



# ISLETA HEALTH CENTER

## SUMMER 2024 Newsletter



Greetings Team!

As I reflect on the myriad accomplishments detailed in this edition of our newsletter, I am reminded of the tremendous dedication and effort each of you has contributed. Many of our successes began as mere ideas in casual conversations among our team or as hopeful items on wish lists. This transformation from concept to reality is a testament to your commitment and investment in our health center.

Since our last newsletter, we have not only envisioned improvement but have actualized it through cross-departmental collaborations and dedicated workgroups. Each achievement, though officially falling under the category of "additional duties," is fundamentally a result of your diligent effort to perform at the highest standard.

I want to extend my deepest gratitude for your unwavering dedication to your coworkers and our patients. Your collective efforts have led to significant milestones, including:

1. Publication of our First Annual Report
2. Awarded Small Ambulatory Grant Funding
3. Awarded the Tribal Cybersecurity Grant Program Funding
4. Implemented the Government Performance and Results Act (GPRA) to Monitor Performance
5. A Successful Visit from Christi A. Grimm, Inspector General, The Office of Inspector General (OIG)
6. New Carpet and Paint Across the Health Center
7. Completion of the ScriptPro Installation
8. Installation of Medical Grade Cabinetry

Looking ahead, we have several exciting projects on the horizon:

1. Water Heater and Boiler Replacement
2. Minor Remodeling of the Administration Office to Create More Offices
3. PRC Office Addition
4. HIM Remodel to Remove Hardcopy Records Shelving System
5. Patient Registration Desk Improvements to Enhance Privacy and Safety

We are also considering improvements in critical areas such as updating our Dental Department equipment and addressing the needs for our Audiology department, including equipment and space requirements.

Each of these achievements and upcoming projects is a step toward enhancing our service delivery and operational efficiency. I am eager for you to read more about these in the articles from our Directors and Managers, providing deeper insights into our growth, changes, and the challenges ahead.

In times of growth, we face many adjustments and gain new perspectives on what improvements are necessary. Perhaps, this is the momentum we needed to propel us forward. Let us continue to work together, embracing challenges as opportunities for further growth and success.

Best regards,

Karen Lucero

CEO



# Summer 2024 Newsletter

## MISSION

The mission of Isleta Health Services is to elevate the health status of Isleta tribal members, their families and community to the highest level possible by providing accessible, culturally sensitive, high quality preventive diagnostic, therapeutic, rehabilitative, and emergency services.

## VISION

Isleta Health Services will be the health care provider of choice for Isleta tribal members and their families by consistently performing at a superior level while providing quality health care, maintaining sound ethical standards, demonstrating cultural sensitivity and compassion for patients and their families, exhibiting respect for employees and all others, acting with fiscal accountability, and being a responsible, health-promoting entity within the community.

## SERVICES

- Audiology
- Behavioral Health
- Dental
- Diabetes Prevention Program
- EMS
- Lab
- Medical
- Optometry
- Pharmacy
- Physical Therapy
- Podiatry
- Purchased/Referred Care
- Wellness Center
- Public Health

## HOURS:

Monday:	8:00am to 4:30pm
Tuesday:	8:00am to 4:30pm
Wednesday:	8:00am to 4:30pm
Thursday:	10:00am to 4:30pm
Friday:	8:00am to 4:30pm



### Main Number:

505-869-3200

### Fax Number:

505-869-4584

### Mailing Address:

P.O. Box 580

Isleta, NM 87022

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Albuquerque, NM 87105

# Summer 2024 Newsletter

## Two Decades of Dedication: Dr. Nelson's 20th Anniversary at Isleta Health Center



This year marks a significant milestone at the Isleta Health Center as we celebrate Dr. Riley Nelson's 20th anniversary. Over two decades, Dr. Nelson has been a cornerstone of healthcare within our tribal community, serving as a primary care provider for many of our tribal members. Whether he's your regular doctor or you've seen him during a same-day appointment, his presence has been a constant source of comfort and care.

Having a dedicated physician like Dr. Nelson for 20 years is a rare and invaluable asset in any community, especially in tribal areas. His long-term commitment has not only ensured continuity of care but has also deepened the trust and relationships he has built with patients over the years. The patient-doctor relationship is crucial in healthcare, impacting patient satisfaction and outcomes, and Dr. Nelson has exemplified how personal commitment can enhance these dynamics.

Dr. Nelson's contributions extend beyond individual patient interactions. He has been instrumental in mentoring medical students, allowing them to shadow him and learn firsthand about the unique aspects of healthcare in a community clinic setting. This mentorship is vital for training the next generation of family practice doctors who will continue to serve and understand the specific needs of tribal communities.

