



Patient Handbook

Claremore Indian Hospital
Claremore, Oklahoma



Welcome...

On behalf of the staff at the Claremore Indian Hospital, I welcome you to our facility. Our purpose is to achieve the goal and mission of the Indian Health Service by providing the highest quality health care available to the Indian people we serve.

We take pride in the quality of our professional staff. You and your health care needs are our number one concern. We believe that quality health care is a joint endeavor with both the patient and the health care provider working toward the common goal of optimal health. I would encourage you to take a few minutes to read the "Patient Bill of Responsibilities," which reflects the idea of patient and provider working together. Also included is the "Patient Bill of Rights," which will also help you understand what a patient can expect from our hospital.

Our hospital is fully accredited by The Joint Commission and has been since our first survey in 1978. We are always striving to improve our services and welcome your suggestions of how to do better.

To allow you to gain access to care as easily as possible, we have prepared this "Patient Handbook." I hope that you will find it helpful in gaining the services or care that you need.



Sincerely,

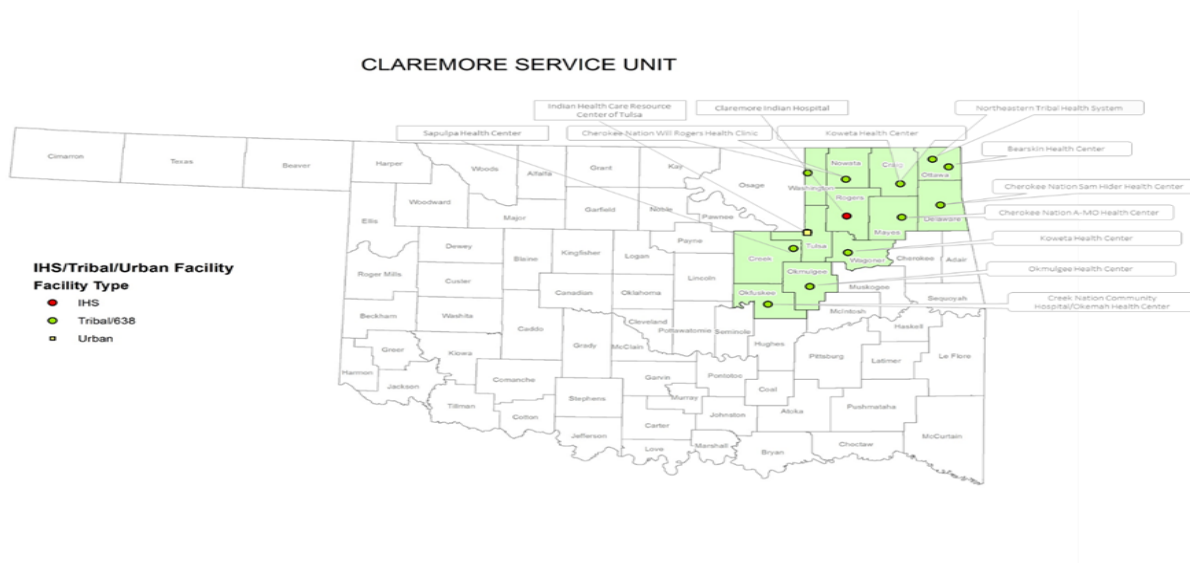
George Valliere

George Valliere,
Chief Executive Officer

Overview

The Claremore Indian Hospital is located in the historic city of Claremore which is situated in Oklahoma's beautiful Green Country. The original facility was built in 1929 and opened in 1930. It was operated at that time by the Bureau of Indian Affairs, Department of the Interior. In July 1955 the Indian Health Service separated from the BIA and was placed under the Department of Health and Human Services. The current facility was opened in 1977 and has been accredited by The Joint Commission since 1978.

The hospital encompasses twelve counties and 7,750 square miles. It serves an active user population of over fifty-two thousand patients from various tribal memberships.



Geographic Area

Counties in the Service Unit: *Craig, Creek, Delaware, Mayes, Nowata, Okfuskee, Okmulgee, Ottawa, Rogers, Tulsa, Wagoner, Washington*

Tribes actively participating on the tribal advisory board: *Alabama/Quassarte Tribal Town, Cherokee Nation, Delaware Tribe of Indians, Eastern Shawnee Tribe of Oklahoma, Kialegee Tribal Town, Muscogee (Creek) Nation, Miami Nation of Oklahoma, Modoc Tribe of Oklahoma, Osage Tribe of Indians, Ottawa Tribe of Oklahoma, Peoria Tribe of Indians of Oklahoma, Quapaw Tribe of Oklahoma, Seneca-Cayuga Tribe of Oklahoma, Shawnee Tribe, Thlopthlocco Tribal Town, United Keetoowah Band, and Wyandotte Nation*

Eligibility

To be eligible for services, a person must have or be one of the following:

- A person of Native American ancestry with a Certified Degree of Indian Blood (CDIB) card, a tribal citizenship card, OR a letter of descendance issued by a federally recognized tribe
- Non-Native American female currently pregnant with a Native American male's (who has either a CDIB or a tribal citizenship card) child for the duration of the pregnancy (including initial pregnancy test) through postpartum (usually 6 weeks)
- Non-Native American residing in a Native American household when services are necessary to control a public health hazard
- Non-Native American child under the age of 19 years who is the adopted child, step-child, foster-child or legal ward of state of an eligible Native American

Registration

To register for a chart at Claremore Indian Hospital there are a few documents that are required.

If you are Native American then you will need to provide a Picture ID which can be a Driver's License, State Issued ID card, Military ID, Tribal Card that has a picture, Federal ID, CCW ID, or School ID. A passport can also be used to create a chart but at a future visit a state issued ID card will need to be presented to the registration clerk.

You will also need to provide a Certified Degree of Indian Blood (CDIB) or a Tribal Enrollment card or if you do not have these you can provide an original Letterhead document from the tribe showing membership or adoption into the tribe or a descendant letter from the tribe.

If you want to make a chart for a child who does not have these things yet then you can provide an original birth certificate showing parents names and then a Picture ID and CDIB of the Native American parent.

For a non-native female who is pregnant with a Native American child, an original marriage license or an original notarized statement of who the father is and then a Picture ID and CDIB or tribal card for the father of the unborn child.

