



Consolidated Tribal Health Project, Inc.

Since 1984

6991 North State St.
Redwood Valley, CA 95470

707-485-5115

www.cthp.org

Patient Handbook 2022

Healthy Individuals

Healthy Families

Healthy Communities



CTHP Mission Statement

Consolidated Tribal Health Project is committed to healthy lifestyles and honoring traditional Native American values to maintain physical, emotional, spiritual and social wellbeing of the community.

Clinic Vision

Consolidated Tribal Health Project envisions healthy communities and healthy families.

Clinic Values

Traditional values, honoring, healing, respect, compassion, wellness, advocacy, sustainability, support, listening, balance, dedication/commitment, comprehensive. *Board adopted 2010.*

ABOUT CTHP

Consolidated Tribal Health Project (CTHP) was incorporated in 1984 to address the health care disparity endured by Native Americans in Mendocino County.

CTHP is a nonprofit 501(c)(3) ambulatory community health clinic governed by a consortium of eight local, federally-recognized Tribes.

CTHP's consortium of governing Tribes include:

- ◆ Cahto Tribe of the Laytonville Rancheria
- ◆ Coyote Valley Band of Pomo Indians
- ◆ Guidiville Rancheria of California
- ◆ Hopland Band of Pomo Indians
- ◆ Pinoleville Pomo Nation
- ◆ Potter Valley Tribe
- ◆ Redwood Valley Little River Band of Pomo Indians
- ◆ Sherwood Valley Rancheria of Pomo Indians
- ◆ Yokayo Provisional Tribe (*ex officio*)

CTHP has been accredited by Accreditation Association for Ambulatory Health Care (AAAHC) since 2006, and has been a managed care organization with Partnership HealthPlan of California since 2011.



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WELCOME

Thank you for choosing Consolidated Tribal Health Project to serve your health and wellness needs.

CTHP offers behavioral health, dental and medical services, wellness programs, and patient support such as Purchased and Referred Care and transportation.

For more information about services, programs and patient support activities not provided in this handbook, call the appropriate contact (*refer to the back of the booklet for key phone numbers*), and staff will be happy to assist.

Information about CTHP services, programs, events and news can be found:

- ◆ on our web site: at www.cthp.org
- ◆ in our newsletter, *The Spirit of Health*. To subscribe, email your request to info@cthp.org
- ◆ on the GoodHealthTV monitor in clinic waiting areas.
- ◆ in various CTHP brochures and flyers.

We look forward to supporting you on your wellness journey. CTHP has much to offer, and we look forward to serving you.



CTHP Philosophy of Care

- ◆ CTHP strives to provide patients effective care using an integrated care approach.
- ◆ Patients are the most important member of the health care team.
- ◆ Patients work with their health care team to identify their health status and agree on an appropriate treatment plan.
- ◆ It is the patient's right and their responsibility to participate fully in decisions regarding their care.

Clinic Hours of Operation

Monday to Friday

8:00 a.m. to 12:00 noon; 1:00 to 5:00 p.m.

Campus Safety

- ◆ Speed limit: **5 mph** speed on campus and along the easement.
- ◆ Smoking and vaping are prohibited everywhere on campus.
- ◆ Put trash and recycle items in appropriate receptacles.
- ◆ Park in designated areas only. Use of handicapped parking spaces requires a valid placard.
- ◆ DO NOT park in red zones, or in spaces marked *Do Not Park*.
- ◆ Only Service Animals are permitted inside the clinic with their guardian. Read *Service Animals* on page 5 for information.
- ◆ Pets must be on a leash when accompanying their guardians outside the clinic. Pet guardians shall scoop up after their pets and dispose of matter appropriately.
- ◆ DO NOT leave pets or people in cars on hot days.
- ◆ Children must be supervised during visits and events. Staff are not responsible for supervising children while working.

2022 Clinic Closures

Jan	Feb	May	Jun	Jul	Sep	Oct	Nov	Dec
17	21	13 30	20	4	5 23	10	11 25 26	26

Successful Patient Visits

Please maintain your preventative and routine care visits.

For a successful visit, patients should:

- Be clear about the purpose of the visit.
- Be prepared to provide accurate up to date information to their care team.
- Ask questions to ensure they fully understand their health status or to clarify information provided.
- Voice any concerns they have about their health status or their treatment plan.
- Work with their Provider on a care plan they will follow.
- Schedule and attend follow up visits as recommended.

