



K'ima:w Medical Center Patient Handbook




**K'ima:w Medical Center
535 Airport Road
PO Box 1288
Hoopa, CA 95546
(530) 625-4261**



Accredited by [The Joint Commission](https://www.jointcommission.org/)






Mission Statement: The mission of the K'ima:w Medical Center is to provide high quality health care to the Native American people and all others who may seek the service we provide in the Hoopa Valley Indian Reservation and surrounding area.

Vision Statement: In service of its mission, by continuously improving the quality of our service, K'ima:w Medical Center will be the best and most qualified health center for the Hoopa Valley and surroundings, the primary force in improving the quality of life of our people.

Values Statement:

1. OUR PATIENTS are our first responsibility. Patient satisfaction is the top priority of every employee.
 2. PREVENTING health care problems is our highest priority. We will strive to provide family focused prevention and health education that will result in healthier lifestyle choices.
 3. WE VALUE the people who entrust their health care resource to K'ima:w Medical Center and pledge to be a responsible trustee for these resources. We must be cost conscious by implementing an effective planning process, and allocations of adequate human resource, space and technical resources.
 4. PATIENT CULTURAL, bio-psychosocial, spiritual, and personal values must be respected by KMC employees as well as those outside health providers to whom we make patient referrals.
 5. WE RESPECT the rights and the responsibilities of individuals in making informed decisions that affect their health status. Each patient has the right to be informed of any investigation, research or educational activities related to care and can refuse to participate in any such activities without that refusal compromising the usual care.
 6. WE ARE PROUD of the ethical manner in which we conduct our marketing practices, and we will bill our patients only for the service and the care provided.
 7. WE EXTEND equal rights to access our health care service by the people in the KMC service area and we will strive to meet their needs within the bounds of our limited resources.
 8. WE LOVE the community, in which we live and work. We encourage civic improvements, better health, and education.
 9. WE PROMOTE self-esteem, self-reliance, self-determination as the essence of K'ima:w Medical Center. We must create a culture that supports and encourages our employees to act with authority and responsibility.
 10. WE LISTEN to the requests of our patients for accessible, prompt, accurate and consistent service. Excellence is expected in the quality and quantity of work. Accountability and continuous performance improvement of our employees must be recognized and rewarded.
 11. WE HONOR our elders, and we shall learn from their experience. We must provide resources that foster their dignity and independence.
 12. WE VALUE and we are inspired from the richness of our Native culture and Native health practices.
- 



Organizational Ethics Policy

K'ima:w Medical Center is an entity of the Hoopa Valley Tribe governed by the Hoopa Valley Tribal Council under the direction of a seven-member health board.

KMC is committed to our Indian people and others who seek our services and maintains the highest standard of ethics in its operations, in both medical services and business matters with all patients receiving the same standards of care. Our services and health programs are based on identified patient health care needs and are communicated to and provided for patients without regard to race, creed, color, national origin, age, sex, or financial status.

In keeping with our Mission, Vision, and Value statements, K'ima:w Medical Center's devotion shall be toward medical indication, patient preferences, improving the quality of life and the social economics, legal and administration context in which each individual case occurs.

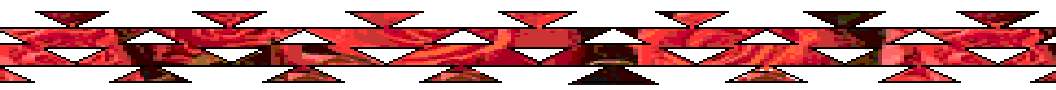
Necessary medical care is rendered to all patients regardless of one's ability to pay. K'ima:w Medical Center shall only bill for service and care provide to our patients. KMC is concerned for the cost of care to our patients and only necessary services/tests will be permitted. All patients have the right to request and receive an explanation of their bill.

Our patients also have the right to pursue resolution of conflicts associated with all services. If a conflict arises that the patient and department cannot resolve, the conflict shall be referred to the Chief Executive Officer. If the Chief Executive Officer cannot resolve the conflict, the conflict shall be referred to the Board of Directors for final resolution.

Conflict of Interest

K'ima:w Medical Center reviews its business relationships carefully so as to avoid any association or transaction which might compromise the integrity of the Medical Center. All contracts and business transactions are entered into with the understanding they are in the best interest of the organization. K'ima:w Medical Center respects and protects the integrity of clinical decision making, regardless of how the Medical Center compensates or shares financial risk with its leaders, managers, clinical staff, and licensed practitioner.

