



PATIENT HANDBOOK

CLAREMORE INDIAN HOSPITAL



101 S Moore Ave
Claremore, OK
74017



918-342-6200



[ih.gov](https://www.ih.gov)







George Valliere
Chief Executive Officer

WELCOME

to Claremore Indian Hospital

On behalf of the staff at 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 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 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.

We appreciate the opportunity to serve you and to help you meet your health care needs.

TABLE OF CONTENTS

WELCOME	3
OVERVIEW	5
ELIGIBILITY	7
REGISTRATION	8
ACCREDITATION	9
PATIENT RIGHTS	10
PATIENT RESPONSIBILITIES	13
ADVANCE DIRECTIVE	14
PHR (Personal Health Record)	15
GRIEVANCE PROCESS	16
HOSPITAL CAMPUS	17
AVAILABLE SERVICES	18
1. Adult Medical Clinic (AMC)	19
2. GMS (General Medical/Surgical Unit)	24
3. ICU (Intensive Care Unit)	25
4. Diabetes Education	26
5. Health Protection	27
6. Audiology	28
7. Dietary Service	29
8. Dental	30
9. Optometry	31
10. Emergency Department	32
11. Laboratory	33
12. Pediatric Clinic	34
13. Pharmacy	36
14. Physical Therapy	38
15. Patient Benefit Coordinator	39
16. Radiology	40
17. Mammography	41
18. PRC (Purchased Referred Care)	42
19. Podiatry	46
20. Surgery Department	47
21. Respiratory Therapy	48
22. Cardiology	49
23. Obstetrics	50
24. Centering Program & Baby Friendly Certified	51
PHONE DIRECTORY	53

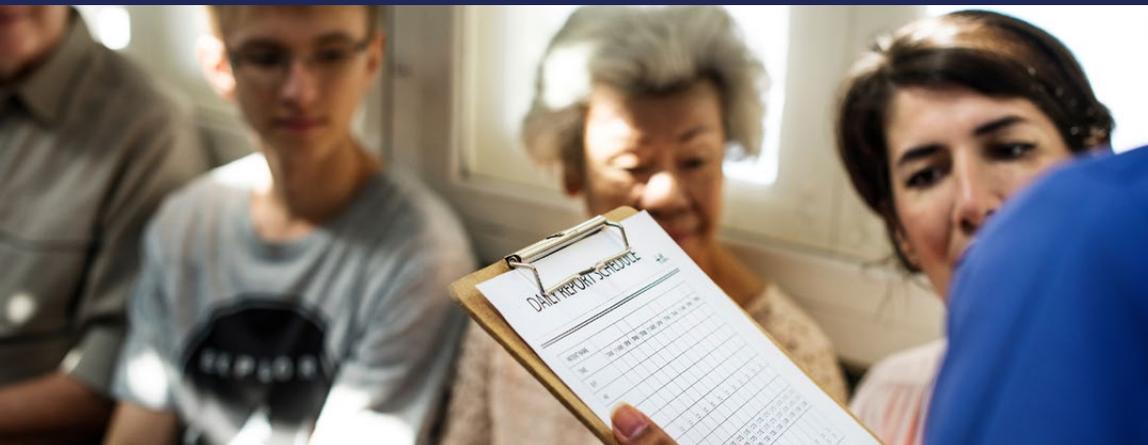
OVERVIEW

UNITED STATES INDIAN HOSPITAL, CLAREMORE, OKLA., U. S. A.
3/4 MILES DUE WEST OF HOTEL WILL ROGERS



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 (BIA), 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 a hundreds thousand patients from various tribal memberships.

ELIGIBILITY



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

CDIB Card

A person of Native American ancestry with a Certified Degree of Indian Blood (CDIB) card, a tribal citizenship card, OR a letter of descendency issued by a federally recognized tribe.

Tribal Card

Letter of Descendency

Mother who is pregnant with a Native American child

Non-Native American female currently pregnant with a Native American male's (who has either a CDIB card or a tribal citizenship card) child for the duration of the pregnancy (including initial pregnancy test) through postpartum (usually 6 weeks).

Adopted/Foster Child of a Native American

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.