CLINIC INFORMATION

Hours of Operation

Monday to Friday

8:00 a.m. to 12:00 p.m. and 1:00 to 5:00 p.m.

After Hours Care

Nurse Triage Line: 877-738-0709

When the clinic is closed (*after 5:00 p.m. and before 8:00 a.m., on weekends and holidays*) CTHP patients may call a Nurse Triage Line to speak with a Registered Nurse regarding health concerns.

This service helps patients to decide whether a trip to the emergency room is advisable when symptoms are not immediately life-threatening situation.

This service does not replace care by your Primary Care Provider.

Partnership HealthPlan of California and private insurance companies also offer nurse triage lines to their members.

EMERGENCIES

MEDICAL. Call 911 or go to your local hospital emergency room.

DENTAL. Go to your local hospital emergency room.

MENTAL HEALTH. In a life threatening situation, call 911.

- ◆ **Mental Health Crisis Line** at **855-838-0404**.
- ◆ **Mental Health Access Line** at **1-800-555-5906** for an Information and Referral Operator.

SCHEDULING APPOINTMENTS

Dental visits may be scheduled in person at dental reception or by calling the clinic.

Medical and behavioral health appointments may be scheduled in person, or by calling the clinic.

Cancelling or Rescheduling appointments should be done as soon as you know you cannot make your appointment.

Missed Appointments. If you miss your appointment, call as soon as you can to reschedule.

CLINIC INFORMATION

Visit Options

CTHP offers in person and telephone visit options. Ask if a telephone visit is appropriate when scheduling behavioral health or medical appointments.

Some behavioral health and medical specialty services are available through telemedicine which typically requires that patients be present on site. Telephone visits with telemedicine providers may be an option for some visits, but such is subject to approval by their CTHP Provider and the telemedicine Provider.

Appointment Reminders

Dental appointment reminders are done by telephone at the end of the business day before the scheduled appointment.

Medical and behavioral health appointments reminders are done by automated calls, emails and/or text.

Patients select their contact preferences during registration and can update them at any time in the Patient Portal, or by asking a Patient Services Representation for assistance.

Timely Arrival

Arrive 15 minutes prior to your scheduled appointment time to allow for COVID-19 screening and documentation requirements.

Arrivals after the scheduled appointment time are subject to rescheduling if there is insufficient time to complete the visit.

What to Bring to Your Appointment

- ◆ Insurance documentation and patient identification.
- ◆ A current list of current medications with dosage amounts.
- ◆ Your COVID-19 card every time it is updated.
- ◆ Flu vaccine documentation.

Questions?

Ask a Patient Services Representative for assistance.

CLINIC INFORMATION

Patient Registration

New patients and former patients who have not used CTHP services in the last three years must register *before* accessing services.

Patients may pick up a print copy of the registration packet on campus, print a copy from the web site or request that a packet be mailed to them.

The packet can be submitted in one of the following ways:

- 1) bring it to the Patient Registration office;
- 2) email it to registration@cthp.org;
- 3) fax it to 707-467-5626;
- 4) mail it to: CTHP / P.O. Box 387 / Calpella, CA 95418

Attention: Registration Documentation

The **Patient Registration office** is located in the main lobby of Building B. If no one is available, go to the PRC office in Building A or give it to a Patient Services Representative at reception.

Insurance Coverage

Patients without insurance will contact PRC for assistance.

Language Assistance

Patients can access language assistance through their insurance provider, but ***arrangements must be made well in advance*** to ensure that assistance is available for the registration process and for appointments. *This process can take weeks, so planning is essential for a successful visit.*

Service Animals

Only dogs that are individually trained to do work or perform tasks for people with disabilities qualify as service animals.

Dogs that solely provide companionship, comfort and emotional support are not service animals under the American with Disabilities Act.

Service animals are restricted from entering dental operatories, medical exam rooms and other sterile areas.

CLINIC INFORMATION

Patient Portal

Patients can access their patient health information and pay their bills online using our secure patient portal.

Sign up using this link: <https://15156.portal.athenahealth.com/>

Welcome to the Consolidated Tribal Health Project Patient Portal

Make a One-Time Payment

QuickPay Code, Statement ID, or Access Code

[Where can I find my code?](#)

By clicking **Make a Payment**, you represent that you are authorized to address the patient's billing matters.

Make a Payment

Sign In to Your Portal Account

We're using athenahealth to help you access your health information for different doctors' offices with just one email and password.

Start by clicking the button below, and logging in with the email and password you already use.

