and team-building atmosphere. Youth and their parents can participate in the three-day orientation program and again at the end of the 14-week treatment. Continuing care is provided. Youth receive up to 4.5 credits toward high school requirements. There is a strong cultural component to these services.

## Behavioral Health Consultant Program

The Behavioral Health Consultant Program consists of the Behavioral Health Consultants (BHCs) located at Chief Andrew Isaac Health Center (CAIHC). The BHCs are behavior health providers that are specially trained to work as a member of the primary care teams. The team approach allows us to consider physical, behavioral, and emotional aspects of your health. The BHC simply adds another option for your complete health care. You may see a BHC directly in family practice at CAIHC or by zoom or phone if you prefer. The BHC provides consultation and brief intervention services, not traditional psychotherapy, and will work with you on a variety of issues.

### **They can help you with issues such as:**

Stress

Anger

Depression

Difficulties with family & relationships

Anxiety

Grief and loss

Addiction

Or any health issue you would like to address

The BHCs can provide support by helping you develop coping strategies, creating a plan to address your concerns, and also connecting you with additional resources and support if needed.

To access a BHC you may ask your provider at your next visit or simply call the main CAIHC number, 907-451-6682 and ask to speak with a BHC.

## Division of Wellness and Prevention Programs

The Division of Wellness and Prevention focuses on emotional, mental and cultural wellbeing within the continuum of health.

Our services are rooted in understanding the importance of empowerment, responsibility and an early commitment to prevention and wellness.

Our programs promote the development of core, transferable prevention and wellness skills.

We aim to support community driven initiatives that are sustainable and resiliency based.

### **TCC's Core Value Statement is based around Ch'eghwtsen' and TRUE LOVE.**

The Division of Wellness applies the true love principles in the following context:

**Trust**—In prevention we respect the trust given to us (trigwihit'ee Gwichin) by developing & nurturing relationships with those who need support in without judgement, giving families and communities information they need and gaining respect for our expertise within our organization.

**Resiliency**—We promote our cultures and traditions as roots, successes, strengths and protective factors that help us adapt to the good and bad that life gives us on our journeys to self-identity.

**Unified**—We all play a part in supporting the individuality of health and wellness in our communities.

**Empathy**—We seek to understand and respect each person's reality, to meet their needs and to support healthy habits mindful of where they are at.

**Listen**—In wellness we know the value of listening actively without judgement and with open hearts. There is power in allowing a person to speak their truth and generate their own healing.

**Ownership**—We promote healthy boundaries and sustainable practices for ourselves and the individuals, families, communities we work with.

**Voice**—We believe each and every person deserves the opportunity to share their stories with confidence (yit'injyaahchy'ac in Gwichen) and become their own advocate for change. We help those who don't have a voice.

**Excellence**—We believe in continuously working to bring out the excellence in our people, our programs and our relationships.

### **Community Wellness:**

The Community Wellness Program is home to our Community Health Representatives who advocate for prevention and health. The Community Health Representatives assist communities in supporting determined community needs, ranging from assisting in the work flow of the local clinic, activities for elder support, conducting evidence based suicide prevention trainings, and coordinating with the tribe in their local community garden.

### **Education, Training & Technical Assistance:**

The Division of Wellness and Prevention offers education and training for suicide prevention, health and safety, substance use prevention, and healthy relationships. We also offer technical assistance to Crisis and Wellness Response Teams, facilitation of community readiness assessments, postvention policy development and implementation, and tobacco policy development and implementation.

### **Grief and Recovery:**

The Grief and Recovery Program offers services to provide hope and empowerment to our people and our communities while they are experiencing grief. Grief occurs when a person is experiencing a loss of any kind at some point in their life. Each person experiences grief differently and there is no one way to grieve. The Grief and Recovery Program offers talking circles, support groups, one on one grief sessions, grief and trauma awareness community presentations, and crisis response.

### **Health and Safety:**

The Health and Safety program provides prevention education, awareness activities and resources to assist communities facing challenges in our region. These resources cover seasonal safety, travel safety, weather safety, and injury prevention.

### **Suicide Prevention:**

The Suicide Prevention Program offers training, crisis response and technical assistance to increase community capacity in the identification, prevention, and response to persons at risk for suicide. The Suicide Prevention Program also offers a wide variety of resources to provide education for a positive mental health.

