

Northeastern Tribal Health System

Patient Health Services Handbook



P.O. BOX 1498, Miami, OK 74355
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(918) 542-1655

Welcome to Northeastern Tribal Health System



On behalf of the staff and healthcare providers of the Northeastern Tribal Health System (NTHS), we would like to share with you our commitment to providing exceptional, safe, and compassionate care for all our patients and their families.

NTHS strives to provide patient focused care in a family-oriented environment. We believe in providing personalized care by utilizing a patient-centered medical care team approach. Although we have a unique facility, the dedication and experience of our staff, physicians, and providers are the reason for our success.

We realize that being a healthcare facility can be an uneasy experience. Therefore, through our values of respect, partnership, responsiveness, wholeness, and wisdom we strive to make your visit as pleasant, comfortable and successful as possible. These values drive our organization.

Sincerely,

J. Tink Smith, RN, BSN, MBA
Chief Executive Officer

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NTHS website



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NTHS Mission, Goal, Vision, and Values

Mission: To promote good health and prevent disease while providing quality healthcare to the surrounding Native American Community.

Goal: To empower and educate the surrounding Native American Community to achieve and maintain the best possible health.

Vision: To serve as a prime resource and advocate for health in the surrounding Native American Community, linking it to the health care system, actively identifying existing and evolving health care needs, and striving to meet those needs.

Values

Respect: Patients, staff, family and community will value each other and treat one another with courtesy and consideration.

Partnership: Northeastern Tribal Health System staff is part of a team, which also includes the surrounding Native American community, individual patients, family members, and other health care resources.

Responsiveness: We strive to be aware of the Native American community's needs and to find ways to address those needs.

Wholeness: We work toward health and well-being in all aspects— physical, psychological, social, and spiritual—of the lives of our patients, staff, families, and surrounding Native American community.

Wisdom: Rational, effective, cooperative, and compassionate use of limited resources to accomplish the mission and promote long-term health and function of the surrounding Native American community.

About Us

Governance

A consortium of eight Tribes operates the Northeastern Tribal Health System (NTHS) facility. The NTHS Governing Board is comprised of appointed representatives from each of the Tribes: Cherokee Nation, Miami Nation, Modoc Nation, Ottawa Tribe, Peoria Tribe, Quapaw Nation, Seneca-Cayuga Nation and the Shawnee Tribe. The goal of NTHS is to provide the broadest scope of high-quality health care services possible with the resources available.

History of NTHS

The health center opened in August 1967, as the medical clinic for the Seneca Indian School in Wyandotte, Oklahoma. By the early 1970's the demand for services had outgrown the facility and local tribal leaders worked with the Indian Health Service (IHS) to secure land and funding for a 12,000 square foot facility to be built in Miami in 1978. In 2012, the consortium collaborated to build a much larger facility on land donated by the Peoria Tribe. The current facility is 60,000 sq. ft. and has grown to be one of the busiest ambulatory care centers in Oklahoma.

A new Wellness Center was completed in 2025 and expands over 41,000 sq. ft. The center houses the Healthy Living Department, Rehabilitation Services, and the Wellness Center. The Wellness Center includes a full-size gymnasium, cardio and weight rooms, and a large indoor pool.

Accreditation by the Joint Commission on the Accreditation of Healthcare Organizations was achieved in 1981. Since 2001, the Northeastern Tribal Health System has achieved accreditation every three years through AAAHC.

Our Services

NTHS offers health promotion, health protection, disease prevention, and illness management. Our departments work together in a continuum of care to ensure your healthcare needs are being met. We serve all Native Americans regardless of tribal affiliation. Services include medical care, eye care, dental care, behavioral health, diabetes and diet management, and rehabilitation services. Additional services include ancillary services such as radiology, laboratory, and pharmaceutical. We do not accept orders from outside providers.

Clinic Information

Clinic Hours: Monday through Friday, 8:00am to 5:00pm

Closed: Weekends, Federal Holidays, and the first Wednesday each month until 1:00pm for staff meetings.

Wellness Center Hours: Monday through Friday, 5:00am to 8:00pm
Saturday, 8:00am to 4:00pm

Closed: Sunday and Federal Holidays

Inclement Weather

In the event of snow, ice or other severe weather, NTHS may opt to close for the safety of the patients and staff. In that event, NTHS staff will notify the following television stations about closings: **KTUL –Tulsa, KOAM/FOX14, KODE/KSNF** NTHS uses the Audio CARE appointment system to notify patients with scheduled appointments that the clinic is closed. It is important to notify the clinic of changes in telephone numbers so we can ensure the system calls the correct number and patients receive cancellation phone calls. Additionally, the closings will be posted on our website www.nthscclinic.com and our Facebook page <https://www.facebook.com/NTHSClinic>.