Log in with  athenahealth

[Forgot your password?](#)

Questions? [Learn more.](#)

Don't have an account? [Sign up](#) today to stay connected to your healthcare.

Patient Feedback

Patient Feedback Forms are available in the lobby and from reception staff.

CTHP conducts an **annual patient experience of care survey** to gather information about patient care experience.

Patient Feedback via the Patient Portal. Patients who sign up for the Patient Portal can provide feedback about their visits.

Accreditation Association for Ambulatory Health Care (AAHC)

Patients with concerns or a complaint about CTHP practices or procedures may inform AAHC confidentially by email to info@aaahc.org; by calling toll-free 847-853-6060; or by mail to: AAHC / 5250 Old Orchard Rd., Ste. 200 / Skokie, IL 60077

Partnership HealthPlan of California

Medi-Cal patients pay provide feedback about their care experience by calling 800-863-4155.

BILLING AND PAYMENT INFORMATION

Coverage must be secured before appointments can be scheduled, or payment shall be made at the time of service.

The Billing Department bills Medi-Care, Medi-Cal and private insurance plans for patient care and updates patient insurance information and ensures billing is done timely and efficiently.

Sliding Fee Scale

The Sliding Fee Scale minimum advance payment is payable at the time of service, or the appointment will be rescheduled.

The balance of the patient's bill is determined by a percentage of the sliding scale fee as determined by the documentation provided to PRC.

Not all services are subject to sliding fee scale.

Payment

Payment is due at the time of service.

Patients who cannot pay the account balance in full at the time of service can work with our Billing Department staff to set up a Payment Arrangement Contract.

Bad Debt

When an account goes to collections, patients must resolve the debt in full prior to any further CTHP visits.

Patients who have insurance, Medicaid or Medicare may be seen; however, patients are still required to pay the "Bad Debt" balance.

Patients are required to pay co-pays and unmet deductibles in advance of future visits.

If coverage is terminated at any time, patients are required to pay in full at the time of service.

Questions?

Call 707-467-5631 for more information about billing or services.

PURCHASED & REFERRED CARE PROGRAM (PRC)

The PRC Program is integral to providing comprehensive health care services to eligible American Indian (AI/AN) patients.

Indian Health Service (IHS) delivers care through direct care services provided in IHS, tribal, and urban health hospitals and clinics and through PRC services provided by non-IHS providers.

PRC helps IHS and tribal facilities purchase services from private health care providers in situations where:

- ◆ No IHS or tribal direct care facility exists;
- ◆ The existing direct care element is incapable of providing required emergency and/or specialty care;
- ◆ Utilization in the direct care element exceeds existing staffing; and
- ◆ Supplementation of alternate resources (*e.g., Medicare, Medi-Cal, or private insurance*) is required to provide comprehensive health care to eligible AI/AN patients.

CTHP's PRC Program is not an entitlement program.

PRC operates only as funds are available.

CTHP's PRC Program is the payer of last resort.

PRC Registration

The Registration Clerk will help AI/AN patients determine their eligibility for PRC coverage.

PRC Eligibility Card

Eligible patients will receive a PRC Eligibility Card to carry with them for referred care and emergency care.

Questions?

Call or visit the PRC Department in building A.

Purchased/Referred Care Manager	467-5617
Patient Registration Clerk	467-5608
Patient Resource Advocate	467-5641
Patient Resource Advocate	467-5604

Refer to the *Purchased and Referred Care* brochure for more information.

CTHP PATIENT RIGHTS AND RESPONSIBILITIES

Patient Rights

- ◆ Patients are to be treated with respect, consideration and dignity.
- ◆ Patients are provided appropriate privacy.
- ◆ When the need arises, reasonable attempts are made by health care professionals and other staff to communicate in the language or manner primarily used by patients.
- ◆ Patient information and records are protected, and except when required by law, patients have the right to approve or refuse their release.
- ◆ Patients are provided, to the degree known, information concerning their diagnosis, evaluation, treatment, and prognosis. When it is medically inadvisable to give such information to a patient, the information is provided to a person designated by the patient, or to a legally authorized person.
- ◆ Patients are given the opportunity to participate in decisions involving their health care, except when such participation is contraindicated for medical reasons.
- ◆ Patients have the right to refuse treatment.
- ◆ Patients have the right to refuse care provided by a supervised student or intern, and can refuse to be included in any research activity.
- ◆ Patients have the right to choose their primary care provider and specialty care providers.
- ◆ Patients have the right to change their primary care provider and specialty care providers, if available.
- ◆ Patients have the right to know the qualifications of providers and ancillary staff.
- ◆ If a patient is ineligible for services, they have the right to receive a written statement that also includes information about the patient's right to appeal, if such exists.
- ◆ Patients have the right to be provided information regarding the process for providing comments, suggestions and complaints.
- ◆ Prior to receiving care, patients are informed of patient responsibilities.