### **Substance Abuse Prevention:**

The Substance Abuse Prevention Program offers alcohol and drug information dissemination and prevention education on the nature and extent of substance use, abuse, and addiction as well as their effects on individuals, families, and communities. Program Staff work with communities to provide resources, information, and training to enhance protective factors, increase perceptions of risk and increase community wellness through the promotion of traditional values and practices.

### **Tobacco Prevention**

The Tobacco Prevention Program offers services to reduce and ultimately eliminate tobacco use and exposure within the Interior of Alaska. Staff work to engage, educate, promote the Alaska Tobacco Quit-Line, and assist tribes with tribal policy development and implementation.

## Home Care Program

The program coordinator/RN and case managers travel to the villages once or twice yearly to visit elders and adults with disabilities to assess home care services and provide education as needed. A comprehensive assessment identifies the Elder's or caregiver's needs to help pin point goals that are important to the Elder and/or caregiver. The goals are achieved through steps to ensure the health, safety, spiritual needs, and wishes of the Elder are met. This process helps develop a Plan of Care to guide the Providers and Care Coordinator to follow the advice and direction from the Elder and/or Caregiver. Home Care staff work closely with Tribal Administrator's, Community Health Aides and staff at CAIHC village staff, and other service providers to carry out and monitor the plan of care for the clients.

### Populations Served

The populations Home Care serves are elders and adults with disabilities in the 42 villages in the TCC region. Programs specifically meet objectives developed in grants from the State Division of Senior Services and Title VI.

### Home Care Services include:

- Home & Community Based Waiver Program
- Consumer Directed Personal Care Services
- Family Caregiver
- Respite
- Chore
- Care Coordination

### Home & Community Based Waiver

Many elders want to stay at home but need help in order to achieve their goal. The Home & Community Based Waiver program through special Medicaid services can provide: respite, specialized medical equipment, chore services and environment modification for their homes. This waiver also provides an option to receive assisted living or nursing home care.

### Consumer Directed Personal Care Attendant Services

Personal Care Attendant services provide help to elders and adults with disabilities with their activities of daily living which include bathing, eating, grooming, dressing and activities, such as light housekeeping or laundry, that the elder needs help doing. In order for the elder to receive this service an application must be completed and sent to the state. A visit by the state nurse is required; the state nurse will complete an assessment called the Consumer Assessment Tool. The State of Alaska Personal Care Unit will inform the supervising nurse or case manager of the services the elder is eligible for.

## **Family Caregiver**

TCC receives two grants to support Family Caregivers: Title III which is state funded and Title VI which is federally funded. These programs help family caregivers supporting elders diagnosed with Alzheimer's or related dementia, or elders who are frail. Family Caregiver grant offers: information assistance, counseling referrals, caregiver training, support groups, and respite.

## **Respite Care**

Respite Care provides temporary relief to family member(s) or informal caregiver who are caring for an elder with Alzheimer's or related dementias, and persons 60 years of age and older with physical disabilities. Home Care providers offer companionship and supervision for the elder while giving a short break 5 days a week for the caregiver.

## **Chore Services**

This program provides light housekeeping services to frail elders and elders with Alzheimer's and related dementias to maintain the elder's home as a clean, safe environment. Chore service may include taking out trash, walking with the elder to social functions, shopping, sweeping, mopping, vacuuming, washing dishes and doing laundry. This service can only be provided when neither the elder nor anyone else in the household is able to perform the service.

## **Care Coordination**

Care Coordination under the Home & Community Based Waivers can help through the process of applying and maintaining waiver services. The Care Coordinator can help explore goals as well as coordinate community and natural supports to achieve the goals of the elder or adult with disability. Exploring goals for an independent, healthy spiritually and physically is used to develop a Plan of Care. The Plan of Care is used to guide the care for all service providers to meet the needs of the elder or adult with physical disability.

Call our office 907-451-6682 ext. 3440 or 1-800-478-6682 ext. 3440 for more information on any Home Care Services or if you would like to become a Home Care provider in your village.

## Alaska Native Medical Center Specialty Clinics

The following specialty clinics are operated at CAIHC by providers from the Alaska Native Medical Center (ANMC). To make an appointment you must be referred by a CAIHC health care provider.