His leadership was particularly pivotal during the pandemic, guiding both the Health Center's response and our community through unprecedented times with expertise and reassurance. As we faced challenges, Dr. Nelson's deep care for our community members' health and well-being were evident.

Looking to the future, Dr. Nelson is passionate about continuing his work and further enriching the lives of our community members and the employees of the Health Center. His ongoing dedication promises more years of reliable care.

We are incredibly fortunate to have Dr. Nelson as part of our team at Isleta Health Center, and we look forward to many more years of his service, guidance, and care. Here's to celebrating this remarkable 20-year journey and the many more to come. Thank you, Dr. Nelson, for your commitment and deep care for our community. Your impact is profound and lasting.

Karen Lucero

CEO



### Thinking About Quitting

Is this the year you are going to Quit Smoking?

Take this *1 on 1, 90 minute session* to increase your motivation to quit and learn some Tips and Tricks to help you do this!

Call Stephanie, Health Educator

@ 505-869-4479 to Sign Up

Isleta Health Center

# Summer 2024 Newsletter

## Health Center Executive Administrative Team

By: Natalie Salvador

The Isleta Health Center Executive Administrative Team has been working diligently toward accomplishing our team goals. The team's main goal is to implement the Accreditation Association for Ambulatory Health Care (AAHC) standards throughout our work, especially interactions with patients. The Administrative Team that leads this major effort include Natalie Salvador, Executive Assistant; Manager, Theresa Papuyo, Administrative Assistant; Melinda Lujan, Credentialing Specialist; Dominic Trujillo, Quality Improvement | Risk Management Coordinator; Jackson Francisco, Security Office, and Jose Romero, Security Officer. The Administrative team holds a high standard to achieve our goals. Each day my team directly contributes to the IHC mission, our tribal members and the community--we strive to deliver quality care in a safe environment. Team member's work closely with our patient care providers to assure patient satisfaction, we also directly communicate with the IHC patient population to address concerns or compliments, as well ensuring a welcoming environment for all to enjoy while receiving services.

The Administrative Team is passionate and always is ready for the next task assigned. Some reminders that we would like to offer our patients, their families and our community:

- If you would like a Tiwa Translator to assist while at IHC, ask Patient Registration. Our team members can offer assistance!
- If you are in need of a wheelchair while attending an appointment, ask Jackson or Jose, Security Officers. We are able to loan a wheelchair to help you while on the premises.
- If you would like to voice a "Job well-done" of our staff, ask for Dominic Trujillo, Quality Improvement/Risk Management Coordinator
- If you want to offer us suggestions of improvement, ask for Dominic Trujillo, Quality Improvement/Risk Management Coordinator. We welcomed your comments, as there is always room for improvement.
- If you want to schedule an appointment with Karen Lucero, CEO, call Natalie Salvador, Executive Assistant (505) 869-4487 and you will be offered a meet and greet.

We wish you, our patients, families and community a healthy and prosperous life. If you are in need of assistance contact, the Administrative Team (505) 869-3200 and we will connect you according to your needs.

- Natalie Salvador, Executive Assistant
- Theresa Papuyo, Administrative Assistant
- Melinda Lujan, Credentialing Specialist
- Dominic Trujillo, Quality Improvement | Risk Management Coordinator
- Jackson Francisco, Security Officer
- Jose Romero, Security Officer

# Summer 2024 Newsletter

## Ask a Doctor

By Dr. Ray Kelley

### It is normal to have low blood pressure?

Great question! Blood pressure measurements have 2 numbers – the top number is the systolic pressure, and the bottom number is the diastolic pressure. The goal for most people is about 120 to 130 systolic, and about 80 to 90 diastolic. Many people have a blood pressure lower than 120/80, and they are perfectly healthy. For example, children's blood pressures are supposed to be lower than adults' -- their goal blood pressures change with age. Adults with great cardiovascular fitness – like runners and swimmers – often have blood pressures below 120/80. It is common that people with certain health conditions such as cirrhosis have lower yet normal blood pressures.

### When is low blood pressure a problem?

Most of the time, low blood pressure is not a problem (see above). Lower blood pressure measurements are only a problem when the person is having symptoms. Someone could have a blood pressure of 110/70 and feel 100% normal – that's no problem! However, someone else could have a blood pressure of 110/70 and feel dizzy, light-headed, or sick – that's a problem! Sometimes low blood pressure is related to being sick, being dehydrated, or certain medications. If you or a loved one have symptoms alongside low blood pressure, get checked by a health professional.

## Sports Physicals

By Dr. Ray Kelley

It's sports physical season!