K'ima:w Medical Center is an Entity of the Hoopa Valley Tribe located on the Hoopa Valley Reservation. We provide health care to approximately 4,000 patients that reside on the Hoopa Valley Reservation and in isolated communities surrounding the reservation. Our service area is approximately 100 square miles touching the northeastern Humboldt County line and easterly into Trinity County. Most of the surrounding area of the Hoopa Valley Reservation is of mountainous terrain and accessible by narrow, winding roads following along the beautiful Trinity and Klamath Rivers.





Clinical appointments, Clinical Social Service, Dental, Ambulance, Laboratory, Radiology and Pharmaceutical services are provided as part of the direct care services of the K'ima:w Medical Center. In addition, referrals for Contract Health Services/ Purchase and Referred Care for more complex services are made as indicated. Outreach services are provided through a Public Health Nurse, and Community Health Representatives. The Senior Nutrition Program is also provided by the K'ima:w Medical Center.



K'ima:w Dental Clinic, opened February 2003 and is located across from the Medical Center.

Hoopa Valley Tribal Council Members

Joe Davis., Chairperson	Darcy Miller
Everett Colegrove, Vice Chairperson	Jordan Hailey
Leonard Masten	Isaac Bussell
Marion Buck McCovey	Jill Serman-Warne

K'ima:w Medical Center Liaisons- Darcy Miller, Jordan Hailey, Jill Sherman-Warne

K'ima:w Medical Center's Governing Board Members

Angela Jarnaghan, Acting Chairperson	Vacant, Vice Chairperson
Elizabeth Turner	Marjorie Colegrove
Karen Kyle, Secretary/Treasurer	Verla Jackson-Robbins
Robert Salas	Kimberlee Dodge
Dr. Eva Smith (ex-officio member)	

K'ima:w Medical Center's Medical Staff

Eva Smith, M.D., MPH, Medical Director
Gurjit Marwah, M.D., Pediatrician
Susan Walsh, FNP
Carol, Griffin, DO.
Timothy Nicely, M.D.
Locum Providers



K'ima:w Medical Center's Dental Staff

Doyle Bradshaw, DDS
Scott Stringer, DDS
Keyvan, Tavakoli, DDS



Senior Nutrition K'isdiya:n ya'kya:n-ding Opened August of 2015 and is located on Loop Road



Medical Staff Biographies:



KMC Medical Director Eva Smith, M.D., MPH, has been at KMC since 1997 and served as Medical Director since 1998. She is board certified in family practice, addiction medicine and preventive medicine and has been in the Indian Health Service since 1982. A member of the Shinnecock Tribe of New York, she graduated from Dartmouth College, Georgetown University School of Medicine, and UCLA School of Public Health. In medical school her classmates dreamed of fancy offices and a BMW; she hoped for a family-focused life with a husband, children, a horse, a jeep and living and working on the “rez.” “So, life is very good, and I am glad that we now live in Hoopa,” she says. Eva especially enjoys long walks by the ocean with her family, big family dinners, quiet time by the river, attending Indian dances and eating clams!



Susan Walsh, FNP started at KMC in February 2000. Susan attended Humboldt State University and received her NP from Sonoma State. Susan’s special area of interest is Diabetic care. Susan is also interested in gardening and reading. What she wants patients to know about her is that she thinks KMC is a great place to work, and she likes her patients.

Dentistry Staff Biographies:



Doyle Bradshaw, DDS started working at KMC in 1983. Doyle was an outstanding 6th grader, a graduate of Bakersfield College, UCSD, and UCLA School of Dentistry. Doyle’s favorite hobbies are sleeping, eating, and gardening. “I dream of the day everyone brushes and flosses and I don’t see any more tooth decay,” said Doyle.





Pharmacy Refill Procedures

1. Please call 72 hours in advance. If there are refills available, we will have your prescription the following day after 2:00 P.M. or when due.

Medication Refills: Please call the Pharmacy at (530) 625-4585 and follow the simple instructions below

Step 1: Call (530) 625-4585

Step 2: Press option 1

Step 3: Enter the 7-digit refill number (numbers only)

Step 4: Confirm that the numbers read back are correct. If so, push 2.

Step 5: Enter your phone number or simply hang up.

Note: *Prescriptions with no refills may take up to 3 business days to process. For controlled substance prescriptions, you must leave a detailed voice message. You can check to see if a prescription is ready by typing in the prescription number on the automated system.*

Please bring all insurance information to the Pharmacy. If you would like a proxy (person) to pick up medications, you must first come in person to the Pharmacy to fill out a consent form. Verbal permission phone calls will not be accepted.

2. If there are no refills, we will contact the provider who prescribed the medication and fill when due and approved.
3. Please note: Patients are responsible for their medications once they leave the pharmacy premises. We will not replace lost or stolen medications.
4. Please bring insurance information and a valid ID when picking up your medications.