CTHP PATIENT RIGHTS AND RESPONSIBILITIES

Patient Responsibilities

- ◆ Provide complete and accurate information to the best of their ability about their health, medications, including over-the-counter products and dietary supplements, and any allergies or sensitivities.
- ◆ Follow the agreed-upon treatment plan prescribed by their provider, and participate in their health care.
- ◆ Provide a responsible adult to transport them to and from the facility and remain with them as directed by their provider or as indicated on discharge instructions.
- ◆ Accept personal financial responsibility for any charges not covered by their insurance.
- ◆ Be respectful of health professionals staff, board members, other patients, visitors and CTHP property.
- ◆ Compliance with protocols necessary for the prevention and mitigation of infectious diseases, including COVID-19.



NOTICE OF PRIVACY PRACTICES

HIPAA Privacy Standards are intended to protect the privacy of all individually identifiable health information created or held by covered entities, regardless of whether it is or ever has been in electronic form. This includes paper records and oral communications.

Covered entities (health plans, providers, clearinghouses) must maintain documentation of their policies and procedures for complying with the standards, and must include a statement of who has access to protected health information, how it is used within the covered entity, and when it would or would not be disclosed to other entities.

Providers must obtain a patient's consent for the disclosure or use of the patient's health information, even for treatment, payment, and health care operations purposes.

Covered entities must make a reasonable effort not to use or disclose more than the minimum amount of information necessary to accomplish the intended purpose of the use or disclosure, except when the information is used for purposes of treatment.

An individual has a right of access to his or her protected health information (PHI), to request amending or correcting it, and to receive an accounting of all disclosures.

CTHP's **Notice of Privacy Practices** document will be provided to you when you register, and can be provided any time upon request.

Individuals Involved in Your Care or Payment for Your Care.

Unless you object, CTHP may disclose to a member of your family, a relative, a close friend or any other person you identify, your Protected Health Information that directly relates to that person's involvement in your health care. If you are unable to agree or object to such a disclosure, CTHP may disclose such information as necessary if CTHP determines that it is in your best interest based on our professional judgment.

Questions? Contact Health Records at 707-467-5612.

MANDATED REPORTING

Providers are required by law to report all cases of suspected or known domestic or interpersonal violence and child or elder abuse or neglect.

TREATMENT of MINORS

By law, CTHP is unable to treat children and youth under the age of eighteen years without the consent of a parent or legal guardian. Children must be accompanied by a parent, legal guardian, or have a signed authorization in order to receive care, at every appointment.

If the parent or legal guardian does not accompany the minor to the appointment, there must be a signed authorization by the parent or legal guardian for an accompanying adult to be present and to provide consent regarding treatment for the patient.

The “Authorization for Another Adult to Consent to Treatment of a Minor” form is available at reception desks for all medical, dental and behavioral health departments.

Transportation Services cannot transport patients under 18 years of age without an authorized accompanying adult.

REPRODUCTIVE RIGHTS of MINORS

In California, minors aged 12 to 18 years of age have the right to obtain birth control services, prenatal care and services for STDs, HIV without parental notification or permission.

These services are available through the California Family P.A.C.T. program.

TRADITIONAL HEALING SERVICES

Onsite services are not currently available.

Reimbursement for off-site services is available for PRC eligible patients.

Call 707-467-5641 for information.



BEHAVIORAL HEALTH DEPARTMENT

CTHP's Behavioral Health Department aims to provide culturally relevant and confidential assessment and screening, counseling, treatment, referrals, as well as support groups for the health and wellbeing of our patients. We serve children, youth, adults and seniors, Elders, families, men and women.

Mental Health Emergencies

In a life threatening situation, call **911**.

Mental Health Crisis Line at 855-838-0404.

Mental Health Access Line. 1-800-555-5906

For an Information and Referral Operator.

Mental Health Support

Strong Hearts Native Helpline: 844-762-8483.

A safe, anonymous, confidential dating and sexual violence helpline.

National Domestic Violence Hotline.

800-799-7233; Text LOVEIS to 22522.

CalHope. 833-317-4673. Warm line for COVID-19 stress .