Summer is flying by, and soon parents and student athletes will need to complete their sports physical forms. Please contact IHC sooner rather than later to set up your appointment. We are saving a few appointment slots a week to get these done for our students, so we encourage you to take advantage of this and don't procrastinate until the last minute!

Sports physicals are an important part of preventing sports-related injuries and making sure our student athletes are able to participate fully in their seasons. We focus especially on the heart, bones, joints, and muscles at these visits. For tween and teen athletes, we also check in on topics like body image, nutrition, and emotional and mental health.

If your young ones are not playing sports this year, we would still love to see them! An annual check-up is a good idea for most kids. Not only does it teach them the habit of taking care of their health, it also is a good opportunity to check up on their physical growth curve, their emotional development, their vision and hearing, and make sure they are up-to-date with their childhood immunizations. Dr. Sapien, our pediatrician, is here every other week, and doctors Nelson, Pope, Kistin, and Kelley are family doctors also trained in pediatric primary care.

See you soon!

# Summer 2024 Newsletter

## Optometry Department

Dear parents or guardians,

Have you started your back to school check lists for your child or children before the school year? New notebooks, pens and pencils are important to prepare children for the upcoming school year but have you thought about an eye exam?

Children are constantly facing demands on their visual system at school with reading, seeing the board, and especially with the introduction of digital devices into the classroom. It is estimated that 1 in 4 children have vision problems that go undiagnosed. Improved or aided vision can drastically improve your child's ability to learn and excel. If correction is needed, not only will your child's learning improve but also all aspects of your child's everyday life.

Please call our Optometry office at Isleta Health Center to set up an eye exam appointment for your child/children at (505) 869-4080.



## Isleta Pueblo Health Center Offers Prenatal Care

By Dr. Anna Kistin, IHC Physician

If you are pregnant, or thinking about becoming pregnant, you can get your medical care at Isleta. If you find out you are pregnant, we encourage you to call for an appointment as soon as. Our doctors will manage your prenatal care through the majority of your pregnancy. Near the time of delivery, we transfer your care to providers at the hospital where you want to deliver. While prenatal care is different for everyone, you can expect to be seen at least once a month early in the pregnancy. Closer to the time of delivery, you will be seen more frequently. At your prenatal visits, your doctors will answer any questions and talk to you about recommendations regarding what to expect during your pregnancy, medication changes/recommendations, and other topics.

Typical prenatal care includes:

Labs

Ultrasounds (these will be ordered by your doctor and done at an outside facility)

Managing chronic medical conditions

Checking for medical conditions that can arise in pregnancy, like gestational diabetes or pre-eclampsia

If you are not yet pregnant, but are thinking about becoming pregnant, we encourage you to schedule an appointment to discuss your questions, make sure any medications you take are safe in pregnancy, and discuss prenatal vitamins. Remember! If you are planning to become pregnant, you should take a daily prenatal vitamin for at least one month before conception.

# Summer 2024 Newsletter

## Dental Department

Sandra Yalch, IHC Dental Manager

**Happy summer from the IHC Dental Team!!!**

Here in the dental clinic we are a growing team. We are finally fully staffed! We are happy to introduce our new dental assistant, Jalene Garcia. Our Dental team here at IHC consists of 2 full time dentists, 3 dental hygienist, 1 part time (Thursday and Fridays only), 5 dental assistants, 1 front desk clerk and 1 dental coordinator. This is the team waiting to see our community.

**Dentists – Improving lives, one smile at a time!**

**Dental hygienist – sweet enough to make you smile, skilled enough to protect it!**

We have recently seen an increase of patients, which have not been seen since COVID or longer. Now that we are fully staffed, it will be a lot easier for our community to get an appointment for your dental care. If you are having any discomfort or want to get back on track with your dental care, make an appointment TODAY! 505-869-4499

**Facts from the dental world:**

### **DID YOU KNOW?**

Just like other major diseases, prevention, early detection and treatment of oral diseases is important to stop any negative effects on the rest of your body.

### **DID YOU KNOW?**

Tooth decay (dental caries) is the most common health condition in the world, caused by unhealthy diets high in sugar as well as exposure to other risk factors.

**Smiles are contagious, so go forth and contaminate as many people as you can!**

**Be the reason someone smiles today!**

## HIM Department

Why is it important to update your information every time you visit the Isleta Clinic?

In order to ensure continued best quality of care for our patients, we are required to update patient demographics and insurance information on every visit.

Having the correct phone number will enable our medical team to communicate with our patients regarding test results, future appointments, referrals etc.

