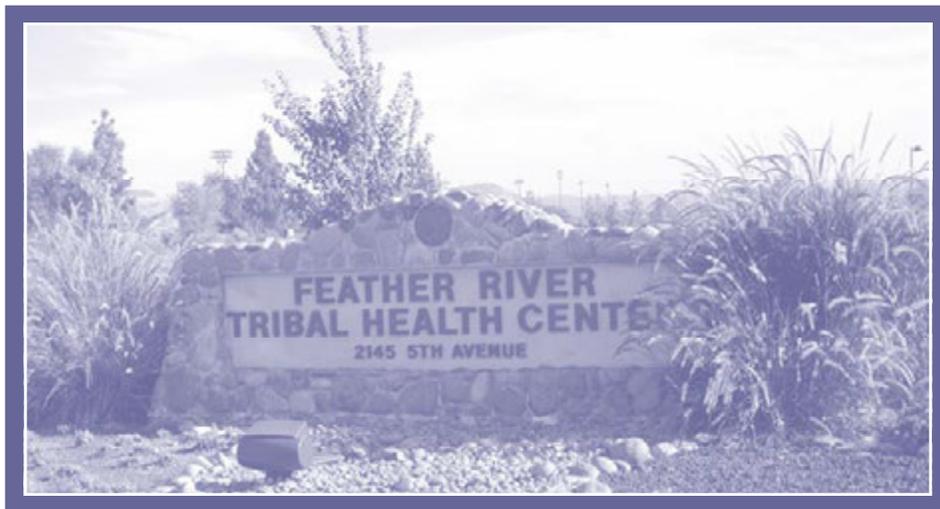




Feather River Tribal Health, Inc.

Patient Handbook



**Dedicated to the spirit of the Native American people
past, present, and future and to all people served by**

Feather River Tribal Health, Inc.

**FEATHER RIVER TRIBAL HEALTH, INC.
PATIENT HANDBOOK**

TABLE OF CONTENTS

TABLE OF CONTENTS.....	1
HISTORY OF THE MAIDU INDIANS	2
HISTORY OF FEATHER RIVER TRIBAL HEALTH PAST TO PRESENT	3
CLINIC LOCATIONS.....	5
AGENCY MISSION STATEMENT AND VISION FOR SERVICES.....	6
QUALITY OF SERVICES.....	6
SERVICES AND SPECIAL PROJECTS	7
WHO IS ELIGIBLE FOR SERVICES?	9
HOW TO REGISTER.....	9
American Indians/Alaska Natives:	9
Non-Indians:	9
HOW TO MAKE AN APPOINTMENT	10
What To Bring To Your Appointment.....	10
Arrival For Appointments	10
Late Arrivals And Missed Appointments	10
Walk-In Appointments.....	10
Pharmacy - CHS – Oroville & Yuba City.....	11
Medication Refills – All Patients.....	11
Service/Companion Animals.....	11
FEES AND PAYMENT POLICIES	12
Additional Charges for Services	12
LAB SERVICES.....	13
ALTERNATIVE PAYMENT METHODS.....	13
CONTRACT HEALTH SERVICES (CHS)	13
TRANSPORTATION	14
ADVANCED DIRECTIVES	14
PATIENT RIGHTS AND RESPONSIBILITIES	15
Patient Rights	15
Patient Responsibilities.....	16
FAMILY PLANNING PATIENT RIGHTS	17
REPRODUCTIVE RIGHTS FOR MINORS	17
MANDATED REPORTING REQUIREMENTS	17
TRADITIONAL HEALTH POLICY	18
ACCREDITATION	18
CORPORATE COMPLIANCE/MEDICARE COMPLIANCE POLICY	19
PATIENT CONFIDENTIALITY/HIPAA.....	19
PROVIDER CREDENTIALING	19
COMPLAINT/GRIEVANCE PROCESS.....	20
PATIENT SUGGESTIONS/SATISFACTION	20
ANNUAL CORPORATE REPORT	20
FIRTH ON THE WEB	20

HISTORY OF THE MAIDU INDIANS

Oroville, California is part of the ancestral home of the Maidu people. For more than two thousand years, the Maidu people have lived in this area. Traditional Maidu boundaries begin in the north with Mount Lassen and Honey Lake, stretch westward to the Sacramento River, reach south to the American River; and climb east to the crest of the Sierra Nevada Mountains.

Ancestors of the Maidu people lived a peaceful existence; with the land offering them all they needed for good health, prosperity, and a comfortable lifestyle. There was fresh, clear water, and an abundance of wildlife and plants for food, clothing and tools. They planted seeds and bulbs for food and other purposes, and had a great knowledge of botanical medicines. Their homes were made out of slabs of cedar bark, and they communicated with other tribes for socializing, ceremonies, and trade.

When gold was discovered in 1848, the Maidu homelands were destroyed and taken away. Through epidemics brought to them by the colonizers, and by bounties placed on their lives by the government, the Maidu population dropped from 10,000 to 330 individuals in a matter of three decades. During the 1860s, they were rounded up and forcibly marched to a reservation in Mendocino County. Well into the 1900's, Maidu children were taken from their homes and placed in government boarding schools where they were punished for speaking their native language or practicing their traditions. Treaties, guaranteeing land and services, were not upheld.