Tobacco/Electronic Cigarette/Vaping Free Campus:

We are committed to providing a healthy and safe environment for our patients, visitors and staff members. NTHS is a tobacco and smoke-free campus. Use of tobacco products by staff, patients, and all visitors is always prohibited in the clinic or on the clinic campus. NTHS's Tobacco-Free Policy applies to all tobacco and vapor products including cigarettes, cigars, pipes, herbal smoking products, chewing tobacco, E-cigarettes, or vape pens. Excluded from this policy is the ceremonial use of tobacco during prearranged events.

Prohibition applies to all off-site NTHS sponsored meetings or events, NTHS owned or leased vehicles, and personal vehicles while on NTHS property.

NTHS does not accept any tobacco company sponsorship.

NTHS prohibits tobacco advertising or promotion on company property and if applicable, at any off-site company sponsored event.

We are here to support your tobacco-free journey with resources, patient education, and support. Please discuss specific options with a member of your care team or visit our website for more information, <https://nthscclinic.com/tobacco-cessation-class>.

Emergency Care:

NTHS is not an Emergency Room. Time is valuable in the case of heart attack or stroke. Patients having an emergency, i.e. chest pain, severe abdominal pain, extreme shortness of breath, stroke symptoms should **call 911 and go to the nearest Emergency Room**.

If less urgent but not a minor problem, patients should go to the Claremore Indian Hospital or W.W. Hastings Hospital's 24-Hour Emergency Rooms.

**Claremore Indian Hospital
101 South Moore Street
Claremore, Oklahoma
(918) 342-6200**

**W.W. Hastings Hospital
100 S. Bliss Ave
Tahlequah, OK
(918) 458-3100**

Patients receiving emergency care at any non-Indian facility must report the visit to Northeastern Tribal Health System Purchased Referred Care Department at (918) 332-4470 **within 72 hours from the beginning of care**. The medical data about each case will be evaluated by the Purchased Referred Care Review Committee to determine priority for payment.

Clinic Phone List

Behavioral Health:

Adults (918) 332-4390 or (918) 332-4393

Under 18 (918) 332-4445 or (918) 332-4412

Dental Care (918) 332-4316

Foot Care:

Diabetes (918) 332-4444 ext. 5122

Podiatry (918) 332-4303

Healthy Living Program (918) 332-4344

Lab (918) 332-4465

Medical Appointments (918) 332-4478

Medical Same Day Appointments (918) 332-4363

Medical Health Records (918) 332-4469

Optometry (918) 332-4317

Patient Services:

Patient Benefits Coordinator (918) 332-4345

Insurance Coordinator (918) 332-4349

Pediatrics (918) 332-4309

Pharmacy Refill:

Automated Refill with Chart # (918) 542-5775

Voice Message Refill (918) 332-4371

Web Refill <https://nthscclinic.com/pharmacy>

Pharmacist (918) 332-4314 or (918) 332-4321

Public Health Nurse (918) 332-4343 or (918) 332-4306

Purchased Referred Care (918) 332-4470

Radiology (918) 332-4475

Rehabilitation Services (OT/PT/ST) (918) 332-4451

Wellness Center (918) 332-4327

Women's Health (918) 332-4411

Patients' Bill of Rights

Patient Conduct and Responsibility

Your responsibility is to treat the staff with consideration, respect and equality.

Your responsibility is to understand that your lifestyle does affect your health.

Your responsibility is to take an active part in your health care.

Your responsibility is to follow the treatment plan you agreed to and if for some reason you cannot, you have the responsibility to let your doctor know.

Your responsibility is to observe the facility rules that are for the safety and consideration of all patients and staff.

Your responsibility is to respect the Facility and the property therein as if it were your own.

Patient Bill of Rights

You have the right to be treated with consideration, respect and equality.

You have the right to have the confidentiality of your medical information protected.

You have the right to have privacy during case discussion, counseling, examination, and treatment.

You have the right to review your medical record, if you request it, with the assistance of a staff member.

You have the right to know the name and qualifications of staff providing your care.

You have the right to change your primary care provider.

You have the right to know your diagnosis, health problems, test results, and the potential advantages and risks of treatment or procedures in language you can understand.

You have the right to have a second medical opinion, if you request it.

You have the right to participate in treatment, discharge, or referral planning.

You have the right to have access to patient complaint procedures.

NTHS Medical Care Team

Our Medical Care Team centers on your healthcare needs.

What is a Medical Care Team?

A Medical Care Team is a patient-centered team approach to providing health care by transforming how primary care is organized and delivered. This model of the organization of primary care promises to deliver the core functions of primary health care. Your team includes your Provider, Nurses, Case Manager, and Scheduler.

The medical care team encompasses five functions and attributes:

1. Comprehensive Care

Your medical care team is accountable for meeting most of your physical and mental health care needs, including prevention and wellness, acute care, and chronic care. Providing comprehensive care requires a team of care providers. This team might include your physicians, advanced practice nurses, physician assistants, nurses, pharmacists, nutritionists, social workers, educators, care coordinators, and other services in the community.