Other documentation that will be required is a Medical Insurance card such as private insurance through work or individual private insurance, Medicare, Medicaid, or Veteran Insurance. If you have a deductible with your insurance using our facility actually helps you meet your deductible which is a win for you and your family and also helps the hospital to provide the services that you and your family need to stay healthy and happy!

In Today's world things are changing so often whether it be moving to a new home, changing phones and getting a new phone number, marriage, divorce, or changing jobs the registration staff may be asking questions each visit to make sure the information on your chart is as current and up to date as it can be. This is to your benefit. We may need to contact you to verify your appointment for the following day or mail you an appointment letter for a future visit.



Connected **for Life**

*The American Diabetes Association Recognizes this education service as meeting the National Standards for Diabetes Self-Management Education and Support.



Achieve the Gold Seal

Accreditation

The Claremore Indian Hospital has been accredited by The Joint Commission since 1978. The accreditation means that Claremore Indian Hospital has earned The Joint Commission's Gold Seal of Approval® for [Hospital Accreditation](#) by demonstrating continuous compliance with its performance standards. The Gold Seal of Approval® is a symbol of quality that reflects an organization's commitment to providing safe and effective patient care.

Claremore Indian Hospital undergoes a rigorous, unannounced onsite survey every 18 to 36 months following the previous survey. During the review, a team of Joint Commission expert surveyors evaluates compliance with hospital standards related to several areas, including emergency management, environment of care, infection prevention and control, leadership, and medication management. Surveyors also conduct onsite observations and interviews.

Anyone believing that he or she has pertinent and valid information about such matters can request an interview with a Joint Commission surveyor. The Joint Commission encourages the public to seek resolution of their concerns through the channels of hospital management by contacting the hospital's Patient Advocate at 918-342-6612. If concerns brought to the attention of the Patient Advocate are not satisfied, the Joint Commission may be contacted to assist the patient/family in gaining resolution.

The Joint Commission

Call 1-800-994-6610 or email complaint@jointcommission.org

Mail: Office of Quality Monitoring

The Joint Commission

One Renaissance Boulevard

Claremore Indian Hospital

PATIENT RIGHTS



- You have the right to be treated in a dignified and respectful manner that supports your dignity, regardless of your age, race, ethnicity, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation, and gender identity or expression.
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- You have the right and need for effective communication tailored to your (or surrogate decision-makers) age, language, and ability to understand.
- You have the right to have your cultural and personal values, beliefs, and preferences respected by the hospital.
- You have the right to privacy and confidentiality of your personal records.
- You have the right to appropriate assessment and management of pain.
- You have the right to religious and other spiritual services.
- You have the right to access request, amendment to, and obtain information on disclosures and to expect that all records, and other information about your care, be kept confidential in accordance with the law and regulation.
- You have the right to have someone remain with you for emotional support during the course of stay, in compliance with the hospital visitation policy.
- You (or surrogate decision maker) have the right to know the name and qualifications of the person (s) who will be responsible for procedures and/or treatment. Participation by patients in research programs, or in the gathering of data for research purposes, shall be voluntary with a signed informed consent.
- You have a right to a second opinion, if requested.
- You have a right to make an advance directive and appoint someone to make health care decisions.

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PATIENT RIGHTS



- You (or surrogate decision maker) have the right to obtain complete and current information concerning your diagnosis, treatment, pain management, and any known prognosis. When it is not medically advisable to give such information to you, the information shall be made available to a legally authorized individual.
- You (or surrogate decision maker) have a right to know what other choices, risks, benefits, or alternate treatments are available, other than the procedures or treatments indicated.
- You (or surrogate decision maker) have the right, to the extent permitted by law, to refuse treatment, referral, or transfer; if you do, you must be informed of the medical risks.
- You (or surrogate decision maker) have a right to be advised if the hospital proposes to engage in or perform human experimentation affecting your care or treatment. You have the right to refuse to participate in such research projects.
- You have the right to be involved in your discharge plan.
- You (or surrogate decision maker) have a right to access protective services where there is concern about abuse, neglect or misappropriation of property in the hospital.
- You (or surrogate decision maker) have the right to voice your concerns about the care they receive. You may talk with your doctor, nurse, nurse manager or any hospital staff member regarding any concerns or complaints.
- If you or your representative requests, submits or assists the patient or representative to submit any grievance regarding Medicare beneficiary concerns, quality of care, coverage decision or appeal or premature discharge to KEPRO. They can be contacted at 1-844-430-9504 or visit www.keproqio.com.

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PATIENT RESPONSIBILITIES



- Providing accurate and complete information about medical complaints, past illnesses, hospitalizations, medication, pain, and other matters relating to the patient's health.
- The patient and family are responsible for reporting perceived risks in their care and unexpected changes in the patient's condition. Helping your provider and nurse continually assess any pain you may be experiencing. The patient and family help the hospital improve its understanding of the patient's environment by providing feedback about service needs.
- Ask questions. Patient and/or family are responsible for asking questions when they do not understand what they have been told about their care or what they are expected to do.
- Following instructions. The patient and family are responsible for following the care, service or treatment plan developed. They should express any concerns they have about their ability to follow and comply with the proposed care plan or course of treatment. Every effort is made to adapt the plan to the patient's specific needs and limitations. When such adaptations to the treatment plan are not recommended, the patient and family are responsible for understanding the consequences of the treatment alternatives and not following the proposed course. The patient/parents and/or guardian are responsible for keeping appointments, and when he/she is unable to do so for any reason they should notify the reasonable practitioner or the hospital.
- Accepting consequences. The patient and family are responsible for the outcomes if they do not follow the care, service or treatment plan.
- Following rules and regulations. The patient and family are responsible for following hospital rules and regulations concerning patient care and conduct.
- Showing respect and consideration. Patients and families are responsible for being considerate of the hospital's personnel and property.
- Patients are responsible for being considerate of other patients, helping in the control of noise and disturbances, following smoking policies, and respecting other's property.

DO
YOU HAVE
AN
ADVANCE
DIRECTIVE?



Advance Directive

If you should have to go to the hospital one of these days, don't be alarmed if you're asked a question you might not be prepared for: **Do you have an advance directive?**

Advance directives are documents that indicate your choices for future care if you become incapacitated and unable to communicate. Living wills, which describe your preferences for life-sustaining treatment means an advance directive that substantially complies with the requirements of the Oklahoma Natural Death Act. Their purpose is to give people more control over their medical care. Hospitals are now required by law to ask patients if they have an advance directive and to give them the opportunity to execute one.