The descendents of these people are strong and resilient. They have weathered their physical conquest, epidemic diseases, poverty, and loss of land and family. The Maidu of today walks on two roads. One is the road of modern society with all its technology and scientific advances. The other road is the living history and rich traditions of a people with an ancient legacy that still serves to guide and strengthen them for their role in present-day society. Today, there are nearly 2,000 Maidu people belonging to the Berry Creek, Enterprise and Mooretown Rancherias. With pride and respect, they welcome you to their tribal health clinic and their vision of quality health care for all those who use clinic services.



HISTORY OF FEATHER RIVER TRIBAL HEALTH PAST TO PRESENT

The road to the current organization of Feather River Tribal Health, Inc. has been a long journey that started many years ago.

Originally, the organization was known as Northern Valley Indian Health. It was formed in October, 1971 and served 6 counties. Later added 2 additional counties were added to their service area. The original counties were: Butte, Colusa, Glenn, Plumas, Sutter, Tehama, Yolo, and Yuba. A local dentist and doctor donated their services to provide healthcare to the local Native American people. At one time medical services were provided to patients from a mobile van.

In March 1981, the departments were able to come under one roof at a new location on Montgomery Street. The main facility was located in Oroville with satellites in Greenville, Willows, and Woodland. Services provided included Medical, Dental, Outreach, and Behavioral Health Service. The original Rancherias that sponsored Northern Valley Indian Health included: Grindstone, Colusa, Cortina, Rumsey, Berry Creek, and Mooretown.



In 1993, the organization covered eight counties. The service area was large and many of the Native American people utilizing Northern Valley Indian Health's services did not have representation on the Board of Directors. Through a unique contracting process with the Indian Health Service, an agency of the U.S. Public Health Service, Berry Creek, and Mooretown Rancherias separated from Northern Valley Indian Health and formed the Berry Creek/Mooretown Tribal Health Organization on September 30, 1993. The organization was sanctioned and operated under a joint powers agreement signed by each of the Tribes. This organization had three representatives from each Tribe sit on the Board for a total of six directors. The facility was located in Oroville. There were approximately 25 employees at that time. In 1995, a second facility was opened in Yuba City. Both facilities provided Medical, Dental, Behavioral Health, Outreach, and patient transportation services. Over the years, additional services have been added. On May 5, 1997, Enterprise Rancheria joined Berry Creek and Mooretown Rancherias as a third member of the joint powers agency.

As the organization has grown and progressed, it became necessary to update the agency's overall structure to make it competitive and operate as a healthcare business providing services to Native Americans. On November 19, 1999, the agency became a non-profit corporation. The Board of Directors is now comprised of nine members and three alternates. Each Tribe appoints three members and an alternate to serve on the Board. The Board of Directors operates under the Bylaws of the Corporation, which provides policy direction and oversight of all operations of the organization. The corporation received non-profit status from the Internal Revenue Service in June of 2000. In 2002, the Oroville site moved to the Fifth Avenue location, which provided 38,000 square feet to house services.

Not only does FRTH serve the Native American patients that were the original visionaries for this program, but is also open to all the community to serve their healthcare needs. FRTH continues to grow. A 10,000 square foot addition was completed in September 2008. With the new expansion it now stands at 21 medical exam rooms, 11 dental operatories, additional offices, an exercise room, massage therapy room, 3 conference rooms, and on-site storage. The facility today provides state-of-the-art health care in a seamless environment.

As FRTH continues its progression into the future, Feather River Tribal Health, Inc. became the 101st Indian program in the United States to become a Title V-Self Governance program through Indian Health Service on September 30, 2011. Compacting is a big deal.

FEATHER RIVER TRIBAL HEALTH, INC.
PATIENT HANDBOOK

In 1995, a satellite facility, located in Yuba City, has housed a small program serving Native American patients offering Medical, Behavioral, Outreach and Transportation services. Over the years, the 3,800 square foot location became too small to meet the needs of the patients served.

In September 2011, Feather River Tribal Health purchased a 7,100 square foot medical facility in order to expand the level of care provide to the Yuba-Sutter Community. The facility was completed in early January 2013, and it opened for services on January 22, 2013. The facility includes 14 exam rooms, 2 behavioral health offices, and a conference room.

CLINIC LOCATIONS



FEATHER RIVER TRIBAL HEALTH, INC.

OROVILLE CLINIC

2145 5th Avenue
Oroville, CA 95965
(530) 534-5394

Automated Direct Dial (530) 532-6811

Services Provided:

- Medical & specialty services
- Dental
- Behavioral Health
- Outreach
- Family Resource Center
- Domestic Violence services
- Pharmacy
- Nutrition Education
- Diabetes Education
- Health Education
- Lab - through Quest Diagnostics
- Tele-medicine
- Fitness/Wellness Program
- Massage/Acupuncture

FEATHER RIVER TRIBAL HEALTH, INC.