2. Patient-Centered

Your medical care team provides health care that is relationship-based with an orientation toward the whole person. Our partnership with you requires understanding and respecting your unique needs, culture, values, and preferences. Medical care teams actively support you in learning to manage and organize your own care at the level you choose. We recognize that you are at the core of the care team, medical care teams ensure that you are a fully informed partner in establishing your care plan.

3. Coordinated Care

Your medical care team coordinates care across all elements of the broader health care system, including specialty care, hospitals, home health care, and community services and supports. Such coordination is particularly critical during transitions between sites of care, such as when you are being discharged from the hospital. Open communication among the medical care team, you, and members of the broader care team is imperative.

4. Accessible Services

Your medical care team delivers accessible services with shorter waiting times for urgent needs, enhanced appointments, and in some instances, telephone care.

5. Quality and Safety

Your medical care team will demonstrate a commitment to quality and quality improvement by ongoing engagement in activities such as using evidence-based medicine and clinical decision-support tools to guide shared decision making with you, engaging in performance measurement and improvement, measuring and responding to your experiences and patient satisfaction, and practicing population health management.

What can you do to help?

1. Be responsible for your personal health and wellness.
2. Provide complete and accurate information about your health, medications (including over the counter products and dietary supplements) and any allergies or sensitivities.
3. Follow the mutually agreed upon treatment plan as a fully empowered participant.
4. Communicate and follow-up with NTHS when services are obtained elsewhere.
5. Be respectful of your medical care team and other patients.

During your appointment, use this checklist:

- ✓ Keep your medical care team card in your wallet.
- ✓ Write down questions. Ask the most important questions first.
- ✓ Talk with your team about what health issues to work on first.
- ✓ Repeat back the things you discussed with your team. This way, both you and your team will know the information is clear.
- ✓ Ask your team about what to do after hours.
- ✓ Before you leave the office, be sure you know what you need to do before your next appointment.

Medical Services

If you are unable to keep your appointment(s), please provide 24-hour notice so other patients in need of care can be scheduled.

Behavioral Health

The Behavioral Health Department addresses the physical, mental, emotional, and spiritual needs of the Native American population. Licensed clinicians are available to provide counseling for a wide range of mental health issues. Counseling is designed to help individuals, couples, and families talk about troubling personal problems in a safe comforting atmosphere.

For appointments, call (918) 332-4390 or (918) 332-4393 for adults or (918) 332-4445 or (918) 332-4412 for children.

Dental

The Dental Department provides routine dental care, such as exams, cleanings, fillings, root canals, non-vital crowns, and extractions by appointment for both children and adult patients. Dental does not currently provide full or partial dentures, vital tooth crowns, bridges or braces.

Established dental patients experiencing a dental emergency such as facial swelling or severe pain are **REQUIRED** to call dental between 8am and 10am to be given a scheduled Same Day Walk-In emergency appointment time subject to availability. **DO NOT COME** to the dentist without an appointment. Exams, cleanings or routine dental fillings are not provided for emergency patients. Temporary fillings to relieve pain or antibiotic prescriptions for infection may be given. Emergency patients needing extraction or root canal treatment will be scheduled for the next available appointment. **For appointments, call (918) 332-4316.**

New patients: To schedule an appointment for dental care, please call (918) 332-4419 on the first Wednesday of the month starting at 8 a.m. If you do not get an appointment for the upcoming month, you will need to repeat the process until there is an available appointment. You may also inquire at the Dental Department.

Foot Care

When living with diabetes, it is vital to maintain the health of your feet so to prevent sores and infections. We have two LPN's that are foot care certified to safely provide services that are aimed at preventing infections and identify foot problems. Once a month, NTHS contracts with a local podiatrist to provide care for all of patient's feet. **For a diabetes foot care/nail appointment call (918) 332-4444 ext. 5122. For podiatry or general foot care appointments, call (918) 332-4303.**

Healthy Living Program

Nationally accredited by the American Association of Diabetes Educators (AADE), the NTHS Healthy Living Program's (HLP) primary goal is to provide knowledge and skill training, help individuals identify barriers, facilitate problem-solving and coping skills so patients can achieve effective self-care and behavior change.

The program has three Registered Dietitians and two RN's, in which the majority are certified as Diabetes Care and Education Specialist. Diabetes Educators and Registered Dietitians provide information about diabetes, nutrition, exercise and ways to delay complications such as kidney disease and heart disease. In addition to servicing patients with diabetes, HLP offers a Diabetes Prevention Program (DPP) for those individuals who have had a diagnosis of pre-diabetes. This is a lifestyle modification program that focuses on healthy eating, weight loss, and increased activity as a means of preventing the onset/delaying the progression of many chronic diseases like Type 2 diabetes. Classes offer support and education, healthy meals, and incentives.

HLP includes two additional services, footcare and eye screenings. An LPN that is certified in foot care provides services for patients living with diabetes. The program assistant is certified to perform diabetic eye examinations. The eye examination is a simple and non-invasive procedure that allows monitoring of eye health and the diagnosis of diabetic retinopathy as early as possible.

