

K'ima:w Medical Center

Patient Handbook



P.O Box 1288
1200 Airport Road
Hoopa, Ca 95546


530-625-4261



Accreditation by [The Joint Commission](#)



Updated:
March 2011 Jessica Mosier



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

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

Values Statement:

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





Organizational Ethics Policy

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

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

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

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

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

Conflict of Interest:

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





K'ima:w Medical Center is an Entity of the Hoopa Valley Tribe located on the Hoopa Valley Reservation. We provide health care to approximately 9,800 patients that reside on the Hoopa Valley Reservation and in isolated communities surrounding the reservation. Our service area is approximately 100 square miles touching the northeastern Humboldt County line and easterly into Trinity County. Most of the surrounding area of the Hoopa Valley Reservation is of mountainous terrain and accessible by narrow, winding roads following along the beautiful Trinity and Klamath Rivers.

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

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



Hoopla Tribal Council Members

Leonard Masten, Chairman
Byron Nelson, Vice Chairman
Leroy Jackson
Marcellene Norton

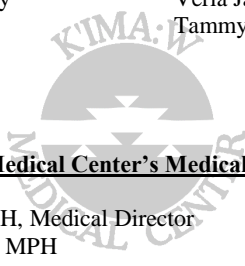


Joseph LeMieux
Margaret Dickson
Oscar Billings

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

Daniel Pratt; Chairman
Hayley Hutt, Secretary
Peter Masten Jr.
Marilyn Nelson

Mahlon Marshall; Vice Chairman
Verla Jackson-Robbins
Tammy Carpenter



K'ima:w Medical Center's Medical Staff

Eva Smith, M.D., MPH, Medical Director
Emmett Chase, M.D., MPH
Carl Bourne, M.D
Susan Walsh, FNP





Medical Staff Biographies:



Emmett Chase, M.D., MPH began work here in 1997. A native of Hoopa and a Hupa Tribal member, Dr. Chase attended Hoopa High before going to UC Davis, Stanford Medical School, and UCLA school of Public Health. Preventive medicine and public health are Dr. Chase's special interests. His primary interest off the job is his family, followed by reading and golf.



KMC Medical Director **Eva Smith, M.D., MPH**, has been at KMC since 1997 and served as Medical Director since 1998. She is board certified in family practice, addiction medicine and preventive medicine and has been in the Indian Health Service since 1982. A member of the Shinnecock Tribe of New York, she graduated from Dartmouth College, Georgetown University School of Medicine and UCLA School of Public Health. In medical school her classmates dreamed of fancy offices and a BMW; she hoped for a family-focused life with a husband, children, a horse, a jeep and living and working on

the "rez." "So life is very good and I am glad that we now live in Hoopa," she says. Eva especially enjoys long walks by the ocean with her family, big family dinners, quiet time by the river, attending Indian dances and eating clams!



Carl Bourne, M.D. started at KMC in September 2009. Dr. Carl Bourne is a board certified Internal Medicine Physician originally from Trinidad and Tobago in the Caribbean. He attended Howard University of medicine in Washington D.C, where he graduated in the top 10% of his class. He completed his residency at the Howard University Hospital. Dr. Bourne is a retired Air force Colonel and

was a clinical professor of medicine at the University of California Davis. He is particularly interested in unraveling complicated and challenging cases in medicine, and interventions to prevent cardiovascular disease. Dr. Bourne and his wife reside in both Vacaville, CA and Hoopa. In his spare time he enjoys listening to classical music, jazz and occasionally tries his hand at gourmet cooking. He came to Hoopa because he was captivated by the magic and beauty of the valley and wanted to make a difference in the community.



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



Dentistry Staff Biographies:



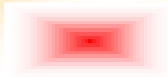
Doyle Bradshaw, DDS started working at KMC in 1983. Doyle was an outstanding 6th grader, a graduate of Bakersfield College, UCSD, and UCLA School of Dentistry. Doyle's favorite hobbies are sleeping, eating, and gardening. "I dream of the day everyone brushes and flosses and I don't see any more tooth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



Evelyn Takane, DDS started working for KMC in 2007. Evelyn was born and raised in Hawaii, graduated from the University of Hawaii and Loma Linda University school of Dentistry. Evelyn lived in southern California for 20 years before coming here to Hoopa in June of 2007. Evelyn loves reading, doing crossword puzzles, and taking walks with her favorite "rez" dog Gino.



Tosh Takeyasu, DDS native Californian, attended University of Southern California and received an AB and BS before starting his dental career. After graduating from dental school, Dr. Tosh served in the US Navy as an officer and dentist. Dr. Tosh's mission and goal are to deliver the highest quality of care in the pursuit of dental excellence. With a philosophy to enhance and enrich the lives of those individuals whom I come in contact with, as well as his own. Dr. Tosh and his wife Sandy have been married for 47 years, have two daughters, one an attorney and the other a physician and a 2 year old grandson. Dr. Tosh gives thanks for the privilege of being a part of the K'ima:w family.