Decisions addressed in an Advance Directive include:

- Life sustaining treatment (respirator or resuscitation)
- Artificial hydration (IV's)
- Artificial Nutrition (feeding tubes)
- Other more specific treatments
- Appointment of a healthcare proxy
- Organ and tissue donation

**For more information, or if you have questions, please contact our
Patient Advocate, at 918-342-6612**

Other resources:

LifeShare Transplant Donor Services of Oklahoma:

<https://www.lifeshareoklahoma.org/>

Oklahoma State Department of Health:

[https://www.ok.gov/health/Data_and_Statistics/Center_For_Health_Statistics/
Health_Care_Information/Advance_Directives/](https://www.ok.gov/health/Data_and_Statistics/Center_For_Health_Statistics/Health_Care_Information/Advance_Directives/)

Personal Health Record (PHR)

The Indian Health Service (IHS) Personal Health Record (PHR) is a tool that you can use to view information about your health.

The PHR allows you to:

- Make sure that your medical record is correct.
- Learn more about your medications and health issues.
- Save and print a copy of your health information.
- Share your health information with a caregiver.
- Track and manage your health information between visits.
- Use the PHR to prepare questions or concerns that you would like to discuss with your health care providers.

Send and receive messages with your health care team using a private and secure email system.

The PHR is secure, private, and conforms to all federal laws and regulations. This ensures the security and privacy of your medical information. If you have questions about the PHR, please ask to speak with your case manager or another care provider.

1. Go to <https://phr.ihs.gov> or scan this QR code
2. Click register to use PHR
3. Go to registration window or call 918-342-6227 to link your account



How to sign up for your PHR

The screenshot shows the PHR website with a header for the Indian Health Service (1955-1995). Below the header is a photo of several people. The main content area is divided into three sections: 'What is the Personal Health Record?', 'Who can use the Personal Health Record?', and 'When should I use the Personal Health Record?'. To the right is a 'PHR Login' section with fields for Username and Password, and a 'Login' button. A red arrow points from the 'Login' button to the text 'Step 3: Login to PHR'.

Step 1: Create a PHR account

Register to use PHR

Step 1: Create a PHR account

1. Enter <https://phr.ihs.gov> in your web browser
2. Click the button labeled "Register to use PHR."
3. Choose a username and password
4. You will be asked to enter some information about yourself. When you are finished, you will get a message advising you to go to your hospital or clinic to finish the registration process.

Step 2: Meet your PHR

Step 2: Meet your PHR Registrar
PHR Staff are at the main entrance doors in the Hospitals Registration Department. PHR Staff will validate and activate the account. Please bring photo ID or 2 original forms of non-photo ID for PHR validation.

Step 3: Login to the PHR

After accepted ID Validation PHR Staff activate your PHR login. The PHR will be accessible as follows:

- Go to website <https://phr.ihs.gov>
- Enter your username and password.
- After properly logging in Select the PHR portion you wish to view

For more information, visit the Indian Health Service at <http://www.ihs.gov> or call (918)342-6200



Grievance Process

Claremore Indian Hospital and its staff encourage and practice handling potential patient complaints at the lowest level, where the department or source of the patient's complaint may be, so it can proactively resolved through quick action or follow up by that department's staff and or supervisor to best address the complaint. Should an issue not be resolved at the lowest level, the facility Patient Advocate may be contacted to visit with the patient to address concerns and attempt to resolve any concerns or complaints with the capability of filing a formal patient complaint on behalf of the patient should that be desired.

When a formal complaint is filed, the patient will be issued a letter stating that the complaint was received, will be investigated and that they will receive a written response once the investigation is complete. Formal responses will be issued to the patient within 7 calendar days of their complaint being filed. Should more time be needed to investigate a complaint, an extension letter may be issued to the patient to inform them that additional time is required to complete the investigation to close their complaint with an updated response deadline. All formal complaints will be closed within or by 30 calendar days of being filed.

Emergency Department Nurse Manager:	918-342-6328
Medical/Surgical and Intensive Care Unit (ICU) Nurse Manager :	918-342-6366
Adult Medicine Clinic Nurse Manager:	918-342-6637
Obstetrical Unit and Women's Clinic Nurse Manager :	918-342-6263
Surgery Department and Surgery Clinic Nurse Manager :	918-342-6273
Pediatric Clinic Nurse Manager:	918-342-6250
Patient Advocate:	918-342-6612

Hospital Campus

No Tobacco Policy

Smoking is prohibited on all hospital property. There is **NO** smoking, vaping, or use of tobacco products allowed in the parking lots or in vehicles. This is a Federal Law and is strictly enforced. There is a zero tolerance policy to this law and persons in violation of this law may have their hospital privileges suspended or revoked for a period of up to two (2) years. People wishing to smoke or vape must leave hospital property. This law also includes the use of smokeless tobacco products and electronic cigarettes of all kinds. **For information on smoking cessation, please contact your primary care physician or the pharmacy.**

Canteens

Vending machines are located in the Canteens in the Main Hallway and ER waiting area. Vending machines are available 24 hours a day, seven (7) days a week.

The vending machines located in the Canteens ARE NOT the property of Claremore Indian Hospital. The vending machines in the Canteens are the property of Business Enterprises for the Blind under direction of the Oklahoma Department Of Rehabilitation Services. If money is lost in the vending machines please make note of the vending machine money was lost in and the amount and currency type lost, (Quarter, Nickel, Dime) Notify the Hospital Operator and leave your name and a phone number. This information will be passed on to the DRS representatives who will validate the claim and make arrangements to reimburse the person who lost money.

The microwave ovens in the Canteens are industrial ovens and will heat items much faster than a conventional home microwave oven. Please use care and follow instructions when heating items in the microwave ovens.