### Clinics are typically scheduled:

Audiologist	Every 1-2 months
Ear, Nose, Throat Clinic	Every 4 months
Orthopedic Clinic	Every 3 months
Rheumatoid Arthritis	Every 4 months

## Community Health Representatives

Community Health Representatives are advocates for prevention and health services. The needs of each community plays a part in determining their work load. CHR's activity ranges from assisting in the work flow of the local clinic, working with the travel divisions to assist with patient travel internal processes, providing evidence based suicide prevention programs, assisting with after school activities to coordinating with the tribe in their local garden and various other community activities.

CHRs are also available on an emergency basis to assist elders with transportation to medical facilities and can escort the elders when family is not available.

### Community Trainings/Activities:

- Wellness Visits to Elders
- Blood Pressure
- Checking the Home Condition of Elders
- Transport Patients to Clinic
- Prevention Activities
- Acts as a Liaison for Elders during appointments
- Community Events
- Suicide Prevention
- Sewing Groups
- Gardening
- Afterschool Activities

CHRs are located in four villages and are supervised by their village council staff and the TCC Home Care director.

For more information on services provided by the Community Health Reps contact Division of Wellness & Prevention at 907-452-8251 Ext. 3420.

Galena CHR	656-1366
Huslia CHR	829-2204
Northway CHR	778-2224
Tok CHR	883-5181

## Community Health Aide & Community Health Center Programs

TCC provides *Community Health Aide/Practitioners*, located in 23 villages.

- Alatna
- Allakaket
- Chalkyitsik
- Circle
- Dot Lake
- Eagle Village
- Evansville
- Galena
- Healy Lake
- Hughes
- Huslia
- Kaltag
- Koyukuk
- Manley Hot Springs
- Minto
- Nenana
- Northway
- Nulato
- Rampart
- Ruby
- Stevens Village
- Tanacross
- Tetlin

Community health aide/practitioner(s) are a unique provider in the Alaska tribal health care system, and provide access to many health care services in your village. Health aides are able to provide care working under the license of a provider, and according to their training and community health aide manual. The basic clinical skills content is taught at statewide training centers and continued in the village clinic by TCC training supervisors and coordinator instructors. The number of health aide positions depends on the number of patients treated and village population. Clinics are staffed six hours per day.

### Scope of work

**A community health aide/practitioner will:**

- Provide primary health care services following the health aide scope of medical practice. This is defined according to level of training, experience, the community health aide manual, and referral provider.
- Provide and/or assist with emergency medical response including on-call after hours.
- Provide preventive health services such as well child, prenatal, post-partum, family planning, health surveillance, etc.
- Consult with the referral provider or designee for care of all patients requiring intervention not covered by medical standing orders.
- Assist itinerant health care providers and specialty clinics.
- Manage the clinic: inventory/order pharmaceutical and medical supplies and ensure equipment is functional.
- Practice medical ethics including observing confidentiality and patient rights.

### Supervision and how to address concerns

Health aides have three components of supervision: the village council designee, the designated coordinator instructor, or C/I, and a referral provider from CAIHC. The village council conducts recruitment for vacancies and oversees day-to-day operations including hours of operation. In most cases the village council is responsible for the clinic facility itself. The C/I's oversee continued medical skills training and evaluation. The referral provider confers with the CHA/P on a daily basis regarding care provided to individual patients. Concerns should be expressed in writing, and depending on the issue, forwarded to the council, C/I or Patient Experience Department.

### **After hours coverage & medical emergencies**

An on-call schedule with contact information is to be posted at the clinic. In some circumstances, providers other than the CHA/P may be on call. After hours medical response is for emergencies only. Misuse of this service will result in burnout and is a contributing factor in why many CHA/Ps quit their jobs. In an emergency, the on-call CAIHC provider is consulted. With provider approval, an urgent charter or emergency evacuation can be authorized.

### **Referral for additional services**

If the medical problem cannot be handled in the village, the CHA/P contacts the provider. The provider may recommend travel to the sub-regional clinic, CAIHC or to a specialist. When needed, the CHA/P, community health representative, or CAIHC travel can assist with making an appointment and the required arrangements with Medicaid or Purchased/Referred Care. If you are traveling for lab work or a procedure it is important to understand and follow the instructions in preparation for the test. For lab work to be done at the hospital, you must arrive 30 minutes before the test/procedure. The health aide will fax a copy of the patient referral form to the receiving clinic/facility. The patient or escort must also carry a copy of the referral form with them to their visit.