For appointments, call (918) 332-4344.

For foot care appointments, call (918) 332-4444 ext. 5122

Medical

The Medical/Nursing Department provides general family medicine and pediatric care. We offer routine scheduled appointments and same day appointments for minor acute problems for established medical patients. Services include general examinations, routine checkups, health screenings, health education and the care of common medical conditions. A limited selection of minor surgery and medicinal injections are also available for our patients.

For appointments, call (918) 332-4478.

Right to Change Provider

NTHS patients have the right to request a change of their Primary Care Provider (PCP). Patients may choose to change their designated PCP by requesting assistance from a Patient Services staff member. Subsequent changes will require approval by written request to the Chief Executive Officer. Within 30 days, the patient will be notified of the decision either by Patient Services staff or by mail.

Same Day Appointments

Established medical patients seeking a same day appointment for minor acute problems will need to call the Same Day Appointment system at (918) 332-4363. This phone line opens at 7:30 A.M. Monday through Friday. Patients need to leave a message with their name, birth date, and their current phone number. Phone messages will be returned by a Registered Nurse in the order they are received. Patients receiving a same day appointment are instructed to arrive 30 minutes prior to their appointment. NTHS is not an emergency facility. Some patients will be instructed to seek care at an EMERGENCY ROOM where life-saving equipment and medications are available.

Every effort is made to accommodate all individuals seeking a same day appointment. If seeking acute care, you may be advised to seek medical care at another facility or make a future appointment. Same day appointments will not be available on the first Wednesday of the month.

Optometry

The Optometry Department operates as a primary eye/vision care unit with consultation support from the medical practitioners. Optometry provides primary care to patients of all ages by treating eye injuries, ocular infections, ophthalmic diseases, and refractive disorders that need glasses prescriptions. Services do not include contact lens fitting or free eyeglasses. We do offer patients the option to purchase eyeglasses from our dispensary.

For appointments, call (918) 332-4317.

Pediatric Care (Birth to age 22)

The Pediatric Department provides comprehensive primary health care to infants, children, adolescents, and young adults. Pediatric health care services offered include diagnosis, treatment, and management of acute and or chronic medical conditions, age-specific well-child examinations, laboratory/diagnostic screenings, immunizations, and health education guidance.

For appointments, call (918) 332-4309.

Rehabilitation Services

The Rehabilitation Services Department offers Physical Therapy, Occupational Therapy, and Speech Therapy. Our services are offered to patients of any age.

Physical Therapy (PT) focuses on restoring or improving mobility, balance and control, reducing pain, and improving gross motor skills while promoting function and independence, and preventing disability. Through a combination of exercises, stretches and movements, our therapist help patients to recover from injury, surgery, or manage pain by increasing your strength, flexibility and mobility. They understand that functionality and pain-free movement are essential to the quality of life.

Occupational Therapy (OT) focuses on improving the patient's ability to perform activities of daily living. Through assessment and intervention, OT can help individuals develop, recover, improve, and maintain the skills needed for daily living. Our therapists help patients with fine motor skills, visual-perceptual skills, cognitive skills, sensory-processing problems, and lymphedema.

Through our PT and OT programs, we will offer Aquatic therapy. Aquatic therapy uses water to provide a safe and effective environment to improve movement, strength, and function. The buoyancy of water reduces the pressure of body weight on joints. Hydrostatic pressure can help reduce swelling, increase blood flow, and improve lymphatic drainage. Water can also provide resistance to assist in progressive strengthening.

Speech Therapy focuses on regaining or improving the patient's ability to communicate, speak, swallow, eat, and drink. There are many conditions that affect children and adults that can be treated with speech therapy such as articulation disorders, resonance and voice disorders, fluency disorders, and dysphagia or other swallowing or feeding disorders.

For appointments, call (918) 332-4451.

Women's Health

The Women's Health Program provides health maintenance and patient education regarding pap smears, pelvic exams, breast exams, and colon cancer screening. The HPV vaccination is available upon request for young women to protect them from the virus that causes cervical cancer. Mammograms are performed on site in the Radiology Department with test results typically available within seven to ten days. The Women's Health Team hopes to establish relationships with patients that foster understanding for better health and healthy lifestyle choices for Native American women of all ages. **For appointments, call (918) 332-4411.**



Ancillary Services

Laboratory

The Laboratory provides comprehensive lab testing to assist medical providers in the diagnosis and treatment of the Native American population. Services include hematology, chemistry, urinalysis, and serology. Routine lab work is tested in house, however, some tests not performed in the NTHS laboratory are sent to an outside laboratory for analysis. We provide services to all ages of patients from newborns to geriatrics.

The Laboratory staff maintains the standards for the accreditation of NTHS by AAAHC, COLA* and CMS. The Laboratory is staffed with two Medical Lab Scientists, two Medical Lab Technicians and three Phlebotomists. The Medical Lab Scientists and Technicians are certified with ASCP (American Society of Clinical Pathologists) and AMT (American Medical Technologist).