Things that we look for when updating our patient's information include:

Address and Phone numbers

Active Insurance coverage (effective and termination dates)

Policy holder information

Name Changes

When a patient's insurance is not properly updated during the patient interview, this creates additional work for the entire Revenue Cycle and may deny the clinic the opportunity to bill for services, receive reimbursements, and cause denials.

We ask that you bring your updated Insurance Card and update your information on your next Visit.

We are here to serve you.

# Summer 2024 Newsletter

## Community Engagement Initiative: Opioid Settlement Funds for Isleta Pueblo

The Pueblo of Isleta is embarking on an important journey to address the impact of the opioid crisis within our community. As recipients of opioid settlement funds, we have a unique opportunity to channel these resources into initiatives that can bring lasting, positive change. To ensure that these funds are used effectively and align with the needs of the community, we will be hosting several town hall meetings to gather your input.

The opioid crisis has affected communities across the nation, including Isleta Pueblo. Families have been torn apart, lives lost, and the ripple effects have touched all aspects of our society. The settlement funds are a form of restitution, offering a chance to heal, rebuild, treat, and prevent.

Our primary goal with these town hall meetings is to engage directly with community members. We believe that the best solutions come from those who are most affected. By listening to your voices, we can develop initiatives that are not only effective, but community-driven.

During the town hall meetings, we will cover several key topics, including:

1. Prevention Programs: How can we prevent opioid misuse in our community, especially among our youth?
2. Treatment and Recovery Services: What types of treatment and recovery services are most needed, and how can we make them accessible to everyone?
3. Support for Affected Families: What support systems can we establish for families dealing with the fallout of opioid addiction?
4. Education and Awareness: How can we raise awareness about the dangers of opioids and promote healthy, drug-free lifestyles?

We invite all community members to attend these town hall meetings. Your insights, experiences, and suggestions are invaluable. Together, we can create a comprehensive plan that reflects our collective wisdom and meets the unique needs of our community.

### Meeting Schedule

The town hall meetings will be held at various locations across Isleta Pueblo to ensure accessibility for all residents. Specific dates, times, and venues will be announced through the Pueblo of Isleta Newsletter, social media, and the electronic message board outside of IHC.

Let's work together to make our community a model of resilience and recovery. Your voice can help transform these settlement funds into a powerful force for positive change. Join us at the town hall meetings and be part of this crucial conversation.

Please contact Nancy Gonzales, IHC Public Health Director at (505) 869-4462 or [nancy.gonzales@islclinic.net](mailto:nancy.gonzales@islclinic.net) with any questions or for more information about the town hall meetings.

Nancy Gonzales, IHC Public Health Director

# Summer 2024 Newsletter

## Autism

By Dr. Hadley Pope

### What is Autism?

Autism is a developmental disability that usually appears in the first three years of life. Autism is a “spectrum disorder” meaning that it looks different in different people. In general, people with autism typically have severe difficulties with communication, behavior, and social relationships. According to the Centers for Disease Control, autism affects an estimated 1 in 36 children and 1 in 45 adults in the United States today.

### What are signs of autism in babies and toddlers?

In babies, signs of autism include limited eye contact and few or no big smiles or joyful, engaging expressions.

In toddlers, signs of autism include little or no babbling, not responding to their name, and little or no back and forth gestures (like pointing, reaching, or waving).

### What should I do if I am concerned my child has autism?

A big focus of early childhood medical appointments is make sure that babies and toddlers are meeting developmental milestones (skills such as taking a first step, smiling for the first time, and waving “bye bye”). As part of this, we screen for autism at children’s 18 or 24 month well child check. One of the most important things you can do to identify autism early is to make sure to bring your child to the clinic for regular well child checks.

If you are concerned that you child has autism, please make an appointment to talk with your provider.

### Where can I learn more about autism?

Learn more about autism at the following websites:

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

<https://nmautismsociety.org/>

<https://www.cdc.gov/autism/index.html>

## EMS Department

Greeting from Isleta EMS (AKA Isleta Ambulance),

A brief overview, Isleta EMS is a division of the Isleta Health Center/ Department of Public Health. We are currently working in conjunction with other departments of Public Health to include CHR and CHN to expand services we provide to the community members of Isleta. One project will be the re-implementation of the Community Medicine program, which will enable us to conduct home visits for those who are in need.

We along with other divisions of the Public Health Department are also participating in a much larger project with other Departments of POI to address various needs of the members of POI. Those Departments include Housing, Building and Design, Elder Center, Environmental, Fire Department, Public Works and others.

We have recently added new hires to our team here at EMS, 1 FT Paramedic, 3 PRN Paramedics, 1 Full time Intermediate. We have a few more positions to fill in order to be at full staff and will be conducting more interviews for the positions soon.