YUBA CITY CLINIC

555 West Onstott Road
Yuba City, CA 95993
(530) 751-8454

Services Provided:

- Medical & specialty services
- Pediatrics
- Behavioral Health
- Outreach
- Nutrition
- Diabetes Education
- Health Education
- Tele-Medicine



AGENCY MISSION STATEMENT AND VISION FOR SERVICES

The Board of Directors of Feather River Tribal Health, Inc. (FRTH) has established the following mission statement:



Our mission is to elevate the health status of the American Indian people in our service area and all people in our communities to the highest level possible through a comprehensive system of preventive and therapeutic services.

Our mission is to provide a broad range of culturally sensitive personal and public health services, which will serve to meet our goal.

To carry out this mission, the Feather River Tribal Health, Inc.:

- 1) Derives guidance and direction from the direct involvement of the communities served. Community needs and objectives, identified by the communities through their health board members and community meetings, reflect community values and cultural awareness, which form the basic foundation for the provision of all services.
- 2) Provides health promotion and disease prevention services through education in established clinic facilities and/or satellite clinics and outreach programs.
- 3) Provides a wide range of health services – by evaluating, educating, and providing intervention/treatment to individuals and families.
- 4) Restores the individual and/or family to the most complete state of physical, mental, and social well-being.
- 5) Promotes community health goals, programs, and activities that will assist in recognition, prevention and treatment of community health problems.

The Board of Directors has a clear vision of their responsibility and duty to the American Indian patients they serve:

“Our vision is to provide innovative, high quality health care to all American Indians in our service area, as defined by the Board of Directors. Our services will be provided in such a manner as to be fully seamless: available, accessible, acceptable, and coordinated to promote wellness and prevention of disease and injury.”

QUALITY OF SERVICES

FRTH operates as a licensed California Community Clinic and is accredited by AAAHC. In all our services we strive to meet or exceed the national standards of healthcare. We have set high standards of care, which are continuously monitored.

The Federal Torts Claim Act covers FRTH activities. FRTH also provides wrap-around coverage for its providers.

SERVICES AND SPECIAL PROJECTS

Both the Oroville and Yuba City clinics offer a variety of primary health care services by appointment. The goal of these services is prevention and treatment of illness. Health maintenance activities are also a focus and include: diabetes and hypertension education and treatment; physical examinations; immunizations; and well child care.



MEDICAL SERVICES: The Medical Department at Feather River Tribal Health recognizes the strengths of two professional bodies, Medical and Nursing. In a collaborative team model, the two departments deliver patient care. Our Medical staff is comprised of physicians and mid-level providers, such as Physician Assistants and Nurse Practitioners, who deliver primary care and Family Practice services. Many of the providers have sub-specialties, which include Pediatrics, Women's Health, Massage Therapy, Acupuncture, Podiatry, and Internal Medicine. Pharmacy services are available on a limited basis (Native American patients who qualify for CHS).



ANCILLARY STAFF & SERVICES: Our Nursing Staff is comprised of RNs, LVNs, and Medical Assistants who have expertise in a variety of areas. We have Screening Nurses available on a daily basis to assist patients with their medical problems and concerns. We utilize case management services for diabetic and pain management patients.

We have a Registered Dietitian who is a Certified Diabetes Educator. Together with the Medical providers and Nursing staff, they comprise our Nutrition & Diabetes Education program. Our Diabetic program has been recognized by the **IHS Integrated Diabetes Education and Care Recognition Program**. We are certified through the American Association of Diabetes Educators.

A fitness/wellness program has been established to assist patients in achieving improved health status.



DENTAL SERVICES: The Dental Department is proud to have a well established team of highly-skilled and professional Dentists lending their knowledge to better serve our patients needs. In Dental we offer comprehensive care which includes preventive, diagnostic and restorative services as well as crown, bridge, and dentures. We are proud of our active sealant program and have introduced fluoride varnish. Dental offers Nitrous Oxide to our patients. Services are available by appointment. Oral sedation is available for eligible Native American patients. Our ancillary dental staff includes Registered Dental Assistants.



BEHAVIORAL HEALTH SERVICES: Psychiatrists, licensed clinical social workers, and substance abuse counselors are available by appointment to assist children, adults, and families with important mental health and life issues. Tele-psychiatry, men's recovery, anger management, and smoking cessation groups are offered. Special projects for prevention of violence and sexual assault against women, and mental health issues facing Indian children and their families are offered as well as traditional healing and cultural activities. Parenting classes, family activities, and other supportive services for the community are also offered through BHS.



PHARMACY: Pharmacy services are available to eligible Contract Health Service patients at both the Oroville and Yuba City facilities. Patients must provide a medication resource at the time they pick-up medication(s), if applicable.

FEATHER RIVER TRIBAL HEALTH, INC.
PATIENT HANDBOOK



TRANSPORTATION: Transportation will be provided on a limited basis to verified Indians only. The individual must be a registered active user of agency services.



SENIOR NUTRITION PROGRAM: A nutritional and socialization program for eligible Native American elders in the community is available at the Oroville site on a limited basis. For eligibility criteria please contact Outreach.



OUTREACH SERVICES: The emphasis of Outreach Services is on health promotion and disease prevention through community-based activities and in-house services. This is accomplished by public health nursing and community health representatives (CHRs). Health and safety education, health monitoring, and advocacy services are among the many services provided by the Outreach Department. We participate in the ***Shots for Tots*** and ***CAIR*** immunization programs.