Available Services

- Adult Medical Clinic
- Anesthesia
- Anticoagulation Clinic
- Audiology
- Behavioral Health (Cherokee Nation)
- Cardiology
- Cardiovascular Risk Reduction
- Chiropractic
- CT
- Dental
- DEXA Scan
- Diabetes Education
- Dietetics
- Discharge Planning
- Emergency Department
- Health Promotions
- Heart Failure Clinic
- Hepatitis C Clinic
- Inpatient
- Lab
- Mammography
- MRI
- Obstetrics including Baby Friendly and Centering Programs
- Optometry
- Patient Advocacy
- Patient Benefit Coordination
- Pediatric Clinic
- Pharmacy
- Physical Therapy
- Podiatry
- Public Health Nursing (Cherokee Nation)
- Purchased Referred Care
- Radiology
- Respiratory Therapy
- Rheumatology
- Stereotactic Breast Biopsy
- Surgery
- Tobacco Cessation
- Women's Health

Adult Medicine Clinic

The Adult Medical Clinic (AMC) provides Primary Care services as well as some specialty clinics. The Clinic is open Monday-Friday from 7:30am-4:00pm. We currently have four different Primary teams each staffed with a Physician, a Nurse Practitioner, a Registered Nurse (Care Manager), 2 Licensed Practical Nurse (LPN), Screener, and a Medical Support Assistant (MSA). In addition we have a Mental Health Specialist available if you are experiencing anxiety, depression, relationship issues, stress or any other mental health concern you may have.

Customer Service is a very important aspect of our medical clinic. Patient satisfaction is what we strive to achieve. You, as the patient, are top priority to ensure you're receiving the best care possible.

IPC

IPC stands for Improving Patient Care and is a program designed to give you, the patient, a permanent medical home.

We strive to make your assigned IPC team-Red, Blue, Gold, or Green available to you when you need it therefore we request that you only have **one Primary Care Provider (PCP)**.

Adult Medical Clinic is active in the IPC initiative and has a Primary Care Medical Home Certification with the Joint Commission.

OPEN ACCESS

The Adult Medicine Clinic has a set of openings known as Open Access which are for patients who are empaneled or pending empanelment. The Open Access feature is made possible by your primary care team's Nurse Practitioner and Licensed Practical Nurse (screener). Open Access was previously known as the "Walk-In Clinic". Open Access is available Monday-Friday from 7:40am to 3:00pm with check-in beginning at 7:30 am.

Open Access patients are seen in order of arrival. All patients will be screened by an LPN and then meet with a Nurse Practitioner. For emergencies, patients have the option of going to our Emergency Department.

In addition, there are a limited number of afternoon appointments available with your Nurse Practitioner. These are scheduled no more than 48 hours in advance. If you would like to have one of these appointments, please call, 918-342-6646, and leave a message including your chart number, the reason you need to be seen and when, as well as a call back number. **Your call will be returned the following business day.**

EMPANELMENT POLICY

There is a policy in place that determines who will get established with a doctor at the AMC.

NEW PATIENTS

New patients who wish to establish their primary care with the Claremore Adult Medicine Clinic must fill out a “Change or Request of your Primary Care Provider (PCP)” form. The form is available at the AMC. This is turned into a committee who will work on assigning you with one of our Primary Care Physicians. You will be given an Establishing Care appointment so that you and your doctor can get to know each other.

APPOINTMENT SCHEDULING

Our appointments are scheduled 28 days in advance. This helps with patient’s appointments not being rescheduled due to physician’s absence and to decrease no shows.

An MSA will answer your phone call between the hours of 8:00am to 4:00pm. There is not a voicemail attached to this line. The phone line places calls in order of number received so be sure to stay on hold until your call is answered. **918-342-6365**

NO SHOW POLICY

Patients will be considered a No Show if they are more than 15 minutes late for their appointment. If you have two or more No Shows in a 6 month period you may see the care team on an Open Access only basis and you will not be able to make an appointment for 6 months.



REFERRALS CLINIC

Referrals clinic is available Monday-Friday between 8:00am and 3:45pm. Established patients who need follow up referrals, radiology, or labs will check into this clinic.

Any new referrals will have to come from an appointment with a doctor or a nurse practitioner.

TREATMENT ROOM

Treatment room is available Monday-Friday between 8:00am and 3:45pm. Established patients needing routine injections or immunizations will check into this clinic.

NURSE VISIT

Your doctor might request that you have a follow up visit with his Care Manager. If so, the physician will have you schedule a nurse visit, this is often done for things like blood pressure checks, diabetes, or to discuss a new medicine you are taking.

RETINOPATHY SCREENINGS

Joslin Vision Network (JVN) is a fundus camera that takes picture of the retina of the eye for diabetic patients. It is used to diagnose any diabetes related eye problems or any other eye diseases before loss of vision or blindness occur. JVN is used as a tool for early detection of any changes within the eye. JVN eye exams can detect diabetic retinopathy, hemorrhages, clinically significant macula edema, cotton wool spots, and shows previous laser treatments.

If you need a JVN eye exam, your nurse will refer you to the JVN tech in the Adult Medicine Clinic. The exam takes approximately 5 minutes for the pictures to be done. Once your pictures are complete, your JVN results will be available in around two weeks and are scanned into your medical record. If there is any cause for concern, you will be contacted by our optometrist for further evaluation and treatment.

DENTAL HYGIENIST

A hygienist is in the Adult Medical Clinic on Monday and Wednesday every other week. He or she provides dental and oral cancer screenings. The hygienist will also let you know if a separate trip to the Dental Clinic is required.



DIABETES EDUCATOR

Are available in the Diabetes Education office, which is located in Room 200. It is important that you bring your glucose meter with you to appointments for treatment evaluation and education.

For more information call

918-342-6451



*The American Diabetes Association Recognizes this education service as meeting the National Standards for Diabetes Self-Management Education and Support.

Diabetes Education

The Claremore Indian Hospital's Diabetes Program is recognized by the American Diabetes Association. The Educators are a Registered Nurse and Registered Dietitian and are certified Diabetes Care and Education Specialists. They offer and provide diabetes educational services to patients who use Claremore Indian Hospital for care. The Diabetes Education Program is available Monday-Friday from 8:00am-4:00pm. If you are a Patient and have a diabetes need identified by your primary care provider, a referral to the diabetes program is needed. Patients seen in the Diabetes Education Program include the newly diagnosed, diabetes with kidney disease, nutrition, blood sugar management, diabetes in pregnancy, establishing care, diabetes shoe clinic, monitors for blood "sugar" testing, blood pressure monitoring, and diabetes testing supplies.