### **Escorts**

If the patient is elderly, disabled or very young, authorization for an escort can be requested. If approved by a provider, the airfare for the escort is paid. The CHA/P may not serve as an escort unless they want to and are able to get leave approval for the time away from the clinic.

### **Praise makes a difference**

The community health aide role is a vital link in the TCC health care delivery system. If you are pleased with the work done by your CHA/P, let him or her know. Let the tribal council hear about your support for the village clinic. Health aide longevity is significantly affected by village support or lack thereof. Please take the time to fill out a TCC thank-you card at your village clinic. Positive reinforcement is always appreciated.

### **Community Health Center Services**

Community Health Center grants funding supplements IHS services and expands our ability to provide primary care to all community members, including non-IHS patients. Required services include primary care, behavioral health, dental and vision, screening regardless of ability to pay. These services do not reduce or replace TCC IHS funding levels.

### **Current TCC Community Health Center Clinics include:**

- Alatna
- Allakaket
- Chalkyitsik
- Circle
- Dot Lake
- Eagle Village
- Evansville
- Galena
- Hughes
- Huslia
- Kaltag
- Koyukuk
- Manley Hot Springs
- Minto
- Nenana
- Northway
- Nulato
- Rampart
- Ruby
- Stevens Village
- Tanacross
- Tetlin
- Tok

## Office of Environmental Health

The Office of Environmental Health works to address threats to health in the human environment, both indoors and outdoors, with the goal of preventing illness and protecting public health.

OEH staff provide both routine and project- related environmental health services in villages including technical assistance on any related environmental health concern. We work with Tribal Councils, village sanitation utility owners and operators, other TCC programs and individual tribal members.

OEH provides assistance in the following areas: drinking water protection, sanitation management, solid waste management, food safety, institutional health in village clinics, emergency response and preparedness, healthy homes and indoor air quality, bed bug control, hazardous materials management and more. In addition, we provide education on various environmental health topics and travel routinely to provide on-site environmental health technical assistance.

OEH also operates a training program for village water treatment operators and utility managers. We host a variety of courses every year with training for new and not yet certified operators as well as for certified operators so that they can earn required CEUs. Safe drinking water is a foundational part of public health; OEH strives to support village utilities in providing safe water for all to enjoy.

## Willow House Hotel

1534 Lacey Street

Willow House Registration Phone Number: (907) 459-2500

Toll Free in State: 1 (844) 459-2500

Willow House Fax Number: 1 (907) 459-3831

Email: [WillowHouse-Support-Staff@tananachiefs.org](mailto:WillowHouse-Support-Staff@tananachiefs.org)

It is our pleasure to *welcome* you as our guest and wish you a pleasant stay. We are owned and operated by Tanana Chiefs Conference. The Willow House Hotel is a 37 room medical stay hotel that primarily provides clinic and hospital patients a safe, quiet, and comfortable place to stay. It's our goal to provide the very best service to our guests and make your stay as enjoyable as possible. We take pride in providing you with the utmost professional and personalized service. We accept Medicaid Authorization Vouchers, Tribal Authorization Forms, TCC AJ Authorization Forms, and self-pay guests are referred to CAIHC Patient Travel. Due to the COVID-19 pandemic, all room guests must be identified on the Authorization forms. NO unregistered visitors are allowed during the pandemic.

Guests are required to bring in Medicaid Authorization forms with them when checking into the hotel. (We do not accept copies or faxed copies) Tribal and TCC Authorizations are to be emailed or scanned directly to Willow House prior to arrival.

For Willow House guests and escorts approved by Medicaid or by a Tribe and TCC meals will be provided from Fairbanks Memorial Hospital Cafeteria. Due to the Fairbanks Memorial Hospital being closed to the public during the Covid-19 pandemic, Willow House staff will be picking up both lunches and dinners on a daily basis. Please see Front Desk staff for additional information at time of check-in for meal sign ups.

CAIHC provides a courtesy shuttle service. Please contact the shuttle directly by calling 907-347-0765. Please call the Shuttle Service well in advance.

Reservations may be made 24 hours a day by contacting Willow House Reservations, numbers are listed above.