Outreach assists patients with registration; eligibility for Contract Health Services; and patients needing assistance in establishing resources.

WHO IS ELIGIBLE FOR SERVICES?

All American Indians/Alaska Natives from federally recognized tribes throughout the U.S., verified through Bureau of Indian Affairs (BIA), or a tribe that is native to California are eligible for direct services. Direct services include all services provided by FRTH that are available on-site, unless otherwise noted. For more information regarding direct services, please contact the Outreach Department.

Non-Indians and members of an Indian household may be registered and are eligible for most services, but are required to pay for services with private insurance, Medi-Cal, or, if eligible, based on a low income sliding fee scale. Payment or co-pays are due at the time of service.

HOW TO REGISTER

All new patients must come in to register and must bring picture identification and proof of insurance. A “**Consent to Treat a Minor**” is required, if applicable. A registration appointment is not necessary.

All new patients must register to become eligible for services. Patients must register prior to being seen for their first appointment. Call Registration in the Outreach Department at (530) 534-5394 x228 for registration information.

All patient forms must be completed prior to being seen as a patient. Failure to complete forms prior to appointment could keep the patient from being seen. If you need assistance with forms, please contact the Outreach Department.

AMERICAN INDIANS/ALASKA NATIVES:

To register as an American Indian/Alaska Native eligible for direct services, you will need to provide official documentation of your Native heritage.

- ▶▶ A Bureau of Indian Affairs (BIA) card, a CDIB (Certificate of Degree of Indian Blood) issued by the Bureau of Indian Affairs or a Tribal card or certification from a Federally Recognized Tribe attesting that the applicant is an Indian from a Federally Recognized Tribe or a Descendant of a verified Native American with supporting documentation.
 - ▶ Roll numbers are not acceptable by themselves, as the numbers must be listed on an official document and will be verified.
 - ▶ Certified birth, marriage, divorce, and/or death certificates are required to show linkage for descendency.
- ▶▶ Picture identification,
- ▶▶ Proof of any health insurances, including but not limited to Medi-Cal or Medicare card, CMSP, Prescription cards, Dental insurance cards,
- ▶▶ Other consents and authorizations may be required.
- ▶▶ FRTH is not an HMO provider, except as it applies to contract health service (CHS).

NON-INDIANS:

Non-Indians are required to provide:

- ▶▶ Picture identification,
- ▶▶ Proof of any health insurances, including but not limited to Medi-Cal or Medicare card, CMSP, Prescription cards, Dental insurance cards,
- ▶▶ Other consents and authorizations may be required. FRTH is not an HMO provider.

HOW TO MAKE AN APPOINTMENT



All new patients must register prior to being seen for an appointment – please see **HOW TO REGISTER** on page 9. If you are already registered, call for an appointment at the clinic location you choose. If you have not been seen by an FRTH provider within the past three (3) years, you will be required to re-register.

Some patients register for limited access to FRTH services. Notation of such restrictions is documented in the patient's registration record.

WHAT TO BRING TO YOUR APPOINTMENT

You will need to bring any insurance cards you have – Medicare, Medi-Cal, CMSP, private medical, prescription and dental insurance or medical, dental and prescription insurance coverage from your employer and present them at time of visit. **ALL** patients must check-in at the department where they have an appointment.

At the time of your appointment, please bring a list of medications you are taking, or bring the medications with you. The receptionist making your appointment will inform you of any records or information you need to bring for your appointment. When bringing children in for immunizations, always bring their immunization record with you.

Children under 18 **MUST** be accompanied by a parent or legal guardian at every appointment (paperwork for guardians must be on file). Remember, **ALL** insurance cards must be presented at **EVERY** appointment. A parent or legal guardian is required to accompany children under 18 throughout the appointment.

ARRIVAL FOR APPOINTMENTS

All patients must check in at the front desk of the department where they have an appointment to verify/update patient information (address, contact numbers and insurance).

For your first visit, please plan to arrive 30 minutes prior to your scheduled appointment. This will allow us to prepare your record and collect other required information from you. For subsequent visits, please arrive 15 minutes prior to your scheduled appointment. Scheduled appointments will not be made in any department until the registration process is complete.

LATE ARRIVALS AND MISSED APPOINTMENTS



It is the patient's responsibility to keep track of their appointments. If you are unable to keep an appointment, please call 24 hours in advance. Late arrivals may need to be rescheduled. Some departments have missed appointment policies that can restrict further appointment scheduling.

WALK-IN APPOINTMENTS

Feather River Tribal Health is not a walk-in facility. Patients without a scheduled appointment may need to be scheduled at a later time depending on the urgency of their condition and/or the availability of health care providers. Patients needing immediate urgent care may be referred to a local emergency room.

**FEATHER RIVER TRIBAL HEALTH, INC.
PATIENT HANDBOOK**

PHARMACY - CHS – OROVILLE & YUBA CITY

Feather River Tribal Health offers pharmacy services for contract health service (CHS) patients. Initial prescriptions can normally be filled same day. If a medication is not available the patient may be directed to an outside pharmacy for filling of the prescription.