*COLA is the premier clinical laboratory education, consultation, and accreditation organization. Read more about COLA on their website: <http://www.cola.org>.

For appointments, call (918) 332-4465.

Pharmacy

The Pharmacy Department supports the Medical, Dental and Optometry Departments by filling prescriptions and providing appropriate drug information to the patients. The pharmacy will fill prescriptions written by providers at the NTHS Clinic; specialists to whom our providers refer you; and Emergency Room doctors at the Claremore Indian Hospital. NTHS does not fill prescriptions from doctors if the clinic did not refer you.

How to refill your prescriptions:

Call the Audio Refill line at (918) 542-5775, you will need your chart number.

Call the Voice Message Refill line at (918) 332-4371, you do not need your chart number.

Use the Web Refill on our website <https://nthscclinic.com/pharmacy>

Requests made before 11am will be ready for pick up the following business day after 1 p.m. Patients may use the convenient drive-thru window on the south side of the building to pick up refills. Drive-thru window hours are 8:00am until 5:00pm. If you need to speak with a pharmacist, **call (918) 332-4314 or (918) 332-4321.**

Radiology

The Radiology Department provides the highest standard of care in diagnostic imaging services. The department offers a full range of diagnostic services to assist medical providers in the diagnosis and treatment of the Native American population in a caring environment. Our services include ultrasound, digital mammography, diagnostic x-ray, and bone density tests.

Breast Imaging Services - Mammography

A Mammogram is a low dose x-ray exam of the breast. A female radiologic technologist performs the exam. Mammography plays an essential role in early detection of breast cancers because it can detect changes in the breast before any symptoms may be noticed.

Bone Density Tests

A bone density test determines if you have osteoporosis, a disorder characterized by bones that are more fragile and more likely to break. The test uses X-rays to measure how many grams of calcium and other bone minerals are packed into a segment of bone. The bones that are most tested are in the spine, hip and sometimes the forearm.

Ultrasound

An Ultrasound or Sonogram is a medical imaging technique that utilizes high frequency sound waves to generate a two-dimensional image of internal organs in the abdomen and pelvis, blood vessels leading to the brain and extremities. Many ultrasound procedures have special instructions (full bladder, fasting) that require the patient to be scheduled.

Routine X-ray

Routine X-ray, also known as Diagnostic Radiology, uses external radiation to produce images of the tissue, bones, internal organs and vessels of the body for medical diagnosing.

For appointments, call (918) 332-4475.

Administrative Services

Administration

Administration oversees all aspects of the clinic. The department is comprised of a Chief Executive Officer (CEO), Administrative Office, Projects Coordinator and Compliance Officer, an Office Automation Clerk, and Community Projects Specialist. They work to administer, lead and manage our healthcare system. These dedicated individuals work in conjunction with all employees and patients to ensure the best possible care. In addition, the CEO and AO assist in the resolution of problems and concerns. **To contact the CEO or AO, call (918) 542-1655.**

Business Office

The Business Office is responsible for planning, implementing and coordinating all third-party billing and collection activities pursuant to the Indian Healthcare Improvement Act 25 U.S. Code Chapter 18, which states that Indian Health facilities and Tribal organizations have the right to recover cost from insurance companies. The primary concern of NTHS is to provide medically necessary treatment to our Native American patients regardless of ability to pay for such services while maximizing reimbursements of those revenues from Medicare, Private or Group Insurance and State Medicaid programs. NTHS does not charge the patient co-pays, deductibles or for any services provided.

To contact the Business Office Supervisor, call (918) 332-4359.

To contact the Business Office, call (918) 332-4476.

Medical Health Records

The Medical Health Records department is responsible for the maintenance and accessibility of complete uniform records of outpatient care on each patient. They are also responsible for scanning current patient information into the Electronic Health Record. The Correspondence Clerk is responsible for the legal disclosure of medical data to other agencies according to the privacy regulations under the Health Insurance Portability and Accountability Act of 1996 (HIPAA).

To speak with a Health Records Clerk call (918) 332-4469.

To contact the Correspondence Clerk regarding the release of records to other medical facilities or obtain records from another facility for NTHS, call (918) 332-4391.

Information Technology

The Information Technology (IT) staff is responsible for obtaining and maintenance of NTHS Information Technology including desktops and laptops, telephones, servers and network equipment, physical security including access control and video surveillance. Additionally, IT staff monitor the network and provide network management, upgrades, and maintenance as well as software support of clinical applications such as electronic health and dental records and Resource Patient Management Systems (RPMS).

Patient Services

The Patient Services Department is comprised of the Patient Benefit Coordinators, Patient Registration Clerks, Insurance Coordinator, and the Patient Services Supervisor.