National Suicide Prevention Hotline. 1-800-273-8255.

APPOINTMENT INFORMATION

To schedule an appointment, call 707-485-5115.

SERVICES

- ◆ Individual and family therapy for all ages.
- ◆ Substance abuse counseling, group counseling, parenting support, chronic pain/illness management, mindfulness based stress reduction, EMDR (Eye movement desensitization and reprocessing), trauma-informed care, assessment and clinical screening for referral services, intensive treatment outpatient program for court-related requirements.
- ◆ Case management services to support integrated care.
- ◆ Tele-psychiatry.
- ◆ Psychometric testing and psychological evaluations.

BEHAVIORAL HEALTH DEPARTMENT

PROGRAMS

CTHP Outpatient Treatment Program.

Group support for recovery from addiction.

PATIENT SUPPORT GROUPS

Red Road to Wellness. Incorporates traditional Native American healing into a Twelve Step process. Groups are at various locations in the community.

Groups are offered remotely or in person in compliance with COVID-19 requirements.

COPING with COVID-19

If you are experiencing distress as a result of the pandemic, we can help. Call to schedule an appointment.

There are other resources available for you as well. Refer to Mental Health Emergencies and Mental Health Support.

Common signs of distress *(source: CDC web site):*

- ◇ Feelings of fear, anger, sadness, worry, numbness, or frustration
- ◇ Changes in appetite, energy, and activity levels
- ◇ Difficulty concentrating and making decisions
- ◇ Difficulty sleeping or nightmares
- ◇ Physical reactions, such as headaches, body pains, stomach problems, and skin rashes
- ◇ Worsening of chronic health problems
- ◇ Increased use of alcohol, tobacco, or other drugs

Behavioral Health Publications

- * Behavioral Health Department brochure
- * Narcan (Naloxone) Nasal Spray brochure

Questions?

Call 707-467-5645 for information about behavioral health programs, services and group activity.

DENTAL DEPARTMENT

CTHP's Dental Department works with our patients to help them achieve and maintain optimal oral health as part of their overall health and wellness. Our patients receive quality oral health care in a gentle, caring atmosphere by a team of highly qualified professionals.

Dental Emergencies

If you have a dental emergency, go to your nearest emergency room. After your emergency room visit, it's important to follow up with your dental provider as soon as possible.

Call 707-485-5115 to schedule a follow up with your dental provider.

Appointment Information

- ✦ Dental visits are typically 60 minutes.
- ✦ Same Day Appointments are available for urgent care depending on Provider availability.
- ✦ Patients should schedule their next appointment at the end of their visit.
- ✦ Arrive 15 minutes prior to the appointment time to allow for COVID-19 screening and possible documentation needs.

SERVICES

- ✦ Exams with radiographs for treatment planning
- ✦ Oral cancer screening at time of exam (initial and recall)
- ✦ Preventive services (*prophylaxis/scaling and root planning/periodontal screenings/sealants, oral health instruction*) (*deep scaling by quadrant with anesthesia*)
- ✦ Restorative treatment (*fillings*)
- ✦ Prosthetics (*dentures/partials/crown and bridge*)
- ✦ Limited oral surgery
- ✦ Case management to support integrative care

Select Services Available During COVID-10 Restrictions:

- ✦ Dental emergencies (*e.g., bleeding that does not stop, pain or swelling, broken or knocked-out tooth*)
- ✦ Dental care considered elective.
- ✦ Conditions likely to lead to dental emergencies.
- ✦ Preventative services (*e.g., topical fluoride application, sealants, scaling*)

DENTAL DEPARTMENT

COVID-19 Protocols

There are new protocols in place for dental treatment in response to the COVID-19 pandemic.

If patients are sick for any reason, or have been in close contact with someone diagnosed with COVID-19, their appointment must

Patients shall wear their mask until they are asked to remove it for treatment. Patients will wear their mask once their appointment is concluded.

The number of individuals allowed in the operatories must be limited to comply with social distancing requirements and to avoid exposure to aerosols.

For older children and adolescents, the parent/guardian will be asked to stay in the waiting room during treatment.

For younger patients, if the parent/guardian must be present, they will be situated behind the operator chair to minimize aerosol exposure.

Elective procedures are not authorized at this time but doing fillings before they become an emergency is allowable.

Dental cleanings are being done using hand scaling and root planing.

To minimize the number of visits, every effort will be made to do as much treatment as possible per visit.