Medications filled through the FRTTH pharmacy are available for CHS patients to pick up at the Oroville facility only. Delivery of medications for CHS patients to the Yuba City facility is a courtesy. Patients should not rely on delivery of medications on a routine basis or at a set time.

FRTTH adopted use of a drug formulary for CHS patients in 2004. CHS will only cover non-generic medications under special circumstances. Patients requesting non-generic medications should discuss the issue with their provider.

MEDICATION REFILLS – ALL PATIENTS

In order to obtain medication refills in a timely manner, we ask that you:

1. Call your pharmacy for any refill requests.
2. Call 2 – 3 business days before you run out.
3. If your refill request is denied, our office will call you.

FRTTH does not routinely provide samples and patients should not rely on samples as a refill option.

SERVICE/COMPANION ANIMALS

FRTTH will make reasonable accommodations for patients with service animals and companion animals and, in doing so, will not compromise the health or safety of patients and staff by the presence of an animal inside a FRTTH facility. For more information, please refer to the “**Service/Companion Animals**” policy.

FEEES AND PAYMENT POLICIES



FIRTH Fiscal policy requires that the fee schedule and sliding fee scale are reviewed annually to ensure that they are accurate and appropriate. All fees for agency services are due and payable at the time of service, including share of cost and co-pays. Agency services to verified Native Americans are to be provided free of charge.

The agency will bill all verified third party insurance coverage. Patients with insurance, Medi-Cal, CMSP, or Medicare will not be billed for the portion covered by these insurances until insurance payment is received and found to be deficient.

FIRTH accepts ATM, Visa, and MasterCard. This service is available in Medical, Dental, BHS, as well as in Billing.

The patient is responsible for their share of cost portion or co-payment at the time of service. The patient is also responsible for any charges not paid by their insurance. Please be aware that fees paid by the patient at the time of service may not include all billable items. The patient will be responsible for the difference.

- ▶▶ FIRTH does not act as an HMO for any insurance programs. Patients need to be aware that if their insurance resource is an HMO, FIRTH will not be able to bill for the service and the patient will be required to pay cash at the time of service. FIRTH also does not participate in discount programs.
- ▶▶ FIRTH does not have a Dental lab for the provision of Dental services on-site. Any lab fees required for Dental will need to be paid by the patient prior to delivery and installation on any dental appliances.
- ▶▶ Delinquent accounts older than 90 days from the last date of service will be sent to an outside collection agency for possible legal action.

If you have questions regarding fees and payment policies, you can contact the Billing department at (530) 534-5394.

ADDITIONAL CHARGES FOR SERVICES

There may be an additional charge for services provided in the facility, which are not identified as “in-house”. They include, but are not limited to:

- ▶▶ Lab services - all Medical and Dental lab fees must be paid in advance, if applicable.
- ▶▶ Massage & Acupuncture therapy
- ▶▶ Podiatrist
- ▶▶ Nutritionist
- ▶▶ Fitness/Wellness program
- ▶▶ Anger Management
- ▶▶ Smoking Cessation
- ▶▶ Parenting Classes
- ▶▶ Pain Management

FEATHER RIVER TRIBAL HEALTH, INC.
PATIENT HANDBOOK

LAB SERVICES

FIRTH offers patients the ability to pay Council of Community Clinics (CCC) pricing for lab services at Quest Diagnostics. To receive this discounted rate at a Quest Diagnostics lab:

- ▶ Take lab slip to Medical reception for calculation of fees for the tests to be run.
- ▶ Bring lab slip and fee total to the Billing Department for payment – staff will indicate on your lab slip that the lab fees are pre-paid.
- ▶ Go to Quest Diagnostics for the lab tests and present the lab slip with proof of pre-payment.
- ▶ Must be ordered by an FIRTH provider in order to be eligible for the CCC pricing.

ALTERNATIVE PAYMENT METHODS

FIRTH Fiscal Department has information available on various alternative payment methods, including:



Credit Card/Debit payments: We accept debit, Visa and MasterCard payments. Terminals are located in Fiscal, BHS, Medical, and Dental.



Council of Community Clinics discounts: Available to all patients as a discounted payment source for medical lab fees. For more information, please ask your healthcare staff.

There may be additional programs for which patients may be eligible. Staff will work with a patient, whenever possible, to assist them in obtaining access to eligible services.

CONTRACT HEALTH SERVICES (CHS)



Contract Health Services (CHS) is a limited and restricted federal program of managed care that can pay for certain services that are not provided at the agency. CHS is a program designed to help with medical, dental, and behavioral health financial assistance for verified California Indians or descendants who live in our service area. In order to use CHS services you must use all other resources available to pay for your care – for example Medicare, Medi-Cal, CMSP, and/or private insurance.

In order to qualify for Contract Health Services, you must meet certain eligibility requirements. CHS is a complex program with guidelines and a strict policy of pre-approvals for services. For more information on qualifying for CHS, please contact the Contract Health staff at (530) 534-5394.

In order to obtain approval for payment of after hours, weekend, or holiday visits to an emergency care facility, all CHS eligible patients must contact the CHS office within 72 hours of the visit to the urgent care facility.

FIRTH serves Butte, Yuba, and Sutter Counties (excluding the cities of Durham and Chico).