Pharmacy Refill Procedures:

1. Please call 24-48 hours in advance. If there are refills available we will have your prescription the following day after 2:00 P.M. or when due. Refill number 530.625.4114
2. If there are no refills we will contact the provider who prescribed the medication and fill when due and approved.
3. Please note: Patients are responsible for their medications once they leave the pharmacy premises. We will not replace lost or stolen medications.
4. Please bring insurance information and a valid ID when picking up your medications.





HOURS OF OPERATION

Ambulatory Clinic: By appointment/Advance Access
Monday, Tuesday, Thursday, & Friday 8:30 am – 5:00 pm,
closed between 12:00 pm – 1:00 pm (lunch)
Wednesday 1 – 5:00pm*

Walk-in Clinic:
Monday, Tuesday, Thursday, & Friday 8:30 am – 5:00 pm
Wednesday 8:30 am – 1:00 pm *Emergency Patients Only**
1:00 pm – 5:00 pm **Clinic/Walk-in***

Dental Clinic: By appointment- Open Monday thru Friday 8:00 am – 5:00 pm or call 530.625.4261
extension 311 for walk in hours and availability

Pharmacy:
Monday, Tuesday, Thursday, & Friday 9:00 am – 6:00 pm
Wednesday 1:00 – 6:00 pm*
Closed for lunch from 12:00- 1:00 P.M.

Teleophthalmology: By appointment

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

Social Services:
Monday thru Friday 8:00 am – 5:00 pm

Senior Center:
Monday thru Friday 12:00 pm, noon (Lunch) – 1:00 pm
Tuesday & Thursday: Exercise class 1:00 pm – 2:00 pm
Transportation to the Senior Center is available. Lunches are also delivered, for those
who cannot make it into the center. 530-625-4834

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





SERVICES:

Medical Services are provided in two separate clinics:

Ambulatory (by appointment/Advance Access) and Urgent Care (walk-in)

Diabetic Clinic:	<i>Ophthalmology</i>	<i>Podiatry</i>
Men's Health:	<i>Testicular screening</i>	<i>Prostate screening</i>
Pediatric:	<i>CHDP</i> <i>Sport's physicals</i> <i>Women, Infant, and Children (WIC) Program</i>	<i>Immunizations</i> <i>Well Child exams</i>
Women's Health:	<i>Breast exams</i> <i>Family Planning</i> <i>Prenatal</i>	<i>PAP exams</i>
Tele:	<i>Medicine</i> <i>Psychiatry</i>	<i>Ophthalmology</i> <i>Dermatology</i>
Field Health:	<i>Childbirth classes</i> <i>Fitness Classes</i> <i>Health screenings</i>	

Clinical Social Work Services	Laboratory	Radiology
Employment Physicals	Nutrition services	Social Services
Fit For Duty	Pediatric clinic	
Transportation	Pharmacy	

Note: Patients with complex medical needs should be seen regularly

To obtain services not available at the clinic:

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

APPOINTMENTS:

How to make an appointment: Call K'ima:w Medical Center at (530) 625 - 4261 extension 259 or 221.

What to bring to a clinic visit:

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





The time to arrive for an appointment:

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

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

Late arrivals:

If you are unavoidably delayed for less than 15 minutes, an attempt will be made to work you into the schedule if possible. If your condition or the nature of your complaint is not urgent, you may be rescheduled to another day.

Call if you are going to be late: (530) 625 - 4261 extension 259 or 221.

Missed appointments:

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

BILLING


Charges to patients:

Under provisions of federal law, K'ima:w Medical Center (KMC) is required to bill "third party payers" (such as your insurance company, Medicare, Medi-cal, or other third party payer) for all direct-care services provided in its clinics to Indian and non-Indian patients, regardless of your eligibility status. Furthermore, non-Indian patients may be personally responsible for payment of all, part or none of the services performed, depending upon eligibility status for federal and state benefits.

Services provided to patients at KMC are considered "direct care" as opposed to "contract care." Contract care is health services obtained from facilities or specialist outside the clinic and may not be paid for by KMC (See Contract Health Services).

Sliding Fee

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



Contract Health Services

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

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

1. Provide documentation that you are a member or descendant of an Indian Tribe.
2. Live within the K'ima:w Medical Center service area.
3. Apply for all other health resources for which you may be eligible such as private insurance, Medicare, Medi-Cal, California Children's Services, Healthy Families, or other special programs. Our CHS Patient Services Coordinators are available to assist you in this process and answer any questions you may have. This is a federal requirement since Indian Health Service funded programs must be the payer of last resort only.
4. Meet specific notification requirements. In case of emergency treatment you must notify the Contract Health Services Coordinator within 72 hours of getting emergency treatment (a longer notification period may apply in certain situations for elders). The nature of the emergency service reported will be reviewed for coverage by the K'ima:w Medical Center Utilization Review Committee.
5. Non-emergency services must be specifically authorized by a K'ima:w Medical Center provider furnishing a referral to medical, dental or mental health/substance abuse services as appropriate: and
6. You must obtain prior approval from the Contract Health Services Department who will make all payment arrangements prior to service.

Please note: If you do not have authorization for each referral service, you may be held personally responsible for payment of the referral service that you receive. If in doubt as to coverage, please ask @ (530) 625 - 4261 extension 219.