PROGRAMS

First Tooth focuses on starting the lifelong practice of good oral health care once a baby's first tooth erupts. Parents receive information about pediatric oral health practices.

Healthy Smiles promotes good oral health care practices and encourages routine dental visits for children, youth, adolescents and adults.

Wisdom Smiles focuses on the unique oral health care needs of seniors and Elders.

Questions? Call 707-467-5634 for more information.

MEDICAL DEPARTMENT

CTHP's Medical Department works with our patients to help them achieve and maintain optimal health and wellness.

Medical Emergencies

Call **9-1-1** for life threatening emergencies, or go to the local hospital emergency room.

After Hours Nurse Triage

Call 877-738-0709 to be connected to a nurse practitioner. Partnership HealthPlan of California and private insurance also have nurse triage lines for their members.

Same Day Appointments

A limited number of same-day appointments are available on a first come, first served basis for the following medical conditions: flu symptoms; cold symptoms lasting more than three days; sore throat, possibly strep; earache; diarrhea; nausea/vomiting; kidney/bladder/urinary tract infection.

Availability varies, so call the clinic for information.

Allergic or adverse reactions. For severe reactions, such as include difficulty breathing, call 911 or go to the nearest emergency room.

For ***pediatric patients***, major injuries such as visible fractures, call 911 or go to the nearest emergency room. Playground and sports injury; possible pink eye; sudden onset infections. All newborn babies (*inform Triage Nurse*); fever in children under three months of age.

TELL US IMMEDIATELY if you have: a fever, headache, rash, sore throat, cough, runny nose, diarrhea, vomiting.

COVID-19 PROTOCOLS

Patients who have had exposure to someone who has tested positive for COVID-19 or who exhibit symptoms of COVID-19 should call the clinic to be triaged by a Nurse.

The patient shall follow instructions provided by their Provider for care.

MEDICAL DEPARTMENT

Individual COVID-19 Appointment Protocols

- ◆ Individual must be a currently registered CTHP patient.
- ◆ Appointments are available from 1:00 to 3:00 p.m.
- ◆ Call to make a Nurse-only COVID-19 testing appointment even without symptoms.
- ◆ With symptoms call to make a drive-up provider COVID-19 testing appointment.

Welcome Visit. A Welcome Visit is scheduled when patients see a provider for the first time so the Provider can get to know the patient and review their health history. This 30-minute visit is *not* a treatment visit.

Medical Visit. Visit length depends on the reason for the visit. When scheduling your appointment, the Patient Services Representative can let you know the length of your appointment.

MEDICAL SERVICES

- ◆ General medical care for injuries and illness
- ◆ Services required to triage, diagnose and treat communicable and infectious diseases such as COVID-19.
- ◆ Coordinates services with the County's Public Health Department in the event of a pandemic or other communicable or infectious disease breakout.
- ◆ Annual wellness check ups; Sports physicals
- ◆ Immunizations and exams
- ◆ Men's health and women's health, including contraception
- ◆ Maternity care; prenatal care services
- ◆ Pediatric services
- ◆ Chronic disease management
- ◆ STD testing to include HIV and Hep C.
- ◆ Case management

SPECIALTY SERVICES

- ◆ Acupuncture & Chinese Medicine
- ◆ Chiropractic services
- ◆ Massage Therapy
- ◆ Podiatry
- ◆ Retinal scanning
- ◆ Endocrinology (*telemed*)
- ◆ Nutrition Counseling (*telemed*)

MEDICAL DEPARTMENT

Medication Management

Patients are asked to bring their medications with them or a medication list with current dosages so their Provider can reconcile their medication list, especially if they see outside providers.

The Provider can check the number of refills left and refill the prescription if necessary. This prevents patients from relying on their pharmacy to request a refill which could experience delays in patients receiving their medication.

Relying on automatic refills is not a good strategy for patients to take care of their health because things can change with the patient's health status.

Certain medication refills require a scheduled medical visit.

If the patient requires medication for a chronic condition, they must be seen every three to six months so their Provider can monitor their health status.

Patients with a chronic condition are required to have an in-person visit to monitor health status, and review medication management.

Up to two refills can be authorized for non-narcotic medication during walk-in clinic hours.

Case Management

Case Management offers continuity of care for at-risk pediatric and adult patients.

Case Management helps patients understand their current health status, what they can do about it and why their treatments are important.

Case Managers are an important catalyst between the patient and other Providers.