HOURS OF OPERATION

Ambulatory Clinic, Imaging (Radiology), and Laboratory: Advance Access during internal provider visits, Walk-In with prior order from provider, Appointment arranged previously with department.

Monday, Tuesday, Thursday, & Friday 8:30 am – 5:00 pm,
closed between 12:00 pm – 1:00 pm (lunch)

Wednesday 1 – 5:00pm*

*Closed first Wednesday mornings 8:00 am to 1:00 pm are designated as continuous quality improvement hours so that staff may continue to work on improving the services, we offer our patients.

Dental Clinic: By appointment- Open Monday thru Friday 8:00 am – 5:00 pm or call 530.625.4261 Extension 0311 for walk in hours and availability. Closed from 12:00 pm to 1:00 pm daily for lunch. Closed the first and third Wednesday from 8:00 am to 1:00 pm.

Pharmacy:

Monday, Tuesday, Thursday, Friday 9:00pm to 6:00pm (Closed for Lunch 1:00pm to 2:00pm)

* 1st and 3rd Wednesdays open from 2:00 pm to 6:00 pm

Tele-Medicine: By appointment

Outreach Services: Home visits by Registered Nurse or Community Health Representative to assist providers to care for those unable to come to clinic to be seen. We can assist in taking vital signs, filling pill boxes, evaluating home for safety, and ensuring medical equipment is working properly.

Outreach Hours: Monday thru Friday 8:00 am – 5:00 pm

Senior Nutrition Center:

Senior lunch program. Please call 530.625.4834 to sign up for congregate or home bound delivery.

Monday thru Friday 12:00 pm, noon (Lunch) – 1:00 pm

Tuesday & Thursday: Exercise class 1:00 pm – 2:00 pm

Transportation to the Senior Center is available. Lunches are also delivered, for those who cannot make it into the center. (530) 625-4834

Behavioral Health Services:

Monday through Friday 8am -5:00 pm


After Hours 24/7 warm line phone (530) 625-4261 Extension 0450

Diabetes Management

Monday through Friday 8:00 am to 6:00 pm

Ambulance

24 hours a day 7 days a week





Services

Medical services are provided by scheduling an appointment with a provider. This can be done for future and same day (Advance Access) appointments. K'ima:w Medical Center does not have an urgent care department or a dedicated walk-in provider.

Patients coming to the clinic with an urgent medical condition but without a scheduled appointment will be triaged by a nurse. The nurse will work them into the schedule if their condition requires or will schedule a future appointment if their condition is not urgent.

Diabetic Clinic:	<i>Tele-Nutrition Education</i>	<i>Lifestyle Coaching sessions</i>
Men's Health:	<i>Testicular screening</i>	<i>Prostate screening</i>
Pediatric:	<i>CHDP Sports physicals Women, Infant, and Children (WIC) Program</i>	<i>Immunizations Well Child exams</i>
Women's Health:	<i>Breast exams Family Planning</i>	<i>PAP exams Prenatal</i>
Telemedicine:	<i>Hepatology Psychiatry Nutrition</i>	<i>Ophthalmology Dermatology Endocrinology</i>
Outreach:	<i>Childbirth classes Health screenings General health classes</i>	

Clinical Social Work Services	Behavior Health	Dental
Employment Physicals	Nutrition services	DV/SA
Pediatric clinic	Ambulance	
Transportation	Pharmacy	

Laboratory (serves KMC patients and patients of outside providers)

Note: Patients with complex medical needs should be seen regularly

Imaging (serves KMC patients and patients of outside providers)

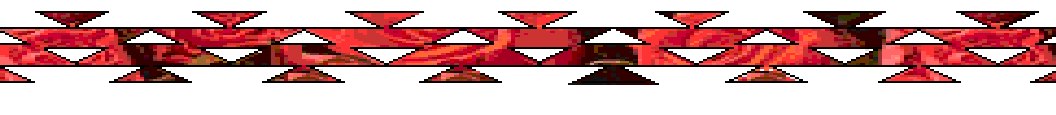
X-rays during internal provider visits or by walk-in with prior provider order.


Ultrasounds by appointment arranged with Imaging manager x 0235. Ultrasound is generally provided every 2 weeks on Fridays.

Patient Health Record (PHR) available to adult patients

To obtain services not available at the clinic:

It is necessary that you be seen at one of the clinics to determine if care can be provided at the clinic or if a referral for outside services is required. If appropriate, a referral will then be made to the appropriate facility or specialist in the area.