FOR NATIVE AMERICAN PATIENT

- Picture ID (Driver License, State Issued ID, Military ID, Tribal Card that has a picture, Federal ID, CCW ID, School ID)
- CDIB or a Tribe Enrollment card.
- Letterhead document from the tribe showing membership adoption, or a descendant letter from the tribe.

FOR NON-NATIVE AMERICAN PATIENT

1/ CHILD WITH NO PICTURE ID

- Original birth certificate showing parents name.
- Picture ID and CDIB of the Native American Parent.

2/ PREGNANT MOTHER WITH A NATIVE AMERICAN CHILD

- An original marriage certificate or an original notarized statement of who the father is.
- Picture ID and CDIB of the father of the unborn child.

OTHER DOCUMENTS

Medical Insurance Card (Private Insurance through work or Individual Private Insurance, Medicare, Medicaid, 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. That helps the hospital to provide the services that you and your family need to stay healthy and happy!***

ACCREDITATION



The Claremore Indian Hospital has been accredited by The Joint Commission since 1978. We have earned The Joint Commission's Gold Seal of Approval® for Hospital Accreditation by demonstrating continuous compliance with its performance standards.

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.

**** If you have pertinent and valid information about such matters, you 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.**

PATIENT RIGHTS & RESPONSIBILITIES

*As a patient at the Claremore Indian Hospital, you have **Rights** and **Responsibilities**. Acknowledging your Rights and Responsibilities will help you and the health care professionals work better as team. Following is a list of your Rights and Responsibilities, please review through them. If you are under 18 years of age, your Rights and Responsibilities will be carried out by your parents/guardians.*

PATIENT RIGHTS

1. No Discrimination

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.

2. Communication

You have the right and need for effective communication tailored to your (or surrogate decision makers) age, language, and ability to understand.

3. Cultural & Beliefs

You have the right to have your cultural and personal values, beliefs, and preferences respected by the hospital.

4. Confidentiality

You have the right to privacy and confidentiality of your personal records.

5. Pain Management

You have the right to appropriate assessment and management of pain.

6. Right of Religion

You have the right to religion and other spiritual services.

7. Information Disclosure

You have the right to access request amendment to and obtain information on disclosure and to expect that all records and other information about your care be kept confidential in accordance with the law and regulation.

PATIENT RIGHTS CONT.

8. Emotional Support

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.

9. Voluntary Consent

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 program or in the gathering of data for research purpose, shall be voluntary with a signed informed consent.

10. Access to Health Information

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.

11. Second Opinion

You have the right to a second opinion, if requested.

12. Treatment Information

You (or surrogate decision maker) have a right to know what other choices, risk, benefits, or alternate treatments, other than the procedures or treatments indicated.

13. Treatment Choice

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.

14. Research Project

You (or surrogate decision maker) have the right to be advised if the hospital propose to engage in or perform human experimentation affecting your care or treatment. You have the right to refuse to participate in such research projects.

PATIENT RIGHTS CONT.

15. Advance Directive

You have the right to make an advance directive and appoint someone to make health care decisions.

16. Discharge Plan

You have the right to be involved in your discharge plan.

17. Protective Services

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.

18. Concerns & Complaints

You (or surrogate decision maker) have the right to voice your concerns about the care you receive. You may talk with your doctor, nurse, nurse manager or any hospital staff member regarding any concerns or complaints.

19. KEPRO (a Medicare Quality Improvement Organization)

If you or your representative requests, submit 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 **844-430-9504** or visit keproqio.com

ISSUES or QUESTIONS

Please contact Claremore Indian Hospital's Patient Advocate regarding any issues, questions, concerns, complaints, grievance, or compliments.



PATIENT ADVOCATE
918-342-6612

PATIENT RESPONSIBILITIES

1. Providing Information

Providing accurate and complete information about medical complaints, past illnesses, hospitalizations, medication, pain, and other matters relating to your health.

2. Reporting perceived risks

You and your family are responsible for reporting perceived risks in their care and unexpected changes in your condition.

3. Ask questions

You and your family are responsible for asking questions when they do not understand what they have been told about your care or what they are expected to do.