MEDICAL DEPARTMENT

Advanced Directives

Advance Directives are documents signed in “advance” which state a member’s legally valid choices about medical treatment or name a specific person to make decisions about their medical treatment when the member is unable to make those decisions or choices by themselves.

Do you have a Living Will or Durable Power of Attorney for Health Care in place?

If so, provide your Primary Care Provider with a copy so that it can be included in your medical record.

If not, make an appointment to discuss this with your Provider.

Services for PRC Eligible Patients

Eye Glasses

Eligible patients must obtain a current referral from a state-licensed Optometrist or Ophthalmologist, and must meet all other PRC eligibility requirements.

Hearing Aids

Reimbursement and/or direct payment is available for office visits, audiological testing and evaluation for all PRC-eligible patients who are referred to hearing specialists by their CTHP Primary Care Provider.

Therapeutic Shoes or Orthotics

Coverage is available for therapeutic shoes and/or orthotics prescribed in keeping with a diagnosis made and treatment recommended by the Podiatrist.

Refer to the brochure therapeutic Shoes or Orthotics for American Indian/Alaska Native Patients 2022” available in literature holders throughout the clinic, or can be requested from staff.

Questions?

Call 707-467-5622 for information about programs and services.

COMMUNITY OUTREACH SERVICES

CTHP's Community Outreach Services exists to elevate the health status of our patients and the communities we serve.

SERVICES

- ◆ Home visits by Community Health Representatives.
- ◆ Health screenings at Tribal sites, home visits and community events.
- ◆ Patient education on an individual basis and in a group setting.
- ◆ Patient education and wellness group activity, such as Diabetes Wellness Group, Health Living group, Diabetes Education and Empowerment Program, Family Spirit, Fitness Program, Women's Health, Men's Health, Grandmothers Circle, smoking cessation.
- ◆ Special events and community outreach activities such as Youth Olympics, Bike Rodeo, Rock Your Socks, Elder Dances.

Services, events and group activity have been affected by COVID-19. Call 707-467-5644 for updated information.

PATIENT TRANSPORTATION PROGRAM

Transportation is provided for CTHP patients to medical, dental, behavioral health and WIC appointments (*appointments for labs, procedures, therapy are also included*).

Once you make your appointment, call the Transportation Scheduler at 707-234-2501 to schedule your transport.

Schedule your transport as far in advance as you can to ensure availability.

For more information, refer to the *Patient Transportation Program 2022* brochure, or call the Community Outreach Services Manager.

Off-campus appointments require a referral from the patient's CTHP Provider.

Questions?

Call 707-467-5644 for information.

COVID-19 Compliance

CTHP complies with county, state and federal COVID-19 health orders and required standards to prevent and mitigate the spread of COVID-19.

Patients and visitors are expected to comply with all applicable COVID-19 protocols and shall follow staff instructions regarding such.

Before Coming to the Clinic

Patients who have had exposure to COVID-19 or who exhibits symptoms of COVID-19 shall ***first call the clinic*** to be triaged over the phone by a Nurse.

Upon Arrival at the Clinic

Check In and Screening

Patients ***must first check in*** at the temperature screening station located at the entrance of Building B for screening, even if they have business in other buildings or areas of the campus.

Visits During COVID-19

CTHP offers limited options to accommodate delivery of care during the pandemic.

We do our very best to accommodate patient needs, but some appointments must be in person.

Ask the Patient Services Representative about options when scheduling your appointment.

In person visits

Patients must wear appropriate masks during their visit and shall ***only*** remove it when required for care.

Telephone visits are an option for some types of appointments. Ask your Provider or the Patient Services Representatives if a phone appointment is possible for an appointment.

Telehealth visits are conducted in person at CTHP. Masks must be worn during the visit and may only be removed when required for care.

COVID-19

Protective Supplies for Patients and Visitors

Mask, tissue and sanitizer stations are available in clinic lobbies.



Masks must be worn inside the clinic *at all times* and may *only* be removed as required for treatment. This includes individuals who are vaccinated. Masks are also required outside the clinic in highly trafficked areas and for group activity.

Mask Protocols

- ◆ Masks must cover nose and mouth.
- ◆ Secure mask under chin.
- ◆ Mask should be snug against sides of face.
- ◆ Make sure you can breathe easily.
- ◆ Do not put masks on children younger than two years of age.



Social Distancing on Campus

The number of individuals in medical exam rooms, dental operatories and counseling spaces must be limited. Only bring someone with you if they are essential for your visit.