For further information about Contract Health Services (CHS), please refer to the CHS Patient Handbook. For a copy, please contact CHS or Outreach.

TRANSPORTATION



Transportation will be provided on a limited basis to verified Indians only. The individual must be a registered active user of agency services or in the process of being registered for agency services. Patients are required to wear seat belts and use safety seats for children. Children under the age of 18 must be accompanied by a parent or authorized guardian.

No smoking or consumption of alcohol or drugs will be tolerated in an agency vehicle. No intoxicated person shall be transported. Also, no food or beverages are allowed in the vehicles for trips less than one (1) hour in duration, unless medically necessary. No one will be transported who is carrying any type of firearm, loaded or unloaded, or any type of self-defense device or weapon.

Transportation requests must be submitted by 4:00 PM the day prior to the need for transport, unless an urgent appointment is necessary. The receptionist will schedule, on a first come, first serve basis, transportation to qualifying appointments at the Oroville and Yuba City sites.

It is the patient's responsibility to notify the department receptionist of the need for transportation at the time the appointment is made.

The agency reserves the right to refuse the transportation of any patient or individual. For further information, please see the "**Feather River Tribal Health Transportation of Patients**" policy.

ADVANCED DIRECTIVES



Advanced Directives inform your provider about your wishes regarding medical treatment during a time when you are physically unable to explain those wishes. You may wish to consider an Advanced Directive. Advanced Directives fulfill several objectives, including:

- ▶▶ Stating your choice about the medical treatment you receive; and
- ▶▶ Naming another person to make decisions for you if you become unable to make those decisions yourself.

If you have questions, please talk to your Health Care Provider or contact the Outreach Department.

PATIENT RIGHTS AND RESPONSIBILITIES¹



Feather River Tribal Health is committed to providing high-quality, cost-effective health care to the communities we serve. We believe that every patient deserves to be treated with respect, dignity, and concern. We will provide care regardless of race, creed, sex, or national origin.

We consider you a partner in your health care. When you are well informed, participate in treatment decisions, and communicate openly with your provider and other health professionals, you help make your care as effective as possible. Feather River Tribal Health encourages respect for the personal preferences and values of each individual. It is our goal to assure that your rights as a patient are observed and to act as a partner in your decision making process.

PATIENT RIGHTS

While you are a patient at Feather River Tribal Health, you have the right to:

- ▶ Communicate with people inside and outside the facility. If you do not speak or understand English, you have the right to have access to an interpreter. If you have a hearing impairment, you should have access to a TDD or an interpreter. Feather River Tribal Health has a Spanish voicemail line available as well as interpreters by phone through Language Line.
- ▶ Receive considerate care that respects your personal value and belief systems.
- ▶ Expect that the FRTH will give you necessary health services to the best of our ability.
- ▶ Informed participation in decisions regarding your care.
 - ▶ Know the names and professional status of individuals providing service to you and to know which provider or other practitioner is primarily responsible for your care by prominently posting the information.
 - ▶ Receive complete and current information from your provider regarding your diagnosis, recommended treatment, and prognosis in language that is reasonable and understandable.
 - ▶ Accept or decline treatment to the extent permitted by law after having received clear, concise information from your provider. Be informed of the consequences of refusing treatment. You should not be subjected to any non-emergency procedure without voluntary, competent, and understanding consent on your part or the part of your legally authorized representative.
 - ▶ Referral – providing names of additional providers or other appropriate individuals to provide care, which may be required and is not available from the provider seeing you at the time.
- ▶ Be aware that Feather River Tribal Health, Inc. will not tolerate conduct that disrupts patient services or our work environment. This includes behavior that is disrespectful, hostile, violent, intimidating, threatening or harassing.
- ▶ Receive care that respects your psychosocial, spiritual, and cultural values.
- ▶ Be allowed personal and informational privacy according to federal and state laws.
- ▶ Be informed of any research/educational projects affecting your care or treatment.
- ▶ Communicate any complaints or concerns that arise in the provision of your care, without threat of discrimination or reprisal.

¹ Adapted from the California Health and Safety Code, Title 22, Section 70707, the American Hospital Association, *A Patient's Bill of Rights* 10/21/92,.

FEATHER RIVER TRIBAL HEALTH, INC.
PATIENT HANDBOOK

- ▶ A grievance or complaint can be communicated verbally, by phone, or in writing. Your complaint will be investigated and the appropriate person(s) will respond to you in a timely manner.
- ▶▶ Participate in any ethical issues that arise in the provision of your care.
- ▶▶ Receive a satisfactory explanation of your statement of charges, regardless of your source of payment.
- ▶▶ Receive reasonable continuity of care.
- ▶▶ Choose or change your provider from among Feather River Tribal Health's staff of qualified health care professionals.
- ▶▶ Choose the pharmacy or change to the pharmacy of your choice.