4. Follow Instructions

You and your family are responsible for following the care, service or treatment plan developed. Every effort is made to adapt the plan to your specific needs and limitations. When such adaptations to the treatment plan are not recommended, you and your family are responsible for understanding the consequences of the treatment alternatives and not following the proposed course. You (or surrogate decision maker) are responsible for keeping your appointment, and when you are unable to do so for any reason, you should notify the reasonable practitioner or the hospital.

5. Accepting consequences

You and your family are responsible for the outcomes if they do not follow the care, service, or treatment plan.

6. Following Rules & Regulations

You and your family are responsible for following hospital rules and regulations concerning patient care and conduct.

7. Showing Respect & Consideration

You and your family are responsible for being considerate of the hospital's personnel, hospital property, and of other patients, helping in the control of noise and disturbances, following smoking policies, and respecting other's property.

ADVANCE DIRECTIVE

DO YOU HAVE AN ADVANCE DIRECTIVE?

Advanced directives are more important than ever, so don't be alarmed when this question comes up.



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 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

Contact our Patient Advocate for more Information at **918-342-6612**

PHR Personal Health Record

The Indian Health Service (IHS) Personal Health Record (PHR) is a tool that you can use to view information about your health. It is secure, private, and conforms to all federal laws and regulations. This ensures the security and privacy of your medical information.



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.
- Send questions or concerns to your health care providers.

HOW TO SIGN UP FOR PHR

STEP 1

Go to phr.ihs.gov to create a PHR Account
Click “Register to use PHR”

Choose a username & password, input your profile information.
When you are finished, you will be messaged advising you to go to your hospital or clinic to finish the registration process.

STEP 2

Meet your PHR Registrar at the Registration windows near the main entrance. Provide Photo ID or 2 Original forms of non photo ID for PHR validation.
PHR Staff will validate and activate the account.

STEP 3

After ID Validation by the PHR staff, the PHR will be accessible.
Go to phr.ihs.gov and login with your username and password.

GRIEVANCE PROCESS



Claremore Indian Hospital encourages and practices 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, our 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, and will be investigated. 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.***

 **PATIENT ADVOCATE**
918-342-6612

Surgery Dept & Surgery Clinic
Nurse Manager
918-342-6273

ER Nurse Manager
918-342-6328

Pediatric Nurse Manager
918-342-6250

GMS & ICU Nurse Manager
918-342-6362

Adult Medical Clinic
Nurse Manager
918-342-6637

OB & Women's Clinic
Nurse Manager
918-342-6263

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 Federal Law and is strictly enforced. There is a zero tolerance policy on 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 the hospital property. This law 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.



CANTEEN

Vending machines are located in the Canteens in the Main Hallway and ER waiting area. They are available at all times. They are the property of Business Enterprises for the Blind under direction of the Oklahoma Department Of Rehabilitation Services (DRS). If money is lost in the vending machines, please notify the Hospital Operator with your name, phone number, and the amount and currency type lost. The DRS representatives 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 with care and follow instructions when heating items in the microwave ovens.

AVAILABLE SERVICES

AMC (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 Protection & Disease Prevention

Heart Failure Clinic

Hepatitis C Clinic

Inpatient

Laboratory

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)

PRC (Purchased Referred Care)

Radiology

Respiratory Therapy

Rheumatology

Stereotactic Breast Biopsy

Surgery

Tobacco Cessation

Women's Health

AMC Adult Medical Clinic

Open on
Monday to Friday
7:30am - 4:00pm

The Adult Medical Clinic (AMC) provides Primary Care services as well as some specialty clinics. We have four Primary teams, each staffed with a Physician and a team including:

- Nurse Practitioner
- Registered Nurse (Care Manager)
- 2 Licensed Practical Nurse (LPN)
- 2 Medical Support Assistants (MSA)

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 *our priority* at our medical clinic. Patient satisfaction is what we strive to achieve to ensure you're receiving the best care possible.

OPEN ACCESS (previously known as Walk-in Clinic)

Monday to Friday
7:30am - 3:00pm

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



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.

IPC (Improving Patient Care)

IPC 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.

EMPANELMENT POLICY

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



SCHEDULE AN APPOINTMENT



Call 918-342-6365

Our appointments are scheduled up to **3 months in advance**. An MSA will answer your phone call between **8:00am to 4:00pm**. The phone line places calls in order of number received so be sure to stay on hold until your call is answered.