How to make an appointment: Call K'ima:w Medical Center at (530) 625 - 4261
Extension 0259 or 0221.

What to bring to a clinic visit:

- Tribal ID card
- Insurance cards: Medicare/Medi-Cal or Private
- Past medical records
- All medication you are currently taking
- Diabetic patient please bring your Glucometer
- Birth Certificate

The time to arrive for an appointment:

First visit – Plan to arrive 30 minutes before scheduled appointment time to permit the office personnel to register and to prepare your records for the medical provider and staff.

Subsequent visits: Plan to arrive 15 minutes before scheduled appointment time to permit the office personnel to update your registration and/or billing information as necessary.

Late arrivals:

If you are unavoidably delayed for less than 10 minutes, an attempt will be made to work you into the schedule if possible. If your condition or the nature of your complaint is not urgent, you may be rescheduled to another day.


Call if you are going to be late: (530) 625 - 4261 Extension 0259 or 0221.

Missed appointments:

Keeping track of appointments is the patient's responsibility. Patients who are on time are seen first and late patients will be on standby until an opening is available. It is the patient's responsibility to call and make arrangements with the transportation department. If you need to be reminded of an appointment made weeks in advance, please request the appointment staff to remind you a few days before the scheduled appointment.

Tele-medicine Appointments:

The following is the guidelines for your tele-medicine appointments: Be 15 minutes early for paperwork, consents, and vitals. You may not be seen if you arrive after your appointment time due to the specialist's schedule. If you have three no shows you may not be able to be seen via tele-medicine due to UC Davis policies. All telemedicine appointments require a 4-day cancellation notice. Canceling with less than 4 days' notice will count as a no-show. Please contact KMC if you have any further questions about your tele-medicine appointment.





BILLING

Charges to patients

Under provisions of federal law, K'ima:w Medical Center (KMC) is required to bill “third party payers” (such as your insurance company, Medicare, Medi-Cal, or other third-party payer) for all direct-care services provided in its clinics to Indian and non-Indian patients, regardless of your eligibility status. Furthermore, non-Indian patients may be personally responsible for payment of all, part or none of the services performed, depending upon eligibility status for federal and state benefits. Services provided to patients at KMC are considered “direct care” as opposed to “contract care.” Contract care is health services obtained from facilities or specialist outside the clinic and may not be paid for by KMC (See Contract Health Services).

Sliding Fee

In order to serve indigent patients who might not receive necessary medical assistance for purely financial reasons, K'ima:w Medical Center provides reduced fee for service for which the patient will be responsible. This reduced fee is based on an income driven Sliding Fee Scale, following Federal Poverty Guidelines. For additional billing inquiries please visit our billing office Monday thru Friday 8:00 am – 5:00 pm, closed 12:00 pm to 1:00 pm for lunch. (For professional Services only).


Purchased and Referred Care (PRC)

Contract Health Services is a restricted federal program of managed care. It is designed to provide for the purchase of a limited number of services not available at our clinic, according to special priorities or levels of needed services. Examples of such services would be referrals to other medical and dental specialists, comprehensive radiology tests and emergency room visits.

At present, K'ima:w Medical Center is authorized to pay for Level 1 contract health services, as directed by KMC when considered medically necessary for properly referred and eligible patients only. In order to qualify for Contract Health Services (CHS) you must meet certain eligibility requirements. In general, you must:

1. Provide documentation that you are a member or descendant of an Indian Tribe.
2. Live within the K'ima:w Medical Center service area.
3. Apply for all other health resources for which you may be eligible such as private insurance, Medicare, Medi-Cal, California Children's Services, Healthy Families, or other special programs. Our CHS Patient Services Coordinators are available to assist you in this process and answer any questions you may have. This is a federal requirement since Indian Health Service funded programs must be the payer of last resort only.
4. Meet specific notification requirements. In case of emergency treatment, you must notify the Contract Health Services Coordinator within 72 hours of getting emergency treatment (a longer notification period may apply in certain situations for elders). The nature of the emergency service reported will be





reviewed for coverage by the K'ima:w Medical Center Utilization Review Committee.

5. Non-emergency services must be specifically authorized by a K'ima:w Medical Center provider furnishing a referral to medical, dental, or mental health/substance abuse services as appropriate: and
6. You must obtain prior approval from the Contract Health Services Department who will make all payment arrangements prior to service.
7. Patient travel assistance should be made at least 3 working days in advance. To receive travel assistance for medical appointments, a request form must be completed and returned to the PRC within 3 working days of the medical appointment. Travel assistance forms are available in the PRC. If patients are not able to make an advance request within the 3-day time frame, then the patients must bring back verification that the medical appointment was attended, and a reimbursement check will be issued for the amount of funds that would have been received.