Advanced Health Care Directives

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

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



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

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

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



Traditional Health

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



Patient Responsibilities:

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

Patient Rights:

1. **K'ima:w Medical Center** respects patients rights and treats the patient in a dignified and respectful manner.
2. **K'ima:w Medical Center** respects patients right to and need for effective communication, cultural beliefs and personal values, beliefs, and preferences.
3. **K'ima:w Medical Center** respects the right to patients privacy, allows the patient to access, request amendment to, and obtain information on disclosures of his or her health information, in accordance with law and regulation.
4. **K'ima:w Medical Center** respects the right to patients reports of pain and effective management of that pain in accordance with policy, and P&T committee review, as determined by the medical staff.
5. **The patient** has the right to receive information in a manner that he or she understands. This information will be tailored to the patients age, language, and the ability to understand. Interpretation and translation services will be provides as necessary. Communication and arrangements will be made for all patients who have vision, speech, hearing, or cognitive impairments in a manner that meets the patient's needs.
6. **K'ima:w Medical Center** respects the patients right to participate in decisions about his or her care, treatment, or services. The patient will be involved in decisions about his or her care, treatment, or services.

Continued...



7. **K'ima:w Medical Center** respects the patient's right to refuse care, treatment, or services, in accordance with law and regulation. If the patient is unable to make decisions about his or her care, treatment, or services, the organization involves a surrogate decision-maker in making these decisions. In this case K'ima:w Medical Center will respect the surrogate decision-maker's right to refuse care, treatment, or services on the patient's behalf, in accordance with law and regulation.
8. **K'ima:w Medical Center** addresses patient decisions about care, treatment, or services received at the end of life.
9. **The patients** have the right to be free from neglect, exploitation; and verbal, mental, physical, and sexual abuse.
10. **The patients** and his or her family have the right to have complaints reviewed by the organization. (see complaint procedure on next page).



Diabetes Prevention & Treatment Program:

K'ima:w Medical Center's Diabetes Prevention & Treatment Program (DPTP) works together with the medical team and supporting ancillary staff to provide diabetes education and care to patients and community members of the Hoopa Valley and surrounding areas. The DPTP is supported by three grants from the Special Diabetes for Indians (SDPI). Of these grants, the Diabetes Prevention Program (DPP) and the Healthy Heart Project (HH) are special projects obtained through a competitive process. The DPP is specific to prevention of diabetes, while the HH project is focused on prevention of cardiovascular disease in patients with diabetes. The DPTP provides primary, secondary and tertiary services through individual, group education, community screening, intensive case management and community education and activities. DPTP works collaboratively with other organizations, HVT entities and interested individuals to build a healthier community.

The DPTP is located in the Diabetes Education Center, which is the new modular building near the old clinic.

Work Hours: 8:00 am – 5:00 pm M-F



COMPLAINTS:

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

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

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

PROCEDURE TO SUBMIT A WRITTEN COMPLAINT:

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

Chief Executive Officer
K'ima:w Medical Center
P.O. Box 1288
Hoopa, Ca. 95546
(530) 625-4261 ext. 225
2. The CEO or his designee will begin investigation. Within five working days the patient will receive notification (letter or telephone call) that the complaint has been received.
3. Two weeks from the date of the letter of acknowledgment, the patient will receive a written resolution from the Chief Executive Officer.
4. If the patient is still dissatisfied with the resolution the patient may submit the complaint to the K'ima:w Medical Center's Board of Directors. Contact KMC administration Executive Secretary at (530) 625-4261 x 234.
5. If the patient is still unsatisfied with the board resolution, the patient may request to be placed on the Hoopa Valley Tribal Council agenda. Contact Executive Secretary at (530) 625-4211.

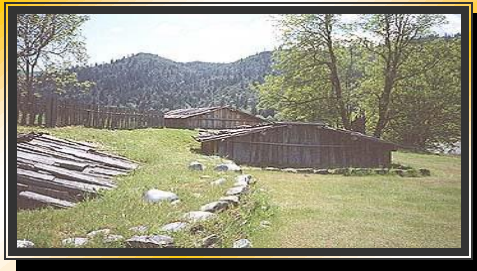
To ensure the highest quality health care for our patients, the K'ima:w Medical Center regularly participates in a national accreditation process conducted by the Joint Commission.

Joint Commission is an independent, not for profit organization that sets standards for measuring

Health care quality and safety of the environment in which care is provided.

If you have any questions or concerns about the care you have received at KMC that has not been resolved by the above procedures, you may contact Joint Commission in one of several ways:

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



Additional Emergency/ Medical telephone Numbers:

Call 911 for help in all cases of emergencies

Hoopa Valley Tribal Police:

530-625-4202

Ambulance:

530-625-4180

K'ima:w Medical Center:

530-625-4261

After Hours Provider Advise 1-877-857-4562 (Toll Free)

K'ima:w Dental Clinic:

530-625-4261 ext.311

K'ima:w Pharmacy:

530-625-4114

After Hours Care:

Hospitals/ Emergency Rooms:

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

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

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