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 from **Monday to Friday** between **8:00am - 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 from **Monday to Friday** between **8:00am - 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

Every Tuesday

Dental Hygiene service is available in the AMC. The Hygienist will provide dental and oral cancer screenings. They will let you know if a separate trip to the Dental Clinic is required.

CHIROPRACTOR SERVICES

Tuesday and Thursday
8:00am - 2:00pm

Chiropractor Services are available at the Adult Medical Clinic. A referral is not required 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 questions, call [918-342-6539](tel:918-342-6539)

RHEUMATOLOGY SERVICES

1st and 4th Mondays of each month

Rheumatology Services are available at the AMC on 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 questions, call [918-342-6539](tel:918-342-6539).

GMS General Medical/Surgical Unit



Claremore Indian Hospital's General Medical/Surgical (GMS) nursing staff provides caring, individualized attention to all patients who are hospitalized for illness, surgery or testing and observation. Our nursing staff works together with the physicians, pharmacists, physical therapy and respiratory therapists to provide quality care to each patient.

At GMS preoperative and postoperative nursing care is provided for patients who are undergoing surgical procedures. We accommodate adult aged patients with both acute and chronic conditions. Semi-private and private rooms are available. Because of our unit's small size, the patients get more individualized attention from the nursing and medical staff.

VISITING HOURS

9:00am - 9:00pm

We recommend limiting visitors to 2 at a time. Please respect the privacy of other patients while visiting your friends and family. Those that are being disruptive to the caring environment may be asked to leave.

There are special times when family members are encouraged to stay; we evaluate these on a case to case basis. We can provide a recliner and allow guests to order from the hospital food menu while staying in the hospital.

If a patient is in isolation, visitors will be given specific instructions on the capacity to which they will be allowed to visit the patient.

ICU Intensive Care Unit



Claremore Indian Hospital's Intensive Care Unit (ICU) provides the specialized treatment given to adult aged patients who are acutely or chronically unwell and require critical medical care and/or life support.

Our ICU nurses and staff have specialized training and maintain the most current knowledge to provide the safest care to our patients throughout their admission.

Visitation may be limited during a patients stay, but will be evaluated on a case to case basis by staff. The primary nurse will be the family and visitors point of contact and will communicate to loved ones when visitation will be allowed. ICU visitation may be limited for the safety of the patients.



CALL 918-342-6292

To contact the ICU Nurse Station
for information or questions

DIABETES EDUCATION



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

DIABETES EDUCATION PROGRAM

Monday to Wednesday
8:00am - 4:00pm
Room 200



CALL 918-342-6451

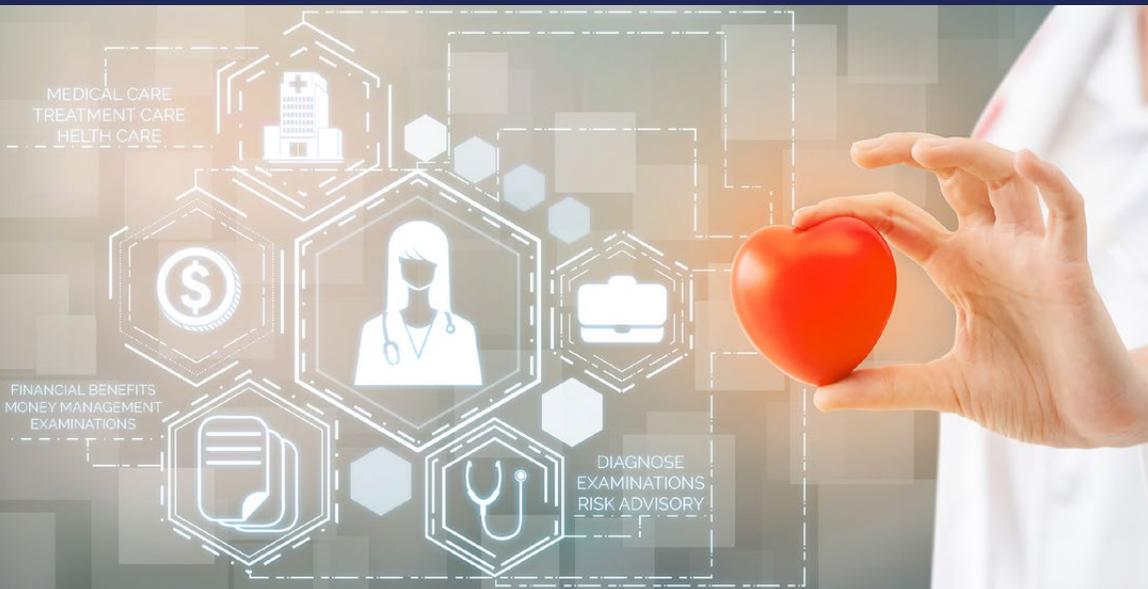
For Information and
Education appointment