Please note: If you do not have authorization for each referral service, you may be held personally responsible for payment of the referral service that you receive. If in doubt as to coverage, please call (530) 625 – 4261, Extension 0267.





Behavioral Health Department

Services Provided:

Behavioral Health: Services include Mental Health counseling for children, adolescents, adults, couples and families, assessment screenings, crisis intervention, trauma and grief counseling, critical incident stress debriefing and training for emergency services personnel.

Substance Abuse Services: The substance abuse program provides clients with a number of vital services: one-on-one counseling for adolescents and adults, screening, assessments and drug testing, referral and inpatient placement, local sobriety sweats, meetings, an intensive outpatients program that includes behavior modification, prevention, relapse, and addiction educational topics.

Transitional Living: We have implemented the CTAS-Grant for the Sober Living homes for six women and six men located on the Hoopa reservation. This allows clients in early recovery to transition successfully back into the Hoopa Community. While being a resident in one of the men or women's transitional houses, Behavioral Health offers a wide variety of services for success.

Native Connections: The native connections program is a grant funded program that offers suicide prevention and awareness to the community. The program offers a variety of services to adults and youth, such as fun activities, culturally based activities, and suicide prevention-based events for people to engage in.



Non-Emergent Transportation

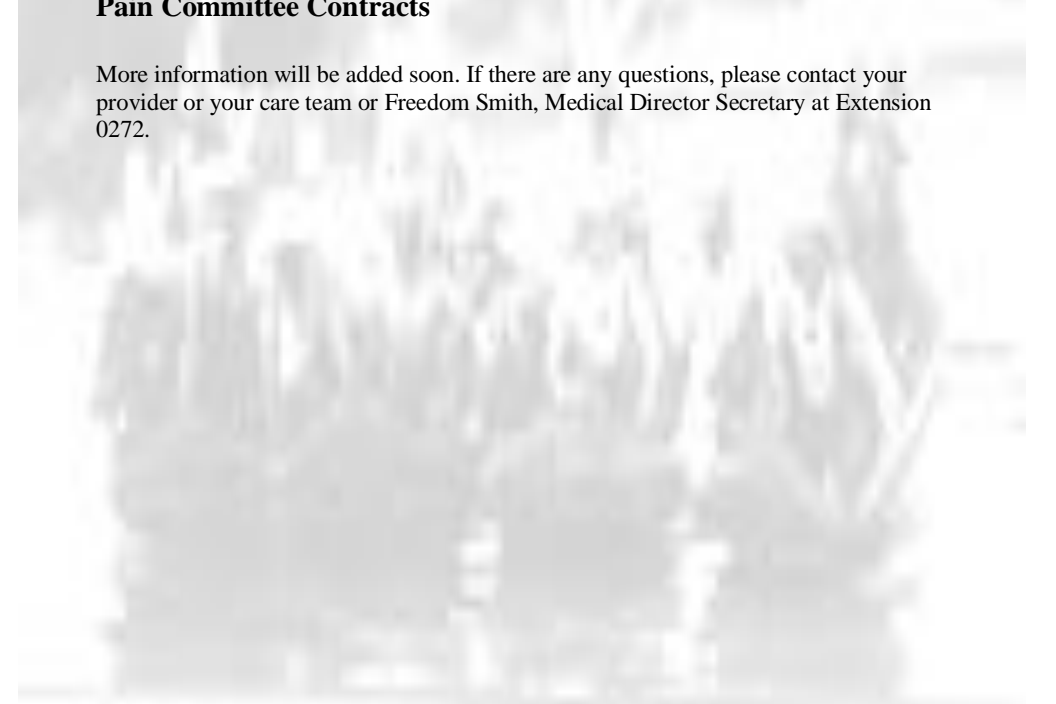
Transports to Eureka/Arcata for patients' appointments will occur on Tuesdays and Thursdays. Patients scheduled for transportation to Eureka will be called to confirm a pickup time. Appointments will be made between 10:00 a.m. and 2:30 p.m. in order to reduce staff overtime and travel in the dark. Exceptions will be considered as the request fits the stated priorities.

Transportation will be available within the Hoopa Valley five days per week from 8:30 a.m. to 5:00p.m. or until the last patient is transported home. Lunch hours will be staggered between 12:00 p.m. and 2:00 p.m. for transportation staff. On a seat available basis, Social Services/WIC appointments may be transported. **Medical appointments will always take priority.** Life Threatening Emergencies **will not be** transported, call 911 or Tribal Police Dispatch at (530) 625-4180.