Patient Medical Hotel Manager  
Willow House Hotel  
Tanana Chiefs Conference

## Telephone Directory

### Other Community Services

Many other services are available in Fairbanks including alcohol treatment, emergency housing and food, nursing home care, services for the mentally ill, hospice, respite care, legal services, etc. Some of these are listed in the telephone directory at the end of this handbook. The Patient Experience Department can help patients to identify community services that may be of assistance.

### Fairbanks Health Care

<i>Breast Cancer Detection Center</i>	1905 Cowles St.	907-479-3909 or 1-855-475-5530
<i>Fairbanks Clinic</i>	1211 Cushman St.	907-452-1761
<i>Fairbanks Memorial Hospital</i>	1650 Cowles St.	907-452-8181
<i>Fairbanks Regional Public Health Center</i>	1025 W. Barnett St.	907-452-1776
<i>Ralph Perdue Center</i>	3100 S. Cushman St.	907-452-6251
<i>Rescue Mission – Men and Women</i>	723 27th Ave.	907-452-5343
<i>Salvation Army</i>	1602 10th Ave.	907-452-5005
<i>Tanana Valley Clinic</i>	1001 Noble St.	907-459-3500

### Social Services

<i>TCC Family Services</i>	907-451-6682 ext. 3482	
<i>TCC Stop Violence</i>	907-451-6682 ext. 3132	
<i>Fairbanks Native Association</i>	907-452-1648	
<i>State Office of Children Services (OCS)</i>	907-451-2650 or	1-800-353-2650
<i>Medicaid – Div. of Public Assistance</i>	907-451-2850 or	1-800-478-4444
<i>Denali KidCare</i>	907-269-6529 or	1-888-478-7778
<i>Child Care Assistance</i>	907-452-8251 ext. 3365	
<i>Careline</i>	1-877-266-4357	
<i>Housing First</i>	907-451-6682 ext. 5501	
<i>Interior Alaska Center for Non-violent Living</i>	907-452-2293 or	1-800-478-7273

### Support Groups

<i>Adult Children of Alcoholics</i>	907-456-6458	
<i>Al Anon &amp; Alateen</i>	907-456-6458	
<i>Fairbanks Counseling &amp; Adoption</i>	907-456-4729	
<i>Interior AIDS Association</i>	907-452-4222	
<i>Narcotics Anonymous</i>	1-866-258-6329	
<i>Resource Center for Parents &amp; Children</i>	907-456-2866	
<i>Interior Alaska Center for Non-Violent Living</i>	907-452-2293 or 1-800-478-7273	

### **Hotels in Fairbanks**

<i>Best Western Chena River Lodge</i>	1255 Tvsa Way (Medicaid, L only)	907-328-3500
<i>Best Western Pioneer Park Inn</i>	1908 Chena Landings Loop	907-479-8080
<i>Bridgewater Hotel</i>	723 1 <sup>st</sup> Ave.	907-452-6661
<i>Golden North Inn</i>	4888 Old Airport Rd (Medicaid, L only)	907-347-8586
<i>La Quinta Inn &amp; Suites</i>	4920 Dale Road (Medicaid, L &M)	328-6300 or 1-800-455-8851
<i>Seven Gables Inn</i>	4312 Birch Lane (Medicaid, L only)	907-479-0751

\*L-Lodging, M-Meals

### **Airlines**

<i>Alaska Air Lines</i>	1-800-252-7522	
<i>Everts Air Alaska</i>	907-450-2351	1-800-434-3488
<i>Ravn Alaska</i>	1-800-866-8394	
<i>Tanana Air Service, McGrath</i>	907-474-0301	907-524-3330
<i>Wright's Air Service</i>	907-474-0502	1-800-478-0502
<i>Warbelow's</i>	907-474-0518	1-888-280-0582

### **Fairbanks Ground Transportation**

<i>Bus</i>	907-459-1011
<i>Van Tran</i>	907-459-1010
<i>Eagle Cab/Yellow Cab</i>	907-455-5555
<i>King Alaska Cab/Alaska Cab/Arctic Cab</i>	907-452-2222