The Claremore Indian Hospital's Diabetes Program is recognized by the American Diabetes Association. The educators are Registered Nurses and Registered Dietitians, who are certified Diabetes Care and Education Specialists. They provide diabetes educational services to patients who use Claremore Indian Hospital for care.

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.

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

HEALTH PROTECTION & DISEASE PREVENTION



The Health Protection & Disease Prevention Department is a combination of clinics that aims to prevent and reduce illness to improve well-being by providing 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/STIs Clinic, which provides our patients with information related to prevention, treatment, and medical management of HIV/STI.

The Health Protection Clinic serves as a resource for patients, 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, contact the following numbers for:

Immunizations/vaccines 918-342-6580

HIV/STIs Clinic 918-342-6371

Main clinic number 918-642-6449

AUDIOLOGY



MONDAY TO FRIDAY

7:45am - 4:30pm

918-342-6450 (or 6453)

Fax: 918-342-6452

The audiologist, provides hearing evaluations for all ages, video ear exams for impacted wax or perforated eardrums, checks the status of the middle ear, newborn hearing screenings, and hearing aid fittings to include 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. They can provide information on tribal assistance to tribal members for hearing aids as well as other information on hearing care.

DIETARY SERVICE



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. Provided services are medical nutrition therapy for pre-diabetes, weight loss, high blood pressure, high cholesterol, and any pediatric needs.

CIH Dietary Services staff consists of:

- 7 kitchen staffs

- 2 registered dietitians



CALL 918-342-6232

For more information on
services or questions

DENTAL



MONDAY TO FRIDAY

7:45am - 4:30pm

Walk-in & Emergency care

6:45am - 9:30am



CALL 918-342-6400

For more information on
services or questions

The Dental Clinic treats patients of all ages. 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.