PATIENT RESPONSIBILITIES

You have certain responsibilities while you are receiving care at Feather River Tribal Health, including:

- ▶▶ Providing, to the best of your knowledge, an accurate and complete description of your present condition and past health history, including past illnesses, medications, and hospitalizations.
- ▶▶ Making an effort to understand your health-care needs and asking your provider or other members of the health-care team for information relating to your treatment.
- ▶▶ Reporting any changes in your condition to your provider and indicating whether you understand a suggested course of action.
- ▶▶ Informing those who treat you whether or not you think you can, and want to, permit or decline specific treatment.
- ▶▶ Following the FRTH's policies that affect patient care and conduct.
- ▶▶ Abiding by local, state, and federal laws.
- ▶▶ Keeping appointments, including referral appointments, and cooperating with your providers and others caring for you.
- ▶▶ Actively participate in your treatment plan.
- ▶▶ Provide transportation to/from appointments according to FRTH Transportation policy.
- ▶▶ Taking all medications as prescribed and asking for clarification about medications.
- ▶▶ Requesting refills of prescriptions at least 72 hours in advance.
- ▶▶ Being responsible for the prompt payment of any fees or charges including making payment arrangements at the time of service.
- ▶▶ Being considerate of other persons and upholding the rights of all people as observed by Feather River Tribal Health.

If you have any questions or concerns while you are at Feather River Tribal Health, please call contact the Administration Department at (530) 534-5394 in Oroville or (530) 751-8454 in Yuba City.

FAMILY PLANNING PATIENT RIGHTS²

Men and women, regardless of race, religion, age, sex, ethnic and religious background or economic standing have:

- ▶▶ The right to decide whether or not to have children and, if so, to determine their timing and spacing;
- ▶▶ The right to be treated with dignity and respect;
- ▶▶ The right to privacy and confidentiality in all aspects of services;
- ▶▶ The right to adequate and objective education and counseling;
- ▶▶ The right to have all procedures explained and questions answered in language that can be understood;
- ▶▶ The right to know effectiveness, possible side effects, and complications of contraceptives;
- ▶▶ The right to participate in selecting the contraceptive method(s) to be used;
- ▶▶ The right to know the results and meanings (diagnosis, treatment, prognosis) of all tests and examinations;
- ▶▶ The right to see their records and have them explained;
- ▶▶ The right to know the meaning and implications of all forms they are asked to sign;
- ▶▶ The right to consent to or refuse any contraceptive method, test, examination, or treatment.



Participation of any individual in the Family P.A.C.T. Program is voluntary and free of compulsion or coercion of any kind. If you feel your rights have been violated, please call the Administration Department at (530) 534-5394.

REPRODUCTIVE RIGHTS FOR MINORS

In accordance with California State law, minors (people 12 to 18 years old) have the right to obtain birth control services, prenatal care, and sexually transmitted infection/HIV services without parental notification or permission. These services are available through the California Family P.A.C.T. program.

MANDATED REPORTING REQUIREMENTS

All providers in the Medical, Dental, Outreach, and Behavioral Health departments are required, by law, to report all cases of suspected or known child or elder abuse or neglect. Medical and Dental providers are required by law to report all cases of suspected or known domestic violence/assault.

² California Department of Health Services, 2007.

TRADITIONAL HEALTH POLICY

Feather River Tribal Health, Inc. supports the rights of all American Indians/Alaska Natives to believe, express, and freely exercise their traditional spiritual and healing beliefs. The American Indian Religious Freedom Act (AIRFA) of 1978 clearly states that it is federal policy:



“To protect and preserve for American Indians their inherent right to freedom to believe, express, and exercise the traditional religions of the American Indian, Eskimo, Aleut, and Native Hawaiians, including but not limited to access to sites, use and possession of sacred objects, and the freedom to worship through ceremonial and traditional rites.”

[42 United States Code (U.S.C.) 1996]

The agency is well aware of the importance of traditional healing for the harmony and balance of many individuals, and the importance of supporting and respecting those healing practices. All staff will be sensitive and respectful of traditional beliefs and practices and, where possible, will attempt to meld Western-healing practices with traditional practices. Patients are responsible for informing their providers if they are using any traditional herbs/medicines.

ACCREDITATION

Facility Accreditation:



FRTH is accredited through the Accreditation Association for Ambulatory Health Care (AAAHC). Accreditation is a voluntary process through which an ambulatory health care organization is able to measure the quality of its services and performance against nationally recognized standards. The accreditation process involves self-assessment by the organization as well as a thorough review by AAAHC's expert surveyors who are themselves practicing health care professionals.

The accreditation certificate is a symbol to others that an organization is committed to providing high quality care and that it has demonstrated its commitment by measuring up to AAAHC's high standards. The true value of accreditation, however, lies in the consultative and educational process that proceeds the awarding of the certificate. It is the self-analysis, peer review, and consultation that ultimately helps an organization improve its care and services.

Specialty Accreditations:

Our Diabetic program has been accredited by the **American Association of Diabetes Educators**.

CORPORATE COMPLIANCE/MEDICARE COMPLIANCE POLICY

FIRTH's Corporate Compliance Program has been established to demonstrate and ensure our commitment to complying with all applicable federal, state, and local laws and regulations relating to the services we perform and submit claims for professional fee reimbursement.

This Compliance Program requires, in part, that proper billing codes are provided, and backed with accurate documentation in the health record that supports the codes.