The Patient Registration/Scheduling Clerks are the initial point of entry each time a patient presents for services. The clerks are responsible for obtaining and updating eligibility and demographic information for new and active patients while checking patients in for their appointments and scheduling all medical appointments for patients. If you have questions regarding eligibility documentation required to establish or reopen a chart at NTHS or would like to schedule an appointment with a medical provider, **please contact Patient Services at (918) 332-4478.**

The Patient Benefits Coordinator acts as an advocate/liaison for patients to identify alternate resources for which the patient may be eligible, therefore, enhancing the level of services to the beneficiaries. The Patient Benefits Coordinator can assist with applications or supply information on programs such as Medicare, Medicaid, Veterans Administration, Affordable Care Act/Health Insurance Marketplace, along with various tribal programs that may be available. If you would like information or have questions about alternative resources, **please contact the Patient Benefits Coordinator at (918) 332-4345.**

The Insurance Coordinator works with patients and insurance companies to review and verify patient eligibility and assist with enrollment in Medicare Part D. If you have questions about Medicare Part D or eligibility, **call (918) 332-4349.**

The Patient Services Supervisor manages the Patient Services Department. If you have questions about eligibility for any services that are available to you and/or your family or medical appointment scheduling, **please contact the Patient Services Supervisor at (918) 332-4360.**

Public Health Nursing

The Public Health Nurses primary goal is the prevention of illness, promotion and maintenance of health through the provision of therapeutic services, counseling, education, and advocacy services. To accomplish these goals, the nurses will assess and identify the individual, the family and community needs. The nurses are also responsible for the promotion of consumer participation in establishing health goals; planning programs to meet identified needs; and coordination of community health programs and services. The Public Health Nursing program is flexible and individualized to meet needs within existing resources and considers prevailing economic, cultural, social and geographic characteristics.

To contact a Public Health Nurse, call (918) 332-4343, (918) 332-4306, or (918) 332-4444 ext. 2522

Purchased and Referred Care

Purchased and Referred Care (PRC) is involved in the procurement of medical services from the private sector for patients in need of care not directly available from NTHS or an IHS facility. If an eligible person requires care that is not available at the NTHS facility, or an IHS facility, a referral will be made to a non-Indian hospital and/or physician. Referrals are subject to review and approval by the PRC Review Committee.

The PRC staff arranges appointments with contract specialists for patients referred by Tribal/IHS physicians and receives information on emergency visits to private healthcare facilities. The PRC staff must be notified within 72 hours after the beginning of emergency treatment. Referrals and emergency calls are reviewed weekly and prioritized in order of medical needs by the PRC Review Committee. A referral is not guaranteed of payment.

To contact the PRC office, call (918) 332-4470.

Wellness Center

Wellness Center Hours: Monday through Friday, 5:00am to 8:00pm
Saturday, 8:00am to 4:00pm

Closed: Sunday and Federal Holidays

The Wellness Center is free to all patients of NTHS as well as any person with a CDIB card, persons working for a Tribal affiliated facility, and Veterans. Spouses of an eligible member are also able to become a member. Participants are expected to provide a copy of eligibility and complete a basic application related to health, emergency contact and release of liability. All participants must sign-in at the front desk before using any portion of the facility, including the gym. NTHS reserves the right to refuse service to anyone who does not follow the rules, policies, and regulations of our facility.

Weight and Cardio

The fitness area offers two spacious rooms for your cardio workout and weightlifting. The cardio room has a variety of cardio machines, such as the treadmill, recumbent bikes, stationary bikes, stair steppers, and more. The weight room offers a vast array of weight machines and free weights with a private room for free weightlifting. We also offer exercise classes to help strengthen the body and promote movement. See **NTHS Wellness Center Member Rules for additional information about rules and use.**

Gymnasium

The basketball court is encased with an inside concrete walking path for individuals that choose not to walk outside. Soft sole, clean tennis shoes are required for all areas of the gym. Basketballs are available for your use. The gymnasium availability will be dependent upon Special Events, Basketball League and Summer Camp schedules. See **NTHS Wellness Center Member Rules for additional information about rules and use.**

Pool

Eligible members are welcome to utilize the pool at their own risk. There are **NO** lifeguards on duty. Children under 14 years of age must be closely supervised by a parent or guardian. Users are required to shower before entering the pool to maintain the quality of the pool water. See **NTHS Wellness Center Member Rules** for additional information about rules and use.

NTHS Wellness Center Member Rules

Members and or guests acknowledge that they are physically able to engage in any activity, program, or training provided and agree that all exercises and use of this facility are undertaken at their sole risk.

Members also agree to accept full responsibility for all personal belongings. Derogatory remarks involving any other members or NTHS personnel will not be permitted. Profanity will not be tolerated. All NTHS premises are 24/7 smoke, tobacco, and vape free.

FOOD AND DRINK:

- Water and sport bottles with lids are allowed in all areas of the Wellness Center.
- No food items, glass containers or other beverages in the workout areas, swimming pool and deck, or gymnasium.