Social Distancing Recommendations



- ◆ Avoid social interactions when sick.
- ◆ Cover coughs or sneezes.
- ◆ Avoid handshakes and hugs.
- ◆ Maintain distance from other individuals where possible.
- ◆ Wash hands frequently with soap and water for at least 20 seconds, or use hand sanitizer.

COVID-19 TESTING

Even though vaccines are available and individuals may be vaccinated, testing is still important.

Check CTHP's web site and Mendocino County's COVID-19 web site for testing information.

VACCINATIONS

COVID-19 vaccinations are offered by CTHP, the County's Public Health Department and other locations such as in the county.

To find sites that administer COVID vaccines, boosters and flu vaccines: [Vaccines.gov - Find COVID-19 vaccine locations near you](#)

INFORMATION LINKS

Mendocino County COVID-10 Web Page

<https://www.mendocinocounty.org/community/novel-coronavirus>

California Department of Public Health

<https://www.cdph.ca.gov/Programs/CID/DCDC/Pages/Immunization/ncov2019.aspx>

California COVID-19 Web Site

<https://covid19.ca.gov/>

California Rural Indian Health Board (CRIHB)

[Public Health Updates - California Rural Indian Health Board \(crihb.org\)](#)

Centers for Disease Control COVID-19 Site

<https://www.cdc.gov/coronavirus/2019-ncov/index.html>

John Hopkins Center for American Indian Health

[Resource Library | Center for American Indian Health \(jhu.edu\)](#)



Correcting Myths About the COVID-19 Vaccine

False information about the COVID-19 vaccine has been spreading online and in our communities. This fact sheet will address and correct the most common falsehoods about the COVID-19 vaccine.



Myth #1: The COVID-19 vaccine will impact my pregnancy or fertility.

FALSE. There is no evidence that COVID-19 vaccines can impact your pregnancy or ability to have a healthy child. COVID-19 vaccines are recommended for those who are trying to get pregnant, are pregnant, or might want to become pregnant in the future.



Myth #2: If you were sick with COVID-19 before, you don't need the vaccine.

NOT TRUE. The COVID-19 vaccine provides stronger, longer-lasting protection from the virus than prior infection. A 2021 CDC study found that those who were unvaccinated and had a recent infection were 5 times more likely to get COVID-19 than those who were recently fully vaccinated and did not have a prior infection.



Myth #3: The vaccines will not work on new strains of the virus.

WRONG AGAIN. There have been many different strains of COVID-19 since the vaccine was approved in December 2020. The vaccine has remained extremely effective against severe illness, hospitalization, and death from all strains of the virus, including Omicron.



Myth #4: Not much is known about the COVID-19 vaccine.

INCORRECT. Though the vaccine was developed in record time, the science behind it has been studied for decades. Since the vaccine was approved in winter 2020, there have been a record number of studies about its safety and effectiveness, making it the best-studied vaccine in history.



JOHNS HOPKINS
CENTER FOR AMERICAN
INDIAN HEALTH

For more information:
[CDC.gov/covid19](https://www.cdc.gov/covid19)

Effective December 9, 2021
Source: CDC

IN CASE OF EMERGENCIES

For life threatening situations, call **9-1-1**

Hospitals

Adventist Health Ukiah Valley

275 Hospital Dr. / Ukiah

707-462-3111

Adventist Health Howard Memorial

1 Marcela Drive / Willits

833-249-3556

Adventist Health Mendocino Coast

700 River Road / Ft. Bragg

707-961-1234



877-738-0709

NOT for life-threatening emergencies.

For health concerns that occur outside clinic hours.

Does not replace care by your primary care provider.

Consolidated Tribal Health Project, Inc.

6991 N. State St.
Redwood Valley, CA 95470

707-485-5115

www.cthp.org

CONTACT INFORMATION

Appointments

Behavioral Health 707-467-5645
Dental and Medical 707-485-5115

Patient Support

After Hours Nurse Triage Line 877-738-0709
Community Outreach Services..... 707-467-5644
Health Records 707-467-5612
Purchased & Referred Care 707-467-5617
Patient Registration 707-467-5667
Patient Resource Advocate 707-467-5641
Patient Resource Advocate 707-467-5604
Referrals 707-467-5609
Red Road to Wellness 707-467-5645
Traditional Healing Services 707-467-5641
Transportation Services Scheduler 707-234-2501

Administration

Executive Director 707-467-5616
Billing Supervisor 707-467-5637

*The content in this handbook is subject to change.
COVID-19 information is subject to change
by state and county health orders.*