Our goal is to provide the best pre-hospital Emergency Medical Services possible.

It is a pleasure to serve the community of POI and it’s visitors.

Respectfully,

Peter Herrera NR Paramedic, Manager Isleta EMS

# Summer 2024 Newsletter

## Get out, Germs!

By: EmmaJean Damon, LPN, Community Health Nurse

Watch out! Germs are everywhere, from the surfaces we touch in our home, work, or school, to the things we use every day like our phones and toothbrushes. There are both “good” and “bad” germs. However, so many diseases and conditions can be spread and contracted because of the little microscopic microorganisms we call germs. The “bad” germs can come in the form of viruses, fungi, or protozoa. These germs are too tiny to see with just your eye, but they can be found just about anywhere.

In order to protect ourselves from germs, we need to follow 4 simple rules. 1) Washing your hands. Handwashing with soap is one of the best ways to stay healthy, according to the CDC. You should be washing your hands for at least 20-30 seconds, with soap and clean water. If you do not have soap or water available, make sure to use hand sanitizer that has at least 70% isopropyl/ethyl alcohol in it. 2) Covering your mouth and nose, when coughing or sneezing. Preferably use a tissue or piece of clothing to cough or sneeze into and not your hands. Also wear a mask when in public. 3) Clean surfaces prior and after using them. For example, wipe down a common lunch area before and after you eat your lunch. 4) Stay home if you're sick. This will help minimize the spread of germs and keep others healthy. By following all these rules, you can reduce the chance of you or your community getting sick.

## Managing Diabetes in the Heat

By: Isleta Diabetes Program

Kids out of school, vacations, get-togethers, family reunions. The summer season can throw off your routine, and possibly your diabetes management plan. Check your blood sugar more often to make sure it's in your target range no matter what the summer brings. It's especially important to recognize what low blood sugar feels like and treat it as soon as possible.

Warm-weather wisdom:

- Drink plenty of water—even if you're not thirsty—so you don't get dehydrated.
- Avoid alcohol and drinks with caffeine, like coffee, soda, and energy or sports drinks. They can lead to water loss and spike your blood sugar levels.
- Check your blood sugar before, during, and after you're active. You may need to change how much insulin you use.
- Wear loose-fitting, lightweight, light-colored clothing.
- Wear sunscreen and a hat when you're outside. Sunburn can raise your blood sugar levels.
- Don't go barefoot, even on the beach or at the pool.
- Use your air conditioner or go to an air-conditioned building or mall to stay cool. In very high heat, a room fan won't cool you enough.

### Too hot to handle

Know what else feels the heat? Diabetes medicines, supplies, and equipment.

Don't store insulin or oral diabetes medicine in direct sunlight or in a hot car. Check package information about how high temperatures can affect insulin and other medicines.

If you're traveling, keep insulin and other medicines in a cooler. Don't put insulin directly on ice or on a gel pack.

Heat can damage your blood sugar monitor, insulin pump, and other diabetes equipment. Don't leave them in a hot car, by a pod, in direct sunlight, or on the beach. The same goes for supplies such as test strips.

But don't let the summer heat stop you from taking your diabetes supplies with you when you're out and about. You'll need to be able to test your blood sugar and take steps if it's too high or too low. Just make sure to protect your diabetes gear from the heat.

# Summer 2024 Newsletter

## Isleta B'eeh K'oo-ee Wellness

Victoria Lema, Experiential Educator, 505-869-3200

Translated by: Larry Lucero, Isleta Social Services

Be-ee-nu, you ah nee nue.

Meem na kacha ai keem oowehen bai-ah eem weh ahn beh na thieu pien be mee ee weh dea hee ah weh pia who kee bah key thath yea take? Beechu hei aah wun eem behumnin bei ninah ee meh weh way you da veh him ai who vathudeen eem nap oh ahn. Youth a vah eem beh um nin w was kurche kam ootha arededee you na ware hi yum. Na kachawam heiah keem dai weh-heen ahwan da ee was kuden.

Beechu nak er wam.

Bai-ah ah na piu mee nu, bai ah wae ennn nu, eem na pee-ow wem bye va ah emm bee daeeth de hee he pei tunie fer bah peiweh khon feer. Yoon pien lauth na thur-de wae eeai fee whem hou-wheaty-wheaty die nin you tun che heem ai. Ee kheen num ai ba bai ah ahpee ee. Utha fee whey way wam ba thei fur un fer wam ban na tum wem keyveh na thieu na pien beh me.