Please see the Non-Emergent Transportation Policy for: Services and Limitations, Qualifications, Service Procedure, Passenger Limitations, Passenger Conduct, Driver's Responsibility and Rules for Safety, and Medication Deliveries.

Pain Committee Contracts

More information will be added soon. If there are any questions, please contact your provider or your care team or Freedom Smith, Medical Director Secretary at Extension 0272.





COMPLAINTS AND/OR COMMENTS:

You have a right to make a complaint either verbally or in writing, regarding the services provided by K'ima:w Medical Center. You have the right to comment and make suggestions for the improvement of quality of care and service.

The Staff of K'ima:w Medical Center will attempt to resolve any patient complaint at the time the complaint is voiced.

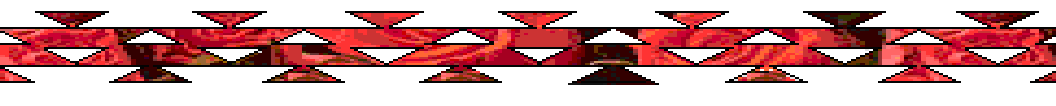
If the complaint cannot be resolved immediately or you are still dissatisfied, you may submit a formal complaint in writing. The comment forms, available at the reception sites, will be submitted to the Chief Executive Officer or Department Manager for further review.

PROCEDURE TO SUBMIT A WRITTEN COMPLAINT:

1. The patient complaint must be in writing and submitted or mailed to the Chief Executive Officer:

Chief Executive Officer
K'ima:w Medical Center
P.O. Box 1288
Hoopa, Ca. 95546
(530) 625-4261 ext. 0288
2. The CEO or his designee will begin investigation. Within five working days the patient will receive notification (letter or telephone call) that the complaint has been received.
3. Two weeks from the date of the letter of acknowledgment, the patient will receive a written resolution from the Chief Executive Officer or the Department Manager.
4. If the patient is still dissatisfied with the resolution the patient may submit the complaint to the K'ima:w Medical Center's Board of Directors. Contact KMC administration Executive Secretary at (530) 625-4261 x 0234.
5. If the patient is still unsatisfied with the board resolution, the patient may request to be placed on the Hoopa Valley Tribal Council agenda. Contact Executive Secretary at (530) 625-4211.

To ensure the highest quality health care for our patients, the K'ima:w Medical Center regularly participates in a national accreditation process conducted by The Joint Commission. Joint Commission is an independent, not for profit organization that sets standards for measuring health care quality and safety of the environment in which care is provided. If you have any questions or concerns about the care you have received at KMC that has not been resolved by the above procedures, you may contact Joint Commission in one of several ways:

1. Mail
Division of Accreditation Operations Office of Quality Monitoring
Joint Commission
One Renaissance Boulevard
Oakbrook Terrace, IL 60181
 2. E-mail- patientsafetyreport@jointcommission.org
 3. Phone- Toll-free: 1-800-944-6610 or visit www.jointcommission.org
- 



Ambulance Services

K'ima:w Medical Center currently has 4 ambulances. One ambulance is located in Hoopa, and one is located in Willow Creek. The 3rd and 4th ambulances have been used for standby in fires or other emergency situations. We provide Emergency Services Personnel with additional equipment beyond the requirements to meet the needs of our area, including 12 lead, white water rescue, over the bank rescue, fire shelters, and fire rescue helmets for hazardous environments. All paramedic personnel have current California Paramedic licenses, Advanced Cardiac Life Support, Pediatric Advanced Life Support, Pre-hospital Trauma Life Support. Our ambulance service is available 24 hours per day 7 days a week. Emergency Services are dispatched through the Hoopa Valley Tribal Police, (530) 625-4180 or by calling 911.

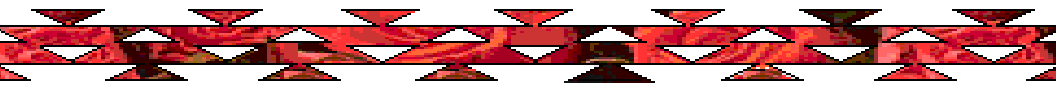
The Office of Domestic Violence and Sexual Assault Prevention

This Program was created to offer a safe, non-judgmental, confidential, culturally appropriate service for all individuals that reside on the Hoopa Valley Reservation that are affected by domestic violence, sexual assault, stalking, and dating violence. We offer immediate support for victims/survivors that are living in dangerous situation(s).