For more information on how to be seen in Diabetes Education or for questions, please call 918-342-6451.

CHIROPRACTOR SERVICES

The chiropractor comes to the Adult Medical Clinic every Tuesday and Thursday from 8:00am-12:00pm and 3:00pm-4:00pm. You do not require a referral to be seen but there is a waiting list. Please see the front desk at the AMC to be put on this list. You will be contacted by phone when an appointment becomes available.

For more information, or if you have questions, please call 918-342-6365 or 918-342-6658

RHEUMATOLOGY SERVICES

The rheumatologist comes to the Adult Medical Clinic the first and fourth Mondays of each month. A referral must come from a provider with Claremore Indian Hospital. The referral is reviewed before an appointment is made. You will be contacted by phone if you are accepted by the physician.

For more information, or if you have questions, please call 918-342-6539.

CARDIOLOGY SERVICES

The cardiologist comes to Claremore Indian Hospital every Friday. You must have a referral from an IHS Provider for this clinic. You will be contacted by the cardiology nurse to schedule an appointment once a referral is placed. Follow up appointments are on Tuesday and Thursday.

For more information, or if you have questions, please call 918-342-6499.

HEALTH PROMOTIONS

The Health Promotion Clinic aims to prevent and reduce illness and improve wellbeing. The Health Promotion Clinic encompasses a group of clinics that provide disease prevention, health promotion, and wellness programs. These clinics include an immunization/vaccine clinic in which patients may walk in without an appointment to receive an immunization or routine vaccines, and the HIV Clinic, which provides our patients with information related to prevention, treatment, and medical management of HIV. The Health Promotion Clinic also serves as a resource for needs the patient may have related to preventative care, becoming established with a primary care provider, and meeting their personal health and wellness goals. Promoting initiatives and programs directed towards increasing the health of our patients will improve the overall wellness of our community.

For more information on immunizations/vaccines call 918-342-6580 or on HIV Clinic call 918-230-3922. Main clinic number is 918-642-6449.

Audiology

The Audiologist, provides hearing evaluations for all ages, video ear exams for impacted wax or perforated eardrums, checks the status of middle ear such as fluid, newborn hearing screenings, and hearing aid fittings, follow-up appointments, and adjustments. An appointment with the Audiologist is by appointment only through a referral from a Claremore Indian Hospital provider. The Technician has same day appointments available for other hearing aid services such as in-office hearing aid repairs, hearing aid modifications, cleaning of hearing aids, and hearing aid supplies. The Audiology Department provides one hearing aid and the patient has the option of self-purchasing the other hearing aid if two hearing aids are required. The Audiology Department can provide information on tribal assistance to tribal members for hearing aids as well as other information on hearing care.

918-342-6450 or 6453

918-342-6452 (fax)

Monday thru Friday 7:45am to 4:30pm



Dietary Services

The Claremore Indian Hospital Dietary Services provide three homemade meals daily to the inpatient population and dietary consultations to the inpatient population as well as nutrition education to the outpatient population. Dietary Services staff consists of 7 kitchen staff and 2 registered dietitians. Provided services are medical nutrition therapy for pre-diabetes, weight loss, high blood pressure, high cholesterol, and any pediatric needs or issues.

For more information on services or questions please call 918-342-6232.



Dental



The Dental Clinic treats patients of all ages however services provided to patients older than 20 years of age are limited to dental hygiene services and emergency care. Patients under 21 are eligible for comprehensive dental care. Orthodontic care is not available.

The Dental Clinic is open Monday-Friday from 7:45am-4:30pm and emergency care, walk ins are accepted between 6:45am-9:30am.

For more information, or if you have questions, please call 918-342-6400

Optometry Clinic

The Optometry Clinic is open Monday-Friday from 7:30am-4:00pm. We provide eyeglass prescriptions for outside purchase. We also provide diagnosis and treatment of external eye infections and injuries, and monitor eye conditions associated with issues such as diabetes. The clinic does not fit or prescribe contact lenses.

Priority for eye exams is given to diabetic patients, seniors and school aged children. Other appointments outside of these parameters may be available as the schedule permits. Walk in is available for new eye infections, injuries, or abrupt changes in vision. To schedule an eye exam, call 918-342-6301. Emergent appointments are available on a same day basis for true ocular emergencies but not routine eye exams unless these are cancellations.

For more information, or if you have questions, please call 918-342-6301

Emergency Department

The Claremore Indian Hospital Emergency Department is staffed with highly skilled healthcare professionals 24/7, and it is our goal to offer a timely medical screening to all of our patients. Upon arrival, all patients will be triaged by a registered nurse. Triage is the process that we use to prioritize emergency care and identify patients who need immediate medical attention due to severity of their illness. As a triaged patient, you may have to wait before being placed in a room because patients are seen in order of severity of problem, not necessarily in order of arrival. If there is an emergency involving a critically ill or injured patient, wait times may be longer than normal as resources are directed towards lifesaving care. The ER Team supports the overall mission of IHS, to raise the physical, mental, social, and spiritual health of American Indians and Alaskan natives to the highest level. If you are dissatisfied with the care you received or need additional assistance after your visit, please contact the ER Nurse Manager at 918-342-6502 or the ER Case Manager at 918-342-6482.



Laboratory

Claremore Indian Hospital's Laboratory is accredited by the College of American Pathologists (CAP). The laboratory operates 24/7. Routine outpatient labs are performed Monday-Friday 7:00am-4:30pm, excluding Federal Holidays.

The lab is able to perform a wide variety of testing in house and even more is available to be sent to their outside reference lab. Limited Blood Bank services, including therapeutic phlebotomies, are also available.

When you arrive for Laboratory, please go to registration before proceeding to the Laboratory. When you arrive at the Laboratory, please sign-in at the reception window by filling out one of our patient information slips. Please take a seat in the waiting area while one of our friendly and courteous staff members assesses your orders. You will be called as soon as possible.

For more information, or if you have questions, please feel free to call us at

918-342-6223.



Pediatric Clinic

The Pediatric Clinic is open for patients, newborn through 17 years of age, Monday-Friday, excluding federal holidays, from 8:00am to 4:30pm. Appointments are available from 8:00am at 3:30pm. Same day appointments are available, please call 918-342-6507 to schedule.