Hou wheaty, wheaty are oome hee:

1. Ah peiwee un
2. Pei weh bah-hun ah ee un
3. Meem beh dai whei goweu ne bee ee un
4. War hi un pie wee un
5. Ka na kacha pee-na um
6. Ootha kana pee-na um bie ah uhn men shie him ai.

NA-KEETH WHEM.

WHITH TAUTH MEE WEH.

B'eeh K'oo-ee Wellness Center (BKWC) is excited to announce that we are now fully staffed! We invite you to our clinic for mental health therapy, substance abuse counseling, case management, peer support, and youth wellness programming. We offer therapy to individuals ages 14 and up, and are working diligently to find a way to sustainably offer counseling services to children. If you've been waiting to come see us, now is the time! The wait time for a new client appointment is minimal, and all you need to do to schedule your first appointment is to call us.

We also offer an after-hours phone line to IHC patients (you do not need to be a BKWC patient to use this line). If you're struggling with a mental health crisis, need to talk to someone after a hard day, or could use some help navigating a difficult situation with a loved one, please call (505) 869-5475 and press 1 for the after-hours line. Our BKWC staff will check in with you the next business day to offer additional support if needed.

We will be bringing back the Memorial Walk this year in October and helping with the Red Ribbon Run in September.

Call us at (505) 869-5475 to schedule an appointment. We look forward to working with you!



**Child Safety Seat Checks offered at the Isleta Health Center**

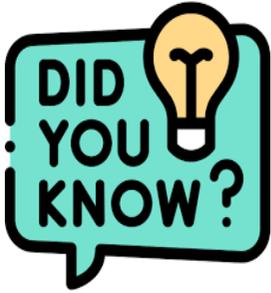
**Learn how to properly install your Child's Safety Seat**

**CALL 505-869-4479 to Schedule an Appointment.**

***Child and Car Seat must be Present.***

# Summer 2024 Newsletter

## PRC Department



**Did you know if you are over income and do not qualify for Medicaid, your child may still qualify for Medicaid?**

There are certain categories within Medicaid for both Adults and Children. The Federal Poverty Levels (FPL) are different for Adults and Children, with children having a higher FPL.

**Did you know that if your child is between the ages of 0-6 they do not have to renew for Medicaid?** New Mexico has received federal approval to extend continuous health insurance coverage to children from birth to six. As of January 1, 2024, this expansion no longer requires annual renewals, ensuring uninterrupted health care services.

**Did you know that if you do not have insurance you will still have to come and see our Benefits coordinator to apply for Alternate Resources for PRC?** If you are PRC eligible and do not have insurance, you must apply for alternate resources. If you are denied, you must see our Benefits coordinator to sign an ineligible screening document. This document is proof for the PRC department that you were denied in order for PRC to pick up as primary insurance.

**Did you know even though you are denied for Medicaid there are other resources available that you can apply for to get either no cost or low cost insurance?** You can apply with BeWell to see if you qualify for no, or low cost insurance. Please call or see our Benefits Coordinator for more details, Theresa Bridge, Benefits Coordinator (505)869-4469.

## Pharmacy Update

Pharmacy now has an updated computer system that entails the following:

- A new refill line with a new phone number: **505-869-4591**
- A new **text messaging** system –Patients may sign up to receive text alerts when their medications are ready for pick-up. Patients may sign up to receive text alerts by speaking to a member of the Pharmacy Staff. A message will be sent out on day 1, day 4 and day 6, which is the final reminder to pick up your medication(s) prior to returning them back to stock. Patient will still need to request refills by either calling the pharmacy refill line (505-869-4591) or using the Refill Pro App (see below).
- A new App (**Refill Pro**) is available for patients to request medication refills. This App can be downloaded from the QR code provided below or from the App store on your mobile device. Once installed please enter the phone number 505-869-3200 in order to locate Isleta Health Care Center Pharmacy.
  - ⇒ Medication(s) can be requested by scanning bar codes on your prescription bottle(s) filled at Isleta Health Center Pharmacy, or by entering the 7-digit prescription number located on the prescription label (if there is a letter at the end of the prescription number, this does not need to be entered).
  - ⇒ To request refills, please follow all prompts until you are prompted to return to the App home screen to make sure that the refill was requested, and sent to the pharmacy.
  - ⇒ **ONLY** medication(s) filled at Isleta Pharmacy may be ordered via the App.



- **Electronic Prescriptions** may now be sent to Isleta Health Care Center Pharmacy from any outside provider. If being seen at an outside facility, please inform them that Isleta Health Care Center Pharmacy is now E-Script Capable.