OPTOMETRY



MONDAY TO FRIDAY
7:00am - 3:00pm



CALL 918-342-6301
To schedule for eye exam
or questions

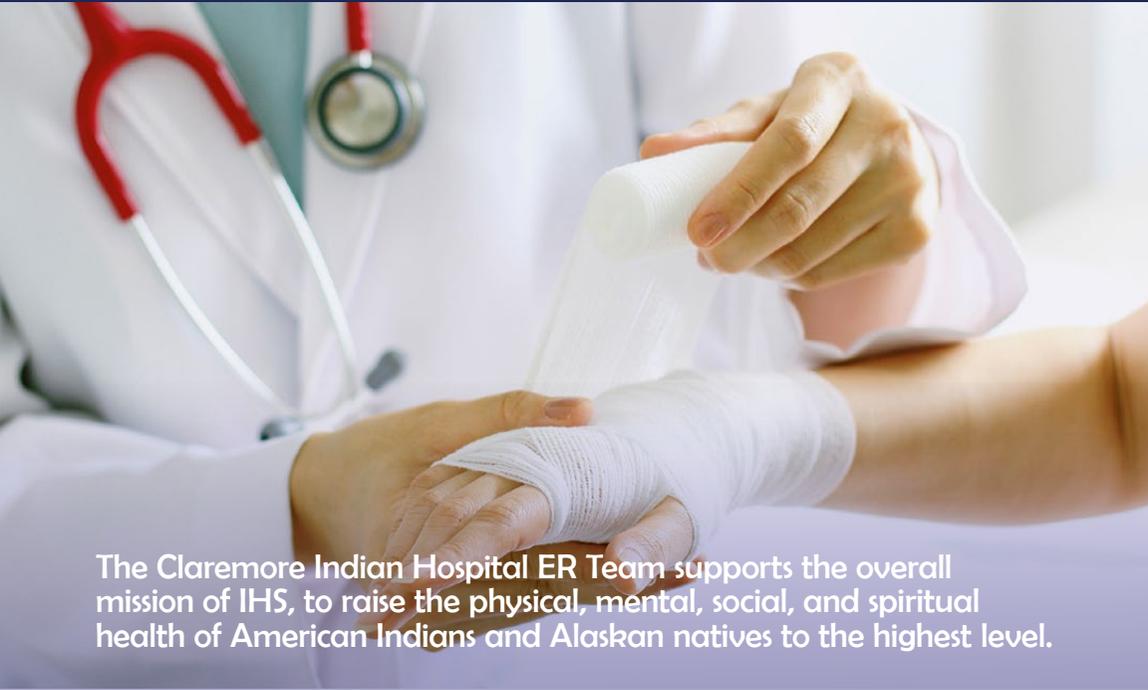
The Optometry Clinic provides eyeglass prescriptions for outside purchase. We provide diagnosis and treatment of external eye infections and injuries, including monitoring eye conditions associated with issues such as diabetes. The clinic does not fit or prescribe contact lenses.

Priority for eye exams is given to diabetic patients, seniors and school aged children. 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 there are cancellations.

EMERGENCY DEPT. (ER)



The Claremore Indian Hospital 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.

The CIH ER Team is staffed with highly skilled healthcare professionals 24/7 to meet our goal of offering 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.

**** If you are dissatisfied with the care you received or need additional assistance after your visit, please contact either ER Nurse Manager or ER Case Manager:**

ER Nurse Manager 918-342-6328

ER Case Manager 918-342-6448

LABORATORY



MONDAY TO FRIDAY
excluding Federal Holidays
7:00am - 4:30pm



CALL 918-342-6223
For more information on
services or questions

Claremore Indian Hospital's Laboratory is accredited by the College of American Pathologists (CAP). 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.

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

PEDIATRIC CLINIC



MONDAY TO FRIDAY

8:00am - 4:30pm

excluding Federal Holidays

Same day appointment available

918-342-6507

IMMUNIZATION

8:30am - 3:30pm

Available daily

No appointment need

The Pediatric Clinic is open for patients, newborn through 17 years of age. 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.

PEDIATRIC CLINIC CONT.

PEDIATRIC CLINIC SERVICES INCLUDES

1/ Well child visits

2/ Sports physicals

3/ Head Start/school physicals

4/ Acute illness

5/ Chronic health conditions *(such as asthma management coordinating care with Respiratory Therapy Department ensuring patients receive pulmonary function test yearly beginning at age 7)*

6/ Immunizations *(No appointment is needed, just check in at Registration)*

Other services

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 CARDIOLOGY

- The Pediatric Cardiologist comes to the clinic every other month to provide specialized cardiac care to our patients.
- Patients are seen by appointment only.
- Appointments are scheduled by referral only from Claremore Indian Hospital Pediatricians and outlying clinic physicians.
- Sign in at Registration to check in before proceeding to the Pediatric Department.



CALL 918-342-6507

For more information on
services or questions

PHARMACY



The Pharmacy Program at Claremore Indian Hospital provides clinical services to patients from the inpatient and outpatient pharmacies. The pharmacy provides ambulatory services to patients seen at CIH's clinics and the Emergency Department (ER).

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 factor 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.

PHARMACY CONT.

IN-PATIENT SERVICES

- 1/ Antimicrobial Stewardship
- 2/ Anticoagulation Management
- 3/ Clinical Rounds with Physicians
- 4/ Medication Counseling and Review
- 5/ Sterile IV Compounding
- 6/ Total Parenteral Nutrition



PRESCRIPTIONS AND REFILLS

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

If you have refills on your medications, we have options available to meet your individual needs.