The Pediatric Clinic is transitioning to Patient Centered Medical Home (PCMH) care delivery model. Patients are empaneled to one of our Pediatric Care Teams. Patients are scheduled to see the same Pediatrician/Nurse Care Team at each visit ensuring the best continuity of care for our patients and families.

Types of care provided in Pediatric Clinic include well child check ups, sports physicals, Head Start/school physicals, acute illness, and chronic health conditions such as asthma management coordinating care with Respiratory Therapy Department ensuring patients receive pulmonary function test yearly beginning at age 7. Immunizations are available daily from 8:30am to 3:30pm. No appointment is needed for immunizations, just check in at Registration before coming to Pediatric Clinic.



Other services provided with-in Pediatric Clinic:

- Benefits Coordinator
 - Screens all walk-in patients that do not have resources if they qualify for SoonerCare and enrolls them if they qualify (doing an online application).
 - Lets the patient know if they qualify for SoonerCare or WIC.
 - Screens for the ACA Marketplace insurance helping to create an online account and enrolls in a plan.

Pediatric Specialty Services Include:

- Cardiology
 - First Thursday of every other month from 8:00am-12:00pm
 - Appointments are scheduled by referral only from Claremore Indian Hospital Pediatricians and outlying clinic physicians. Walk-ins are seen in the afternoon following Cardiology.

When you arrive at the Claremore Indian Hospital, please go to Registration before proceeding to the Pediatric Department. When you arrive at Pediatrics, please check in at the reception window and take a seat in the appropriate waiting room, either well child side or sick child side.

You must be signed in at Registration before 3:45pm in order to be seen in the clinic.

For more information, or if you have questions, please call 918-342-6507

Pharmacy

The pharmacy program at Claremore Indian Hospital provides clinical services to patients from the inpatient and outpatient pharmacies. The outpatient pharmacy provides ambulatory services to patients seen at Claremore Indian Hospital's outpatient clinics and the Emergency Department.

Outpatient Clinical Services

Anticoagulation Clinic

Pharmacists manage warfarin therapy, provide counseling and education.

Cardiovascular Risk Reduction Clinic

Pharmacists provide individualized care for blood pressure, diabetes, and cholesterol.

Heart Failure Clinic

Pharmacists oversee management of heart failure through medication therapy and laboratory review.

Hepatitis C Clinic

Pharmacists provide education and medication for the treatment of Hepatitis C.

HIV Pre-Exposure Prophylaxis Clinic (PrEP)

Pharmacists provide education, discuss risk factors and provide HIV PrEP therapy to patients at risk of acquiring HIV.

Smoking Cessation

Pharmacists assist patients in tobacco cessation by providing education and medications.

Inpatient Services

- Antimicrobial Stewardship
- Anticoagulation Management
- Clinical Rounds with Physicians
- Medication Counseling and Review
- Sterile IV Compounding
- Total Parenteral Nutrition

Prescriptions:

The pharmacy program utilizes state of the art technology to ensure safety and efficiency for your prescriptions and offers options for mail order.

Prescription Refills:

If you have refills on your medications we have options available to meet your individual needs. You may request refills of your medication either in person at the Pharmacy, or for more convenient service, you may request your refills in advance on-line through your Personal Health Record, or through our automated telephone refill system. When calling in your refills through the automated refill system, **918-342-6671**, you must provide your chart number and prescription numbers when prompted. You will be instructed when your refills will be ready for pickup at the pharmacy. We can even notify you by either a telephone call or a text message when your prescriptions are ready.

If you would like to receive your prescriptions in the mail, please come by the pharmacy and speak with one of our pharmacy staff to determine if this service is right for you. To participate in our prescription refills by mail, you must request your refills through our automated refill system. Please allow **7 days** advance notice to allow sufficient time for your refills to reach you in the mail.

To access the automated refill request system please call, 918-342-6671.

For more information, or if you have questions, please call 918-342-6489.



Physical Therapy



The Physical Therapy Department is open Monday-Friday from 7:45am to 4:30pm. Outpatient physical therapy is provided for any patient at Claremore Indian Hospital with an active chart on file, on a referral basis. This includes those referred through a CIH department or the purchased referred care program. Transfers and referrals from outside Tribal/IHS facilities are often accepted if the patient has an active CIH chart on file and if availability allows. Post-operative and acute patients take precedence for booking appointments.

For more information, or if you have questions, please call 918-342-6214

Patient Benefit Coordinator

Patients can stop by or schedule an appointment with a Benefit Coordinator Monday thru Friday from 7:45 to 4:30. The PBC can assist with questions relating to and including enrollment in Medicare, Veteran's Administration health coverage, and ACA programs. They are also available to assist with patient assistance associated with medications, disability applications and Medicare Buy-In programs through the state of Oklahoma.

The Patient Benefit Coordinators (PBC's)

Available Monday – Friday 7:45 – 4:30 (excluding federal holidays)

Women's clinic 918-342-6651

Pediatric clinic 918-342-6511

Adult Medical clinic 918-342-6240

Admissions office 918-342-6559

Radiology

The Medical Imaging Department (Radiology) is open 24/7. Diagnostic X-ray, Ultra-sound, CT, DEXA scans, Mammography, MRI, and Echocardiography services are provided in Radiology. Some of these services will require an appointment. Appointment desk hours are 7:00am-4:00pm Monday-Friday, excluding holidays. All emergent cases take priority—not all orders from the Emergency Department are considered emergent. All imaging procedures must be ordered by an IHS provider. If you have an appointment, you must go to Registration before proceeding to the Radiology Department. When you arrive at Radiology, please check in with the receptionist to let them know you are there and have a seat in the radiology waiting area and one of our friendly Radiology Technologists will call you back as soon as possible.

For more information, or if you have questions, please call 918-342-6206

Mammography

Claremore Indian Hospital's Mammography Program is accredited by the American College of Radiology (ACR). All facilities providing mammography must be certified by the Food and Drug Administration (FDA). You will need a referral from an IHS provider to make an appointment for your mammography needs. We provide screening, diagnostic, 3-D tomosynthesis mammograms, and breast biopsies within the Radiology Department. There are certain occasions that we are able to take walk in screening mammogram referrals. Stop by the Radiology front desk to inquire. When you arrive at the Claremore Indian Hospital, please go to registration before proceeding to Radiology. When you arrive at Radiology, please check with the Receptionist to make sure we know you are here for your exam. Please take a seat in the Radiology waiting area and one of our Registered Mammography Technologists will call you back as soon as possible.