# Summer 2024 Newsletter

## Isleta Health Center New Employees



Amanda DeLong is a new Certified Medical Assistant here at IHC Medical. She brings 16 years of experience as a Medical Assistant to us. She enjoys hunting and fishing. We are excited to have her as part of our team!



Suzannah is our new Laboratory Assistant. She has 5 years' experience as a lab tech/phlebotomist. Suzannah loves her 4 year old daughter and enjoys her family time. Welcome Suzannah!



Hi, my name is Paul D. Phillip. I'm a Licensed Mental Health Counselor, originally from Shiprock, NM and fluent in the Navajo language. I'm the new Substance Abuse Counselor with Behavioral Health. I'm looking forward to serving the community of Isleta Pueblo and its members. Thank you for



My name is Theresa Ortiz, LCSW, and I am a Clinical Therapist with the B'eeh-Koo-ee Wellness Center. With a deep passion for mental health, I believe that the integration of body, mind, and spirit is crucial for achieving overall well-being. I hope to inspire others to recognize the essential role that mental well-being plays in overall health and to foster a more understanding and supportive environment for those facing mental health challenges and to reduce stigma in the community.



Hello, my name is Theresa Romero. I was born and raised in Albuquerque. I have had the pleasure to work in the healthcare field for just a little over 10 years. Thank you for giving me the opportunity to help here at Isleta Health Care Clinic. In the short amount of time being here, I have met some wonderful people that I am pleased to call colleagues and new friends. Please feel free to stop in and say "Hello"!

I am Andrena Martin, I have recently returned to the PRC (Purchase Referred Care) dept. as Accounts Payable Clerk. I am glad to be back here within our community to help assist our patients and community. Theresa Romero left, Andrena Martin right

My name is Iris Lujan. I'm from the Pueblo of Isleta and will be working as one of the new Patients Registration Clerks. I'm excited for the opportunity to service my community and looking forward to helping you with the check-in process on your next visit to our clinic.



My name is Yvonne Passino. I will be working as a Patient Registration Clerk. I currently live in Los Lunas but originally from the Taos area. I have previously worked in a healthcare clinic and look forward using my experience to provide you with great service.

hello

# Summer 2024 Newsletter

## Isleta Health Center New Employees



Hello. My name is Tina Jajola, certified prevention specialist. I am the new prevention coordinator at the B'eeh-K'oo-ee Wellness Center. I'm excited to be in the Pueblo of Isleta to work with youth and the community to provide prevention services.

My name is Brandy Shinnick and I am very eager to be working back at Isleta! My Tribe is Kenaitze and I have a Master's Degree in Social Work and two Bachelor's Degrees, one in psychology and the other in Criminal Justice/Political Science. My license is LSAA and I have 19 years of experience working the helping profession. I look forward to serving your community again for many years to come!



My name is Eashudee and I'm from tui. I'm a dog mom to Bien and Missy and I enjoy working with our youth. I am thankful to be given the opportunity to work with them through prevention programming. If you have any questions about the Isleta Youth Wellness Program please don't hesitate to reach out. Herkhem!



Greetings! I recently joined the Purchase Referred Care Team as PRC Clerk with relative experience in medical. I've had the pleasure of meeting some of you already and I look forward to collaborating with you all. You may call me KC. Herkem.



Hello, My name is Amanda. I was born and raised in Albuquerque NM. I have been in the medical industry for over 20 years and am excited to join the family environment at the Isleta Health Center. I am excited to be part of the PRC team and be able to aide patients in getting the care they need to live long health lives. In my spare time I love to spend time with my family and 7 dogs, gardening and spending time in the mountains off-roading, hiking and fishing!



Clarice Honahnie - Comes to us with six years of experience as a CHR Health Educator for the Pueblo of Santa Clara and five years of experience as a Case Manager working with the Homeless population.



Michelle Venezia - Comes to us with a two years of experience in Respiratory Therapy and twenty years Administration Accounting.



Desirae Salvador - Comes to us with four years of experience as a CMA and CNA at a long term living facility.



# Summer 2024 Newsletter

## Isleta Health Center New Employees



Juan Fietcher  
Facilities Supervisor



Jackson Francisco  
Security Officer



Andrena Martin  
PRC AP Clerk



Edward Nieto  
EMT Paramedic



Jalene Garcia  
Dental Assistant



Francine Reid



Jose Romero  
Security Officer



Shelby Francisco  
Administrative Support Assistant



Kevin Padilla  
Custodian



Sixto Lopez  
EMT Paramedic

### New Employees,

**Sixto Lopez**, is a Paramedic who worked in the Albuquerque system with AAS for 6 years. Sixto has been on board with Isleta for 6 months and enjoys serving the community of Isleta.

