

Welcome to
INDIAN HEALTH CARE RESOURCE CENTER OF TULSA, INC.
550 SOUTH PEORIA AVENUE
TULSA, OK 74120-3820
PHONE: (918) 588-1900 FAX: (918) 582-6405
www.ihcrc.org

PATIENT INFORMATION

Services Available: Medical, Dental, Optometry, Behavioral Health, Substance Abuse and Pharmacy

Hours:

| | Medical | Behavioral Health | Pharmacy Pick Up | Dental | Optometry |
|----------|----------------|--------------------------|-------------------------|-----------------|------------------|
| M | 6:45am - 6pm | 6:45am - 6pm | 7am - 6pm | 7:30am - 4:30pm | 7:30am - 5:15pm |
| T | 6:45am - 6pm | 6:45am - 6pm | 7am - 6pm | 7:30am - 4:30pm | 7:30am - 5:15pm |
| W | 6:45am - 6pm | 6:45am - 6pm | 7am - 6pm | 7:30am - 4:30pm | 7:30am - 5:15pm |
| T | 6:45am - 6pm | 6:45am - 6pm | 7am - 6pm | 7:30am - 4:30pm | 7:30am - 5:15pm |
| F | 6:45am - 6pm | 6:45am - 6pm | 7am - 6pm | 7:30am - 4:30pm | 7:30am - 12:00pm |

*****First Wednesday of every month the clinic will be closed all day for staff meetings and training.**

MAIN TELEPHONE NUMBER: (918) 588-1900

Medical Walk-In Hours and Policy: (Established / Active Patients Only)

Patients wanting to be seen as a same day appointment need to sign in at the front desk starting when the clinic opens and ending when all open time slots are filled. Patients will be seen as a provider is available.

Billing Policy:

Sooner Care, Medicaid, Medicare and private insurance will be billed.

Pharmacy Policy:

Due to increased patient volume, please call in or order online refills four (4) working days before picking up medication.

Return Phone Calls:

When leaving a message for IHCRC to return your call please state your name, patients name, date of birth, telephone number, and the best time to return your call.

After Hours Care:

Nurse line: (918) 588-1900, press 3 after 6:00pm. For urgent care go to Claremore Indian Hospital (918) 342-6200. If you are having a life-threatening emergency, you will need to go to the nearest hospital ER. It is your responsibility to contact contract health within 72 hours (this does not guarantee payment).



Patient Bill of Rights and Responsibilities

We encourage you as a Patient of Indian Health Care Resource Center of Tulsa to actively participate in your healthcare. We want you to be involved in your treatment choices. Together we are partners in your care. Ultimately, it is through this partnership that we are to reach our organization's Mission: *To empower the American Indian through exceptional health care.*

Your Rights

Respect – You have the right to be treated with respect, consideration and dignity regardless of your age, gender, race, national origin, religion, sexual orientation or disabilities and to receive considerate, respectful and compassionate care in a safe setting.

Safety – You have the right to receive care in a safe environment free from all forms of abuse, neglect or mistreatment. You have a right to be supported in a manner that enables you to be as healthy, self-sufficient and functional as possible.

Confidentiality – You have the right to have all matters treated with confidentiality. Your medical records will not be released without your written consent, unless otherwise required by law.

Information – You have the right to information about your health, diagnosis, evaluation and treatment plan. You have a right to clearly understand all information that is provided to you, including information on the availability of services, after hours and emergency care, fees for services and payment policies.

Participation – You have the right to information in decisions involving your care, unless it is not appropriate due to medical reasons. When it is medically inadvisable to give such information to a patient, the information will be provided to a person designated by the patient or to a legally authorized person.

Choice – You have a right to accept or refuse treatment to the extent permitted by law. You have the right to refuse to participate in experimental research. Patients have the right to change their Primary Care Provider.

Service – You have a right to quality care. Our facility does not provide after-hours care or emergency care. If you need emergency care, you should go to the nearest emergency care medical facility.

Telehealth – You have the right to telehealth services that are encrypted to protect patient confidentiality. Patient information cannot be shared without written consent. Telehealth services will be provided in a location that ensures privacy and confidentiality. You have access to all transmitted information except live video. You have the right to withdraw from telehealth services at any time.

Suggestion and Grievances – You have the right to make suggestions and to express any grievances or complaints and to expect a reply to any complaint within a reasonable time.

Advance Directive – You have the right to formulate an Advance Directive (Living Will, Durable Power of Attorney for Healthcare e.g., Health Care Proxy, Mental Health Advance Directive, DNR Order, or Organ Donation Request). The provision of your care is not conditioned upon having an Advance Directive.

Billing for Service – Patients will not be billed for services. We do, however, bill Medicaid, Medicare and Private insurance.