MEMBERSHIP:

- NTHS will issue a Brivo Pass app for smart phones.
- Members may not let anyone else use their Brivo Pass.
- Children under 16 must be accompanied by a parent/guardian.
- Members must check in at an entrance prior to using the facility.
- If you have not received a Brivo Pass, you must check in with a staff member.

PROPER CLOTHING AND HYGIENE:

- No open-toed shoes or sandals are allowed in workout areas.
- Wear shoes appropriate for the activities you plan to pursue.
- Gym shoes only on the basketball court.
- Shorts, sweatpants, t-shirts, tank tops and spandex accessories deemed appropriate by management are allowed.
- Clean workout clothing is required.
- Any unsatisfactory visible hygiene condition will be addressed by management and corrective action may be required.
- Keep clothing and shoes in a secure place.
- Please keep valuables at home.
- **NTHS is not responsible for any lost or stolen items.**

GYMNASIUM POLICIES

- The availability of the gymnasium will be dependent upon Special Events, Basketball League and Summer Camp schedules.
- Only tennis shoes will be allowed on the basketball court floor. (No hard shoes of any kind will be allowed inside the basketball court.)
- No hanging on the basketball rim or pulling on the basketball net.
- NTHS will monitor the gym to ensure adequate safety measures.
- All players or patrons using the basketball court/gymnasium assume the risk of any injury incurred while using the facility.
- All people must register at the front desk before using any portion of the facility, including the gym.
- Only capped, spill proof bottles are allowed. **Glass containers are prohibited.**
- No gum, food or other drinks.
- Offensive language, behavior, roughhousing, and fighting will not be tolerated.
- NTHS reserves the right to refuse service to anyone who does not follow the above delineated policies.

POOL POLICIES AND REGULATIONS:

- NTHS recognizes the difference in comfort levels of all individuals.
- All members are encouraged to swim in what is most comfortable for them.
- No cut-offs or clothes that have been used to work out will be allowed in the pool.
- Water shoes are encouraged to prevent slips and falls.
- Children under 14 years of age must be closely supervised by a parent or guardian.
- **NO LIFEGUARD ON DUTY.**

POOL CLOSING DUE TO LIGHTNING:

- For your own protection we ask that you evacuate the pool area when lightning is present, threatening, or when the conditions are not right.
- The pool area will be evacuated for 30 minutes after the last evidence of lightning.

POOL USE:

- Only Coast Guard approved personal flotation devices may be used in the pool.
- Animals or pets are not permitted in the pool or on the deck.
- No person with skin, eye, ear, or nasal infections allowed in the pool.
- No glass allowed in the pool or on the deck.
- All users must shower prior to entering the pool.
- All people using the pool do so at their own risk.
- NTHS is not responsible for accidents and injuries.
- NTHS reserves the right to deny the use of the pool to anyone at any time.
- No pushing, running, or shoving is allowed on the pool deck area.
- All tag games must be conducted in the water.

WEIGHT AND CARDIOVASCULAR EXERCISE:

- Please always be courteous.
- Cardio equipment is limited to 30 minutes when others are waiting.
- Allow others to work out during your rest periods.
- Rack all weights after each use.
- No tolerance for dropping/slamming of weights.
- If dumbbells appear loose or cracked, report to NTHS staff immediately.
- Keep hands and feet away from all moving parts and weight stacks.
- Do not attempt to repair or adjust any equipment that has malfunctioned.
- Report any equipment problem(s) immediately to the staff.
- Always use a spotter when attempting maximum weight.
- Collars and clips are to be used for “free bar” lifting.
- Use provided disinfecting wipes to wipe off equipment and benches after use.
- If you are unfamiliar with the use of any equipment, please ask a staff member for assistance.

TOWEL POLICY

- Towels will be provided for use free of charge and should not leave the building.
- NTHS recommends using a towel during workouts to provide a barrier to catch sweat, fluids, etc.
- Towel collection in the hallway adjacent to the weight and cardio exercise rooms.

PROHIBITED ITEMS AND ACTIVITIES:

- No alcohol, drugs, tobacco, smoking, or vaping.
- No weapons on NTHS premises.
- No photography or video equipment, unless granted permission by written statement from NTHS.
- Personal Training: Under no circumstance is any member to train another member for compensation. If it is determined that paid personal training has been conducted on the premises, the trainer and trainee will each lose their membership.

VIOLATION OF RULES

- If any member violates rules or policies, NTHS will ask the person to stop or leave the facility.
- This may also result in the termination of the violator’s membership.

New Patient Registration

New Patient Registration Information

You will need to arrive one hour prior to your appointment with the following documentation.

- ✓ CDIB and/or Tribal membership card(s)
- ✓ Social Security Card
- ✓ Private insurance, Medicare, or Medicaid card (if applicable)
- ✓ Valid Photo ID
- ✓ All bottles for current medications are required– medication lists will not be accepted
- ✓ Discharge summaries for any inpatient hospitalizations within the last six months. If discharge summaries are not available, history and physicals are acceptable.
- ✓ Medical records for your last three primary care doctor office visits including any test results (lab, x-rays, EKGs, etc.).
- ✓ Immunization records
- ✓ Patients under 18 must have their original state certified birth certificate.
- ✓ Completed Patient Registration packet documents.