MAMMOGRAPHY

Hours of operation are 8 a.m. to 4 p.m., Monday thru Friday, excluding holidays.

For more information, or if you have questions, please call, 918-342-6238.



Purchased Referred Care

Phone: 918-342-6355 Fax: 918-342-6557

Patient Referral Information

Contract Health (PRC) Referral has been requested.... Now what??

Complete the following steps for your referral to be sent for Medical Review Committee meeting each Tuesday.

1. **Registration:** Patient or Parents Driver's License must be scanned on file. Insurance cards must be scanned (i.e. Private Insurance, Medicare, Soonercare/Medicaid). Note: PRC is the payer of 1st resort, meaning any insurance will be filed before PRC payments are issued for referred services
2. **Benefit Coordinator:** ALL patients being referred for outside services MUST have Medicaid/Soonercare Eligibility screening. The screening has to be done within 10 days from the day your contract health referral was submitted. Where do I get screening?

CIH Benefit Coordinators:

- **Women's Clinic - Room 53 Phone: 918-342-6551**
- **Adult Medical Clinic – Room 267 Phone: 918-342-6240**
- **Canteen Hallway Room 582 Phone: 918-342-6559**
- **Pediatrics – Room 801 Phone: 918-342-6511**

Patient will receive notice by mail from PRC Department whether referral was Approved, Deferred or Denied within 5 business days of committee meeting.

- Approved Referrals—PRC calls patient with Appointment information
- Denied and Deferred Referrals---PRC letter contains information about Appeals Process if needed.

Referral Appointments:

- If the specialist office calls patient for scheduling, secure the appointment date/time and then notify PRC DEPARTMENT with the appointment details to update the referral.
- **Important:** PRC must have the appointment date/time noted on the referral for it to get paid. Referral payment will not issue without appointment date entered on referral
- Any lab, x-ray, prescription or test requested by Specialist must be done @ CIH. We DO NOT PAY for any services to be done at other locations if they can be provided at Claremore Indian Hospital.
- If you need to cancel or reschedule your appointment, please contact the office you were referred to
- **AND** call PRC Department with updated information. This will keep the referral active.
- Each referral is good for **1 (ONE) VISIT ONLY**.
- Future/follow-up appointments **REQUIRE** a new referral for each appointment. Call your Clinic or Care Team to request a new referral be submitted to PRC Department.

Adult Medical Clinic: Blue Team (Buchanan/Miner): 918-342-6550

Red Team (Bishop/McMahan): 918-342-6530 or 918-342-6551

Gold Team (Lopez/Reid): 918-342-6543 or 918-342-6291

Green Team (Little/Adams): 918-342-6525 or 918-342-6541

Pediatric Clinic: 918-342-6507

Women's Clinic: 918-342-6521

Surgery Clinic: 918-342-6380

Purchased Referred Care Continued

Purchased Referred Care program that supplements Indian Health Service (IHS) facilities. Health care that is not provided within IHS facilities is referred out, if approved, to the private sector. Approval of care is based on medical priority and availability of PRC funds. Funds are appropriated each fiscal year through congressional appropriations, which means there are financial limitations in place to prevent obligation of unavailable funds.

PRC referrals to the private sector (non-IHS or non-Tribal healthcare providers or facilities) are only written by an Indian Health or Tribal Clinic provider who are considered to be the primary care provider of the patient. IHS and Tribal physicians and midlevel providers are the only authorized providers who may write for an IHS referral. Each referral is only good for one visit/procedure and must be approved through PRC before an appointment is made, with the exception of life or limb threatening emergencies.

Patients with those life or limb threatening emergencies are advised to go to the nearest hospital and contact the PRC office within 72 hours of initial treatment for payment consideration. Patients must sign a release of information at the time of treatment and make sure the PRC office receives medical records from that visit within 30 days. Failure to do so may lead to denial of payment of hospital/physician charges.

PRC referrals and 72 hour emergency notifications are reviewed weekly by the review committee and prioritized based on medical priority.

**For more information, or if you have questions, please call
918-342-6355.**

Podiatry



The Podiatry department is open Monday-Friday from 8:00am-3:00pm and consists of two Podiatrists and a Pedorthist. They provide wound care, skin grafts, and surgical services. The Pedorthist is available to provide toenail services for those who need it.

**For more information, or if you have questions,
please call 918-342-6359**

Respiratory Therapy

The Respiratory Therapy Department provides therapeutic and diagnostic services to inpatients, outpatients, and emergency service patients from newborn to adults. The therapists work in conjunction with physicians and nursing personnel to provide an individualized treatment plan per physician orders for disease that affect breathing and lung function. Diagnostics include Pulmonary Function Tests (PFT), Arterial Blood Gas Analysis, and Pulse Oximetry. In addition, this department treats lung disorders with: Assessment and treatment of acute & chronic lung disorders via oxygen and aerosolized medications, lung expansion therapy (breathing exercises), airway clearing (PEP therapy), CPR, intubation and airway management, ventilator management and non-invasive ventilation (CPAP, BiPAP), and patient education.

Outpatient Hours are Monday-Friday 7:00am-5:00pm (excluding holidays)

For more information, or if you have questions, please call 918-342-6314



Surgery Department



The Surgery Department is comprised of an Outpatient Surgery Clinic, Operating Rooms and an Endoscopy Suite. The surgery department provides access to General Surgeons and Podiatry providers. Referrals for appointments to the Surgery Clinic are required to be made by an IHS or Tribal Provider. Following an evaluation by a Provider, it may be determined that a surgery or procedure is necessary. At that point a surgery or procedure may be scheduled through the Surgery Scheduling Department.

For more information, or if you have questions, please call 918-342-6359

Obstetrics

Here at Claremore Indian Hospital, we strive to offer the best care possible for our new moms and families. We offer innovative programs such as Baby Friendly and Centering Pregnancy. We take pride in making sure your prenatal and delivery experience is provided with care and compassion.

During your stay with us, safety for you and your new little one is a priority. Our skilled doctors, midwives, and nurses are present to safely bring your bundle of joy into the world. Our anesthesia staff is available to help make your delivery as comfortable as possible. Our labor and delivery ward is a locked unit and visiting guests will need to check in with our Unit Clerk before being allowed to enter.