Patient's Responsibilities

These responsibilities include at least the following:

- **Providing information.** You and your family are responsible for providing accurate and complete information.
- **Asking questions.** You and your family are responsible for asking questions when you do not understand what you have been told about your care.
- **Following instructions.** You and your family are responsible for following the care, service, or treatment plan developed. You should express any concerns you have about your ability to follow and comply with the proposed plan or course of treatment.
- **Accepting results.** You and your family are responsible for the outcomes if you do not follow the care, service or treatment plan.
- **Following facility rules and regulations.** You and your family are responsible for following the facility's rules and regulations concerning patient care and conduct.
- **Showing respect and thoughtfulness.** You and your family are responsible for being thoughtful of the facility's personnel and property.
- **Play a role in successful telehealth experience.** You and your family are responsible for providing accurate information and be prepared for virtual visits

In addition, you and your family are responsible for being considerate of other patients, helping control noise and disturbances, following the tobacco-free policies, and respecting others' property.



Walk-In / Same Day Appointment Policy

Walk-in/Same Day appointments are available to established patients with Active Charts

For walk-in appointments we are working you into the schedule based on the following:

- **THE SICKEST PEOPLE ARE SEEN FIRST** – It is not a first come first serve basis.
- **TIME LIMITATIONS** – A walk-in appointment will be seen as soon as a provider is available. We may not get to all walk-ins in a day; however, we will do our best to serve all walk-ins.
- **SCHEDULED APPOINTMENTS** – Let us know if we can help you in scheduling future appointments.
- **LIMITED ACCESS WALK-IN** – you will be waiting for your Primary Care team to have an opening on their schedule, this could take several hours if no immediate openings are available.

You must stay in the building to be eligible to be seen!

If you are unable to wait to see a medical provider, please let the front desk know so they can notify same day clinic to allow others to possibly be seen.

Please keep in mind that daily schedules do not always allow all walk-ins to be seen. Thank you for your understanding.

Caring is Strong Medicine!



DOB _____

Chart _____

Contract Health Services for Emergency and Referred Care

INDIAN HEALTH CARE RESOURCE CENTER IS NOT A CONTRACT HEALTH SERVICE DELIVERY LOCATION AND DOES NOT PAY FOR SERVICES OBTAINED OUTSIDE OF OUR FACILITY.

IF YOU SEEK EMERGENCY CARE OUTSIDE OF OUR FACILITY OR ANY IHS OR TRIBAL FACILITY, YOU MUST NOTIFY YOUR LOCAL CONTRACT HEALTH SERVICE LOCATION WITHIN 72 HOURS TO BE CONSIDERED FOR FUNDING (SEE BELOW).

CONTRACT HEALTH IS NOT AN ENTITLEMENT PROGRAM AND FUNDING IS NOT GUARANTEED.

Important information about Contract Health:

1. You must have an active and updated chart at your Contract Health service location.
2. You must reside in your Contract Health Service Delivery Area. (Must be able to provide proof of residency)
3. You must use all other resources to pay for your referred care and will be screened for alternative resources.
4. **A physician's referral or an ER call in does not constitute a commitment for payment by Contract Health. It is your responsibility to call your Contract Health Service Center to make sure the referral was approved.**
5. IHS is the "payer of last resort" for individuals determined as eligible for Contract Health Services.

CONTRACT HEALTH SERVICE LOCATIONS SURROUNDING THE TULSA COUNTY AREA:

- **Claremore Indian Hospital (CIH) Contract Health, Claremore, OK (918-342-6470)**
Inpatient Services- Craig County, Delaware County, Mayes County, Nowata County, Rogers County, Tulsa County. (Only if patient lives NORTH of Admiral Blvd inside Tulsa) and Washington County.
Outpatient Services-Rogers County, Tulsa County, Wagoner County
- **Cherokee Nation Contract Health, Tahlequah, OK (1-800-256-0671 – ask for Contract Health)**
Outpatient Services: Craig County, Delaware County, Mayes County, Muskogee County, Nowata County, Washington County, Adair County, Cherokee County, Sequoyah County
Inpatient Services: Adair County, Cherokee County, Sequoyah County
- **Creek Nation Contract Health, Okmulgee, OK (918-758-2710)**
Outpatient and Inpatient Services- Creek County, McIntosh County, Okfuskee County, Okmulgee County.
Inpatient Services- Muskogee County, Wagoner County, Tulsa County (Inpatient if the patient lives SOUTH of Admiral Blvd in Tulsa), Creek County, McIntosh County, Okfuskee County, Okmulgee County
- **Miami Contract Health, Miami, OK (1-918-675-2019)**
Outpatient and Inpatient Services- Ottawa County
- **Pawnee Contract Health Services, Pawnee, OK (918-762-6506)**
These services are only available to patients who reside in the counties that have the Pawnee Benefit Package and who are enrolled in the Pawnee Benefit Package Program (PBPP 1-800-452-3588): Grant County, Garfield County, Kay County, Noble County, Osage County, Pawnee County and Payne County