Available Services:

- Crisis intervention
- Safety planning
- Emergency services & shelter
- Transportation Services
- Relocation assistance and wrap around services
- Assist with Court advocacy
- Support with legal services and assistance with civil and criminal court process, including obtaining and enforcing protective orders (Hoopa Tribal Court and Humboldt County Superior Court)
- Referrals to community resources
- The Advocate will give options of various services in the area, as well as assist with referrals to culturally appropriate shelter services and provides a cultural perspective within the legal system in an effort to enhance existing services for protection
- Accompaniment to Forensic Exams or Police Interviews
- Educational Prevention Trainings, Community Awareness Projects, and Outreach
- Cultural and Group Activities for Holistic Healing from Trauma “Holding Space”

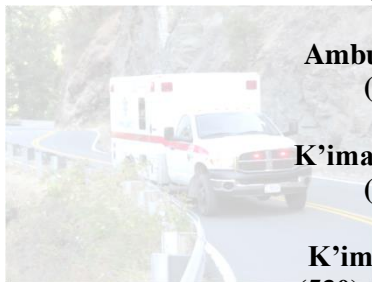
For more information or services , please call Danielle Vigil-Masten, DV/SA Coordinator /Advocate at (530) 625-4261 Extension 0353



Additional Emergency/ Medical Telephone Numbers:

Call *911* for help in all cases of emergencies

**Hoop Valley Tribal Police:
(530) 625-4202**



**Ambulance Emergency:
(530) 625-4180**

**K'ima:w Medical Center:
(530) 625-4261**

**K'ima:w Dental Clinic:
(530) 625-4261, Ext. 0311**

**K'ima:w Pharmacy Refills:
(530) 625-4585**

**K'ima:w Behavior Health:
(530) 625-4261, Ext. 0450**

After Hours Care:

Hospitals/ Emergency Rooms:

**Mad River Community Hospital; 1-707-822-3621
3800 Janes Road, Arcata Ca**

**St. Joseph Hospital; 1-707-445-8121
2700 Dolbeer Street, Eureka Ca**

**Redwood Memorial Hospital; 1-707-725-3361
3300 Renner Drive, Fortuna Ca**



Patient Responsibilities:

1. **Following policies and procedures:** Patients should follow the organization's policies and procedures.
2. **Showing respect and consideration:** Patients should be considerate of the organization's staff and property, as well as other patients and their property.
3. **Meeting financial commitments:** Patients should meet any financial obligation agreed to with the organization.
4. **Providing information:** Patients should provide, to the best of their knowledge, accurate information about present complaints, past illnesses, hospitalizations, medications, and other matters related to their health.
5. **Sharing expectations:** Patients should provide the organization with information about their expectations of and satisfaction with the organization.
6. **Asking questions:** Patients should ask questions when they do not understand their care, treatment, or services or what they are expected to do.
7. **Following instructions:** Patients should follow their plan of care, treatment, or services. They should also express any concerns about their ability to follow the proposed plan of care, treatment, or services.
8. **Accepting consequences:** Patients should accept their share of responsibility for the outcomes of care, treatment, or services if they do not follow the care, treatment, or services plan.

Patient Rights:

1. **K'ima:w Medical Center** respects patients' rights and treats the patient in a dignified and respectful manner.
2. **K'ima:w Medical Center** respects patients right to and need for effective communication, cultural beliefs and personal values, beliefs, and preferences.
3. **K'ima:w Medical Center** respects the right to patients' privacy, allows the patient to access, request amendment to, and obtain information on disclosures of his or her health information, in accordance with law and regulation.
4. **K'ima:w Medical Center** respects the right to patients reports of pain and effective management of that pain in accordance with policy, and P&T committee review, as determined by the medical staff.
5. **The patient** has the right to receive information in a manner that he or she understands. This information will be tailored to the patient's age, language, and the ability to understand. Interpretation and translation services will be provided as necessary. Communication and arrangements will be made for all patients who have vision, speech, hearing, or cognitive impairments in a manner that meets the patient's needs.
6. **K'ima:w Medical Center** respects the patient's right to participate in decisions about his or her care, treatment, or services. The patient will be involved in decisions about his or her care, treatment, or services.
7. **K'ima:w Medical Center** respects the patient's right to refuse care, treatment, or services, in accordance with law and regulation. If the patient is unable to make decisions about his or her care, treatment, or services, the organization involves a surrogate decision-maker in making these decisions. In this case K'ima:w Medical Center will respect the surrogate decision-makers right to refuse care, treatment, or services on the patient's behalf, in accordance with law and regulation.
8. **K'ima:w Medical Center** addresses patient decisions about care, treatment, or services received at the end of life.
9. **The patients** have the right to be free from neglect, exploitation, and verbal, mental, physical, and sexual abuse.
10. **The patients** and his or her family have the right to have complaints reviewed by the organization. (See complaint procedure on next page).