**Samantha Demko** is an EMT Intermediate who has worked for AMR and Presbyterian Hospital. Samantha has been employed with Isleta as a PRN employee and more recently a Full time employee for a total time of 1 year and 3 months. Samantha also has enjoyed working and serving the community of Isleta.

**Hunter Green-Tobin** is a PRN Paramedic, Hunter comes from Albuquerque Ambulance where he still works full time. Hunter is learning about Isleta and enjoys serving the community.

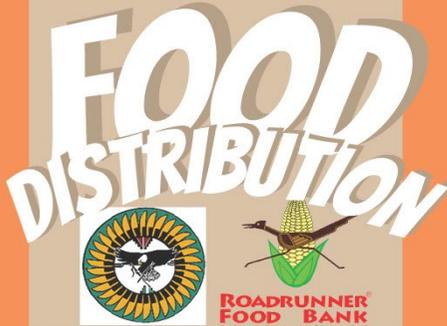
**Daniel Castro** is a PRN Intermediate who worked previously as Full time intermediate and served as the manager of Isleta EMS. Daniel is currently the EMS Director for Santo Domingo EMS and is happy to serve the community of Isleta.

hello

## PUEBLO OF ISLETA HEALTH CENTER

Road Runner Food Distribution  
First Friday of Every Month  
Friday, 8/2/2024 9am-11am  
Friday, 9/6/2024 9am-11am  
Friday, 10/4/2024 9am-11am  
Chical Reception Hall  
#191 Tribal Road 2

Distribution will start promptly at 9am  
Doors will open promptly at 9am  
No Exceptions  
Any questions please call CHR 505-869-4485



## Call For Recipes!



Isleta Health Center is going to create an **Isleta community cookbook**. We are looking for recipes to add to the cookbook. You can submit recipes for a variety of categories, including:

- **Appetizers**
- **Beverages:** hot or cold, seasonal or year-round
- **Desserts:** fruit-based, pies, cakes, cookies, etc.
- **Egg dishes**
- **Grains:** breads, rice, pasta, oats, tortillas, etc.
- **Meats:** beef, bison, elk, lamb, poultry, seafood, venison, etc.
- **Salads:** vegetable, fruit, potato, etc.
- **Sauces, condiments, and spreads**
- **Side dishes:** vegetables, beans, grains, etc.
- **Snacks**

If you are interested in submitting a recipe, you can:

- Drop a paper copy off at the health center's patient registration desk.
- Email the dietitian, Karen Roop, at [Karen.Roop@islclinic.net](mailto:Karen.Roop@islclinic.net).

The due date for recipes is  
10/31/24

If you have any questions, you can call Karen Roop at (505) 869-4093.

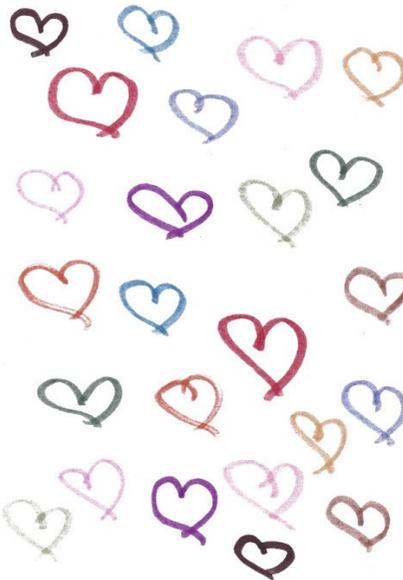
# GET ACTIVE TODAY



AT THE IHC  
DIABETES  
PREVENTION  
PROGRAM  
WELLNESS  
CENTER

Monday-Friday  
6am-3pm. Contact  
to schedule  
sessions and get  
more info about  
home visits.

[Bobby.tharpe@islclinic.net](mailto:Bobby.tharpe@islclinic.net) (505) 869-4081



Dear: Karen

Thank you so much for all your help. My A1C Dropped from 11.00 to 6.9.

god bless you  
Karen.



### Isleta Health Center Quarterly Newsletter

The Isleta Health Center has been disseminating Quarterly Newsletters with information on our programs and services, as well as, other informative health education information. These articles can be found at the below locations and also on our website:

Isleta Health Center Building  
Isleta Diabetes Program  
Isleta Physical Therapy  
Disseminated throughout the different Pueblo of Isleta Programs  
Can also be accessed on the <https://islclinic.com/>

If you have any questions, please contact, Stephanie Barela at  
(505) 869-4479 or Email: [Stephanie.Barela@islclinic.net](mailto:Stephanie.Barela@islclinic.net).