- 1/ You may request refills of your medication either in person at the Pharmacy.
- 2/ 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 at **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 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 speak with 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, call **918-342-6671**
For more information or questions, call **918-342-6499**

PHYSICAL THERAPY



MONDAY TO FRIDAY
7:45am - 4:30pm



CALL 918-342-6214
For more information on
services or questions

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 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.

Types of physical therapy offered include neurological, geriatric, pediatric, pelvic floor, orthopedic, vestibular rehabilitation, and inpatient acute care physical therapy.

PATIENT BENEFIT COORDINATOR

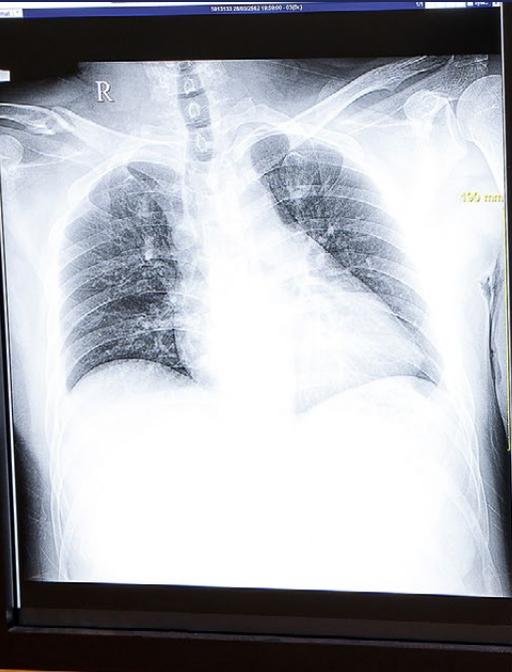


MONDAY TO FRIDAY
(excluding Federal Holidays)
7:45am - 4:30pm

Women's Clinic / 918-342-6651
Pediatric Clinic / 918-342-6511
Adult Medical Clinic / 918-342-6240
Admissions Office / 918-342-6559

The Patient Benefit Coordinator can assist patient with questions relating to and including enrollment in Medicare, Medicaid, Veteran's Administration health coverage, and ACA programs. They are available to assist with patient assistance associated with medications, disability applications, and Medicare Buy-In programs through the state of Oklahoma.

RADIOLOGY



APPOINTMENT HOURS

Monday - Friday
(excluding holidays)
7:00am - 4:00pm



CALL 918-342-6206
For more information on
services or questions

Radiology is open 24/7. Diagnostic X-ray, Ultrasound, 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. Our Radiology Technologist will call you back as soon as possible.

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).



MONDAY TO FRIDAY
(excluding holidays)
8:00am - 4:00pm



CALL 918-342-6238
For more information on
services or questions

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, and one of our Registered Mammography Technologists will call you back as soon as possible.

Purchased Referred Care



Purchased Referred Care (PRC) 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. Referrals are only good for one visit/procedure and must be approved through PRC before each 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.

CAN PRC PAY FOR YOUR REFERRAL MEDICAL CARE? Find out in 3 steps!

STEP 1 You are eligible if you qualify for all qualifications below

- a) You are a member or descendent of a Federally recognized Tribe or have close ties acknowledged by your Tribe.
- b) You live on the reservation or, if you live outside the reservation, you live in a county of the PRCDAs for your Tribe
Each Purchased/Referred Care Delivery Area (PRCDA) covers a single Tribe or a few Tribes local to the area. You are ineligible for PRC outside your PRDCA of area.*
- c) You get prior approval for each case of needed medical service or give notice within 72 hours in emergency cases (30 days for elders & disabled).

STEP 2 Payment may be approved if all statements below apply

- a) The health care service that you need is medically necessary -- as indicated by medical documentation provided
- b) The service is **not** available at an accessible IHS or Tribal facility.
- c) The facility's PRC committee determines that your case is within the current medical priorities of the facility. *Unfortunately, PRC funds often are not sufficient to pay for all needed services. The committee considers each individual's medical condition to rank cases in relative medical priority. Cases with imminent threats to life, limb, or senses are ranked highest in priority.*
- (d) PRC funds available are sufficient to pay for the service to be authorized.