The program ensures that FIRTH complies with all laws regarding Medicare billing policies and procedures. To this end, we are committed to regular training of all staff, requiring that each spend a minimum of four (4) hours a year in compliance training, and have made this a condition of continued employment with this agency. This ensures that we continue to stay in compliance with all laws and regulations.

If you have any questions about compliance or suspect that something suspicious or fraudulent has occurred, please contact our Corporate Compliance Officer directly at (530) 532-6811 x259.

PATIENT CONFIDENTIALITY/HIPAA



The continued success of FIRTH is dependent upon our patients' trust and we are dedicated to preserving that trust. FIRTH staff owes a duty to its patients and stakeholders to act in a way that will merit the continued trust and confidence of the public. If you choose to have your information shared and/or released to another individual, you will need to sign the applicable release forms which become a part of your health record.

FIRTH will comply with all applicable laws and regulations, including the **Indian Health Service Privacy Act of 1974** and the **Health Information Portability and Accountability Act of 1996 (HIPAA)**.

All patients must sign an **Acknowledgement of Receipt of Notice of Privacy Practices**. The Notice of Privacy Practices outlines how information about you may be disclosed. We encourage our patients to read this important document.

PROVIDER CREDENTIALING



It is the responsibility of the Board of Directors of FIRTH to ensure that the providers employed by the agency are licensed and eligible to practice.

FIRTH follows a credential review process involving verification of the identity, training, experience, and competence of an individual. Through assessment and validation of a provider's qualifications to provide patient care services, the appropriate department head provides recommendations to the governing body regarding appointment and the scope of clinical privileges to be granted to the individual.

Determinations of appointment are based on evaluation of the individual's current license, training, experience, current competence, and ability to perform privileges requested.

The review process for staff membership or privileges are detailed and specific and outlined in FIRTH's provider bylaws, rules and regulations, and/or policies. Information regarding our providers is made available and/or posted as required by law.

COMPLAINT/GRIEVANCE PROCESS



The purpose of the Complaint process is to provide individuals with a means of being heard and recognized. The process also will serve to alert management to causes of patient/client dissatisfaction and to provide them with the opportunity to eliminate these causes.

FRTH welcomes individual complaint(s) as an opportunity to improve patient/client care. All individuals have the right to make a complaint(s) relating to the delivery of health care. No complaint is considered too small. Making a complaint will not compromise access to future health care.

Prompt and full consideration will be given to all informal and formal complaints appropriately expressed by patient, family member/care taker, or visitor.

Forms can be obtained from Administration, or any departmental receptionist.

PATIENT SUGGESTIONS/SATISFACTION



From time to time, patients will be asked to complete surveys so that we can analyze how we are doing, in your opinion, and can make any adjustments in our services, if necessary. Participation in completing a survey is always voluntary. The Annual Patient Satisfaction Survey is performed in the Spring. Results are available for viewing in the Administration office.

Patient suggestions are encouraged and welcomed. Suggestion boxes are located in the Main Lobby at both locations as well as throughout the facilities. You may also direct your suggestions, whether verbally or in writing to:

Administration Department
Feather River Tribal Health, Inc.
2145 Fifth Avenue
Oroville, CA 95965
(530) 534-5394

Administration Department
Feather River Tribal Health, Inc.
555 West Onstott Road
Yuba City, CA 95993
(530) 751-8454

ANNUAL CORPORATE REPORT

A meeting is held annually to provide information to the community on the status of the non-profit corporation. An annual report is available to the community upon request, through the Administration office. Copies of the report are available on our website.

FRTH ON THE WEB

Continuously updated information regarding FRTH and its policies and procedures is also available on our website at <http://www.frth.org>.

Feather River Tribal Health, Inc.

LOCATIONS, PHONE NUMBERS AND HOURS OF OPERATION

Oroville

2145 Fifth Avenue
Oroville, CA 95965
(530) 534-5394

DEPARTMENTS & HOURS

Admin, Billing, Fiscal, & Outreach
Mon-Fri 8:00AM – 5:00PM

Behavioral Health & FOCIS
Mon-Fri 7:30AM–6:00PM, Wed 7:30AM-8:00PM

Dental
Mon-Fri 7:00AM–6:00PM, Wed 7:00AM-8:00PM

Medical
Mon-Fri 7:00AM–6:00PM, Wed 7:00AM-8:00PM
Closed Wed 12:00 PM - 1:00 PM

Pharmacy
Mon-Fri 7:30AM–5:30PM, Wed 7:30AM-6:00PM
Closed Daily 12:30 PM - 1:30 PM

Yuba City

555 West Onstott Road
Yuba City, CA 95993
(530) 751-8454

DEPARTMENTS & HOURS

Medical, Behavioral Health, & Outreach
Mon-Fri 8:00 AM – 5:00 PM



Other Oroville Numbers

Automated Line (530) 532-6811 + ext #
El buzón telefonico(530) 532-6811 x297

AFTER HOURS SERVICES AND EMERGENCIES

In a life-threatening emergency situation, please dial **911** or go directly to the nearest hospital emergency room.

Mental Health clients may call the Butte County 24-hour hotline at **1-800-334-6622** or Yuba-Sutter Mental Health at **(530) 822-7200**.

Domestic Violence victims may call Catalyst 24-hour hotline at **1-800-895-8476**.