If you find you will be late or will not be able to keep the above scheduled appointment, or if you have questions, call (918) 332-4478.

*****PLEASE NOTE THAT A MINOR'S PARENT/ GUARDIAN MUST ACCOMPANY THE MINOR ON THEIR INITIAL VISIT TO NTHS. PARENTS/GUARDIANS MUST SHOW PROPER IDENTIFICATION. *****

Additional Information

Accreditation Association for Ambulatory Health Care

The Accreditation Association for Ambulatory Health Care (AAAHC) was developed to assist ambulatory healthcare organizations improve the quality of care delivered to patients. AAAHC ensures that ambulatory care centers adopt the best practices in healthcare and companies with nationally recognized standards. Third party payers, medical societies, state and governmental agencies recognize the accreditation.

One of the most important factors associated with the accreditation is the reassurance to the patients and families that the organization meets nationally recognized standards of care. It is important to realize that accreditation is a voluntary process. The accreditation process involves self-assessment by the organization as well as a thorough review by the Accreditation Associations expert surveyors, who have extensive experience in ambulatory care environments. The accreditation certificate is a symbol that an organization is committed to providing high-quality healthcare and has demonstrated commitment by measuring up to the Accreditation Association's highest standards.

Federal Tort Claims Act

Tribal Employees are deemed to be federal employees for the purposes of the Federal Tort Claims Act (FTCA) coverage while acting within the scope of their employment in "carrying out" contracts/compacts under the Indian Self Determination and Education Assistance Act (ISDEAA). In general, federally employed clinicians are covered by the FTCA for acts or omissions occurring within their scope of their federal employment.

Patient Concerns

Concerns may be expressed to any NTHS employee. The concern will be fully addressed by the appropriate party. Written complaints may be filed in the Administration office. Contact the Chief Executive Officer at **(918) 332-4373** or the Administrative Officer at **(918) 332-4433** to address your complaint. Patients may also utilize the facility website at www.nthscclinic.com and utilize the "Contact Us" option.

You have the right to address grievances directly to: Centers for Medicare Services, 1-800-633-4227 or e-mail medicare.gov.

Advance Directives

It is your right to accept, refuse, or stop any treatment. It is also your right to make an Advance Directive.

An Advance Directive is a document that directs us regarding how to take care of you if you have a terminal condition and are unable to give us that information.

Decisions addressed by an Advance Directive include the following:

Life-sustaining treatment (respirator or resuscitation); artificial hydration (IV's); artificial nutrition (tube feedings); appointment of a healthcare proxy; organ and tissue donations; and other specific treatment.

A health care proxy is a person designated by the patient to make decisions based on the patient's known intentions, personal views, or best interests. At the request of the patient, their Advance Directive may be changed or revoked. The Advance Directive is a legal document and if you have one, a current copy is to be given to the doctor who cares for you and your close relatives or friends. Please inform your Benefits Coordinator at the Patient Services Department if you want information or assistance with an Advance Directive.

Resources:

- **Oklahoma Indian Legal Services, Inc.** – 1-800-658-1497
www.oilsonline.org
- **Your Right to Decide** (405) 528-0858
- www.OklahomaSeniorLaw.org
- **Long-Term Care Ombudsman Program**
<https://oklahoma.gov/oag/about/divisions/ltco.html>
- **CaringInfo:** How to Plan, Prepare and be Present - www.caringinfo.org
- **LifeShare of Oklahoma:** Transplant Donor Services 1-800 826-5433
www.lifeshareoklahoma.org

Patient Satisfaction Survey

To Our Patients,

The primary goal of the Northeastern Tribal Health System (NTHS) facility is to provide the highest quality of care to our patients with the resources available. The quality is evaluated according to the Accreditation Association for Ambulatory Health Care, Inc. standards. Our staff is proud of the NTHS facility, history and reputation for caring and providing quality service to our Native American community in a pleasant culturally sensitive environment. Our organization strives to continually improve services and the patient's input is requested and valued in making facility decisions. Please help keep this facility one of the best in the Tribal health care programs by taking a moment to complete a survey. You can use your smartphone to scan the QR code below. All surveys are anonymous, and your comments will be reviewed to facilitate changes to the services provided by NTHS.

Thank you,

J. Tink Smith, RN, BSN, MBA
Chief Executive Officer
Northeastern Tribal Health System

Patient Satisfaction Survey

- Step 1.** Open the camera app on your smartphone.
- Step 2.** Scan the QR Code making sure the entire code is visible.
- Step 3.** Click on the notification at the top of the camera app to access the survey.



NTHS Campus

- A. Medical Clinic
- B. Wellness Center
- C. Education Center
- D. Pavilion
- E. Kids Covered Playground
- F. Walking Trail - 1/2 mile