STEP 3 Follow these steps in order for Approval, Billing, and Payment

- a) You must apply for any alternate resources for which you may be eligible (Medicare, Medicaid, insurance, etc.).
 - b) A PRC purchase order is issued to a provider authorizing payment for services.
 - c) IHS or Tribal staff and the authorized provider coordinate your medical care.
 - d) The authorized provider bills and collects from your alternate resources.
 - e) The authorized provider bills any unpaid balance to PRC for payment -- *Because PRC is payer of last resort, it pays only for costs not paid by your alternate resources*
- After steps are completed in order:** Specific services authorized within relative medical priorities may vary from time-to-time in response to changing supply and demand, especially to stretch diminished funds over the remainder of the fiscal year.

A 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 last 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?

3. Where do I get screening?



Women's Clinic (Room 53)
918-342-6551

Canteen Hallway Room 582
918-342-6559

Adult Medical Clinic (Room 267)
918-342-6240

Pediatrics (Room 801)
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 the specialist must be done at Claremore Indian Hospital. 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)

- 918-342-6550
- 918-342-6630

Red Team (Bishop, McMahan)

- 918-342-6530
- 918-342-6551

Gold Team (Lopez, Reid)

- 918-342-6543
- 918-342-6291

Green Team (Little, Adams)

- 918-342-6525
- 918-342-6541

PEDIATRIC CLINIC / 918-342-6507

WOMEN'S CLINIC / 918-342-6521

SURGERY CLINIC / 918-342-6380

PODIATRY



MONDAY TO FRIDAY
8:00am - 3:00pm



CALL 918-342-6359
For more information on
services or questions

The Podiatry department clinic hours are Monday to Friday, from 8:00am to 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.

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.



CALL 918-342-6359

For information or questions

RESPIRATORY THERAPY



MONDAY TO FRIDAY

(excluding holidays)

7:00am - 5:00pm

Therapist on duty 24/7



CALL 918-342-6314

For more information on
services or questions

The Respiratory Therapy Department provides therapeutic and diagnostic services to inpatient, outpatient, 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. 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 and BiPAP), and patient education.

CARDIOLOGY



MONDAY TO FRIDAY
(excluding holidays)



CALL 918-342-6499
For more information on
services or questions

You must have a referral from your Primary Care Provider at Claremore Indian Hospital or the Tulsa Indian Healthcare Resource Center.

Providers:

- **Dr. David M. Wilkett, DO, FACOI, FACC**
Oklahoma State University Cardiology
- **Emerald Sheridan, BSN, RN**
Cardiology Nurse
- **CAPT Tim Murray, Pharm.D., BCPS-AQ Cardiology**
Cardiology Clinic Director
- **LCDR Russell Kern, Pharm.D., BCPS, BCCP**
Cardiology Clinical Coordinator

FRIDAYS

MONDAY - FRIDAY

MONDAY - THURSDAY

MONDAY - THURSDAY

& after hours
appointment until 7pm

OBSTETRICS



Our Labor & Delivery Ward is a locked unit. Visitors will need to check in with our Unit Clerk before being allowed to enter.

Claremore Indian Hospital strives to offer the best care possible for our new moms and families. 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. We are here to address any needs or questions you may have during your prenatal care. If you should experience any issues, concerns or complaints, please let us know 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



Centering Pregnancy® at Claremore Indian Hospital !

With Centering Pregnancy at Claremore Indian Hospital, your care is centered around you, your group, and your individual and group needs. Our dieticians, 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.

BABY FRIENDLY CERTIFIED



*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. 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

918-342-6646

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 Protection & Disease Prevention

918-342-6449

General Medical Surgery Ward

918-342-6366

Kitchen

918-342-6232

Medical Records (Release of Informatio)

918-342-6650 or 6570

Intensive Care Unit (ICU)

918-342-6366

Laboratory

918-342-6223

Obstetrics Ward or Triage

918-342-6252

Purchased Referred Care

phone: 918-342-6355

fax: 918-342-6557

Purchased Referred Care for Cherokee Nation

phone 918-283-2993, or
8009

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

WIC

918-342-6371 or 6372



IHS

ENTRANCE →





OUR MISSION

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

OUR VISION

Healthy communities and quality health care systems through strong partnerships and culturally responsive practices.