## Chief Andrew Isaac Health Center Main Telephone Numbers

**Dial 451-6682 or 1-800-478-6682, then the extension**

<i>Administration, Health Services</i>	3140
<i>Clinical Services / Administration, CAIHC</i>	3094
<i>Clinical Services</i>	<i>Fax: 459-3811</i>
<i>Admissions &amp; Registration</i>	3601
<i>Alternate Resources</i>	3100
<i>Behavioral Health</i>	3800
<i>Business Office</i>	3290
<i>Central Scheduling</i>	1053
<i>Family Medicine: Team Deneege (Moose)</i>	
<i>Family Medicine: Team Teekona (Wolf)</i>	
<i>Family Medicine: Team Tudi (Eagle)</i>	
<i>Obstetric (OB) Care</i>	
<i>Orthopedics</i>	
<i>Pediatrics</i>	
<i>Surgery</i>	
<i>Well Child Clinic</i>	
<i>Women's Health</i>	
<i>Clinical Staff Office</i>	3023
<i>Community Health Aide Program (CHAP)</i>	3401
<i>Division of Wellness &amp; Prevention</i>	3440
<i>Dental Clinic</i>	3200
<i>Diabetes Program</i>	3768
<i>Environmental Health</i>	3436
<i>Eye Clinic</i>	3220
<i>Health Information Management Services</i>	3630
<i>Home Care Services</i>	3440
<i>Housing First Program</i>	5501
<i>Immunization/Special Needs Nurse</i>	3389
<i>Old Minto Family Recovery Camp</i>	3225 or 3097
<i>Patient Experience Director</i>	3143
<i>Patient Coordinators</i>	1918
<i>Patient Travel</i>	3711
<i>Paul Williams House</i>	3352
<i>Pharmacy</i>	3620
<i>Physical Therapy and Integrative Care</i>	3139
<i>Privacy Officer</i>	3008
<i>Purchased/Referred Care (PRC)</i>	3613
<i>PRC Fax:</i>	459-3860
<i>Quality Management</i>	3035
<i>Security (Lost &amp; Found)</i>	3338
<i>Upper Tanana Health Center</i>	883-5185
<i>WIC &amp; Nutritional Services</i>	3773
<i>Willow House</i>	459-2500

## Glossary of Terms

**Alternate Resources:** Federal regulations require that you apply for alternate resources for which you may be eligible. An alternate resource is a payment source other than Purchased/Referred Care funds that can pay for your health care outside the direct care you receive at Chief Andrew Isaac Health Center.

**Alternative Medicine:** A term referring to treatment philosophies and practices whose theoretical basis and techniques diverge from those of modern medicine. Naturopathic providers, acupuncturists, massage therapists, and chiropractors fall into this category. Many private insurance companies do not cover this type of treatment. Currently IHS does not cover these services.

**Appeal:** A specific request to reverse a denial or adverse determination and potential restriction of benefit reimbursement.

**Complementary Therapy:** Any therapy that can be administered in conjunction with current treatment or therapy without hindering or disrupting a patient's current treatments or progress. Check with your provider for further information and questions about what is and is not considered complementary therapy.

**Claim:** Information submitted by a provider or a covered patient that establishes specific health services provided to a patient and requests reimbursement.

**Denali KidCare:** State of Alaska program to ensure health insurance is available to pregnant women who meet income guidelines and children and teens through age 18 of both working and non-working families.

**Emergency Care:** Care provided to a patient with a serious medical condition or symptom (including severe pain) resulting from injury, sickness or mental illness which arises suddenly and requires immediate care and treatment. Emergency care is generally received within 24 hours of onset, and is necessary to avoid jeopardy to the life or health of a covered person.

**Medicaid:** A federal program administered and operated individually by participating state and territorial governments that provide medical benefits to eligible low-income people needing health care. The federal and state governments share the program's costs.

**Medical Escort:** Escorts help patients with travel, getting to and from appointments, obtaining food, and finding a place to stay.

**Medicare:** A nationwide, federally administered health insurance program that covers the costs of hospitalization, medical care, and some related services for eligible people, principally individuals age 65 and older.

**Part A:** Covers inpatient hospital and skilled nursing facility care, home health and hospice care at no cost to the patient.

**Part B:** Covers provider services, outpatient hospital services, clinic services, lab services and durable medical equipment.

**Medicare Patient:** A person designated by the Social Security Administration as entitled to receive Medicare benefits.

## **Vision**

Healthy, Strong, Unified Tribes

## **Mission**

Tanana Chiefs Conference provides a unified voice in advancing sovereign tribal governments through the promotion of physical and mental wellness, education, socioeconomic development, and culture of the Interior Alaska Native people.



Tanana  
Chiefs  
Conference

**Revised Spring 2023**