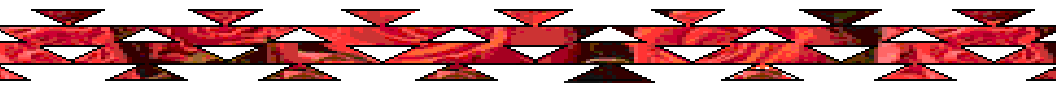
Diabetes Prevention & Treatment Program

K'ima:w Medical Center's Diabetes Prevention & Management Program (DPMP) works together with the medical team and supports ancillary staff to provide diabetes education and care to patients and community members of the Hoopa Valley and surrounding areas. The DPMP is supported by a continuing grant from the Special Diabetes Program for Indians (SDPI). The SDPI grant is currently devoted to a Best Practice of diabetes education and providing the community with information about how to prevent diabetes. We are offering several classes including: DM101 for newly diagnosed patients, cooking class for healthier alternatives to recipes, and a talking circle where patients can come and share their struggles and accomplishments. The DPMP also has on-going community activities for youth and adults throughout the calendar year that include our annual Diabetes Walk and participation in KMC's annual Health Fair. The DPMP provides primary, secondary, and tertiary services through individual, group education, community screening, intensive case management and community education and activities. DPMP works collaboratively and partners with other organizations, HVT entities, and interested individuals to build a healthier community.

Outreach Services

Mission Statement: The Outreach Department strives to promote the Health, Safety, self-reliance, happiness, and wellbeing of the people we serve, through culturally suitable health education and compassionate care.

Function of the Outreach Department- The department functions very similar to a small local public health department. The team consists of one Public Health Nurse (PHN) and three Community Health Representatives (CHR's). The team provides a variety of health & safety promotional activities for the community, along with distributing health education. Health screenings are provided during local events. Also, the team fills a medical service void by seeing homebound clients that have difficulty getting out of their homes and do not have a full-time caregiver. Along with assisting people in need navigate through the medical and social service systems.





Primary Care Medical Home (PCMH)

Primary Care Medical Home (PCMH) is an expanded process of accreditation through the Joint Commission. A PCMH is a model of care where services are provided to patients by a primary care practitioner and team that increases access to its services, tracks and coordinated a patient's care delivered by other practitioners and facilities, uses evidence-based treatment protocols, and focuses more on patient and family education and self-management.


A "Medical home" focuses on the relationship between the patient, his/her family, and the people that work at the healthcare clinic. "Patient-centered care" means that the patient and the patient's family are included in the decisions being made regarding the patient's treatment plan. For example: If you have a chronic condition such as diabetes and your blood sugar is out of control, your doctor may tell you that you need to eat less, exercise more, and take more medication. In this instance, you may get some very nice instructions on how to use the medicine, but you are not included in the decision-making process. Instead by having a patient-care medical home, the entire team will work closely with you to address your personal goal. They would be available for your questions or challenges and victories.

Currently our Medical home teams are the **River Ducks Team**, which is led by Susan Walsh, FNP. We also have the **Acorn Team**, which is led by Dr. Eva Marie Smith. If you are not empaneled with one of these providers, please call the clinic to be empaneled. (Empanelment means that you will be a part of that team's medical home).

Advanced Health Care Directives

K'ima:w Medical Center offers Advanced Health Care Directives. These are legal documents the patient prepares to inform his/ her health care providers of his/her wishes concerning medical treatment if the patient were to become unable to make decisions in the future. They state:

- Patient's choice about medical treatment (Living will), and/or
- Name someone to make decisions for the patient (Durable Power of Attorney for Health Care)



In the course of a medical condition, a patient may lose consciousness, and therefore have no opportunity to communicate his/her wishes regarding treatment. Advance Directives can protect patients when communication is impossible.

K'ima:w Medical Center will provide legal forms for the formulation of Durable Power of Attorney for Healthcare (DPAHC). These forms allow for the designation of an “agent”, i.e., a representative who will make health care decisions for the patient when the patient is no longer able, and for the patient to specify the nature of future treatment.

Medical and Social Service staff of K'ima:w Medical Center will provide assistance in the formulation of Advanced Health Care Directives. Please see your health care provider or social worker for more information on Advanced Health Care Directives.

Traditional Health

K'ima:w Medical Center has continued to recognize the value and efficacy of traditional beliefs, ceremonies, and practices for healing the body, mind, and spirit. Faith is most often an integral part of the healing process and provides support for purposeful living. K'ima:w Medical Center encourages a climate of respect, acceptance, and active support for traditional beliefs and practices.