Your care is of great importance to us. Our doctors, midwives, and nursing staff are here to address any needs or answer any questions you may have during your prenatal care. If you should experience any issues or have any concerns or complaints, please let us know immediately so we may improve our care. If any issues should arise during business hours please report to Women's Clinic immediately or call 918-342-6520. If after hours, please call the Labor and Delivery desk at 918-342-6252.



Centering Program

With Centering Pregnancy at Claremore Indian Hospital, your care is centered around you, your group, and your individual and group needs. Our dietitians, lab, dental, and special consultants all come to you in our designated Centering room. Our Centering groups allow moms-to-be the chance to get to know their providers and other staff better. Group members often form close bonds and we provide a reunion party during your postpartum period to introduce your newest additions.



Centering
Pregnancy™

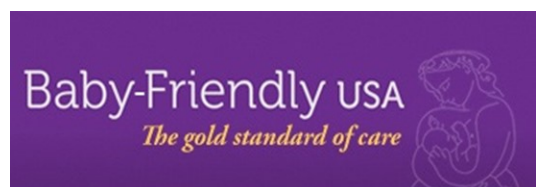
Baby Friendly Certified Hospital

Claremore Indian Hospital is the first hospital in the state of Oklahoma to earn the coveted international Baby-Friendly certification from the World Health Organization and United Nations Children's Fund. Certification was granted after a rigorous on-site survey, and is maintained by continuing to follow 10 steps crucial to supporting breastfeeding.

We take pride in providing the best possible care for our mothers and babies. Our Centering Pregnancy program empowers mothers, allowing our prenatal patients to take an active role in their care. We strive to improve access to quality care for Native American women and their children

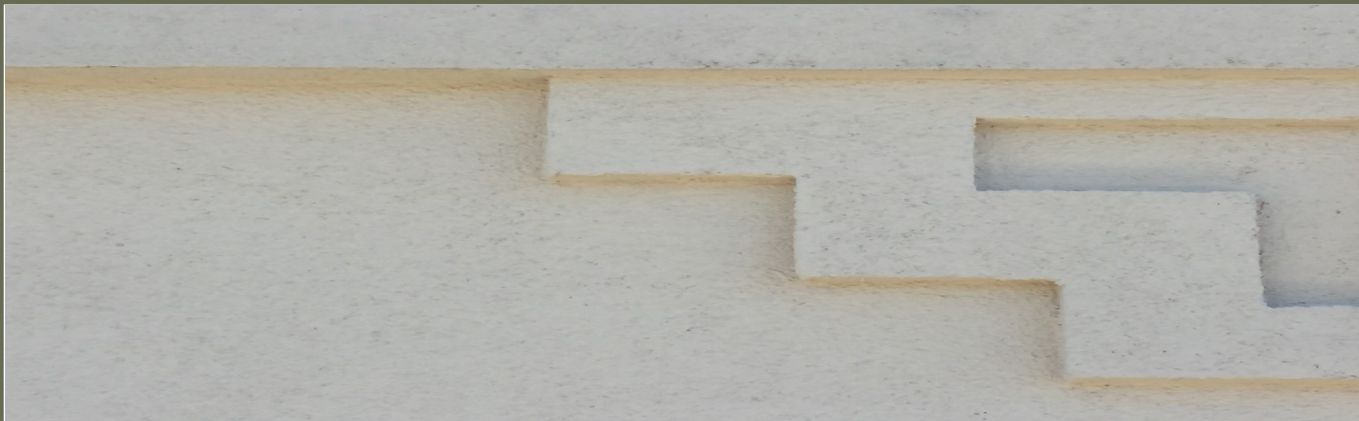
As a Baby Friendly Hospital, your healthy newborn will remain in the same room with you during your entire stay with us. No more going to the nursery for a bath or a weight check. All routine procedures (with the exception of circumcision) are performed in your hospital room.

Planning to breastfeed? Our lactation counselors are ready and willing to assist you with any breastfeeding issues or needs, even after you have been discharged from the hospital. Our goal is to help make your breastfeeding experience successful for you and baby.



Phone Directory

Adult Medicine Clinic.....	918-342-6637
Audiology.....	918-342-6450 or 6453
Benefit Coordinator.....	918-342-6511, 6559, 6240, or 6551
Cherokee Nation Behavioral Health.....	918-342-6460
Dental Clinic.....	918-342-6400
Diabetes Education.....	918-342-6445
Diabetic Supplies.....	918-342-6451
Emergency Department.....	918-342-6502 or 6482
Health Promotions.....	918-342-6449
General Medical Surgery Ward.....	918-342-6366
Kitchen.....	918-342-6232
Medical Records (Release of Information or HIM).....	918-342-6650 or 6570
Intensive Care Unit.....	918-342-6366
Laboratory.....	918-342-6223
Obstetrics Ward or Triage.....	918-342-6252
Purchased Referred Care for CIH.....	918-342-6355
Purchased Referred Care for CIH fax.....	918-342-6557
Purchased Referred Care for Cherokee Nation.....	918-283-2993, 2991, or 2984
Purchased Referred Care for Cherokee Nation fax.....	918-283-2998
Patient Advocate.....	918-342-6612
Pediatric Clinic.....	918-342-6507
Optometry Clinic.....	918-342-6301
Outpatient Pharmacy.....	918-342-6489
Medication Refill Line.....	918-342-6671
Physical Therapy.....	918-342-6214
Radiology.....	918-342-6206
Registration.....	918-342-6227
Respiratory Therapy.....	918-342-6314
Surgery Clinic.....	918-342-6380
Security.....	918-342-6465
Women's Clinic.....	918-342-6521



Our Mission: to raise the physical, mental, social, and spiritual health of American Indians and Alaska Natives to the highest level.

Our Goal: to assure that comprehensive, culturally acceptable personal and public health services are available and accessible to American Indian and Alaska Native people.

Our Foundation: to uphold the Federal Government's obligation to promote healthy American Indian and Alaska Native people, communities, and cultures and to honor and protect the inherent sovereign rights of Tribes.

Claremore Indian Hospital
101 South Moore
Claremore, OK 74017





Claremore Indian Hospital
Claremore, Oklahoma

