

**NORTON SOUND
HEALTH CORPORATION**

Patient Handbook

A Guide to Services





NSHC Mission:

*Providing quality health services and
promoting wellness within our people and
environment.*

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Norton Sound Health Corporation Guide to Patient Services

Welcome to Norton Sound Health Corporation (NSHC). We are happy to be your health care provider of choice. This Guide to Patient Services is a resource for you and your family when visiting NSHC to help navigate the system as well as provide information on all the services we offer. NSHC is proud to promote tobacco-free campuses in all of our service locations.

Norton Sound Health Corporation, a Tribally owned and managed health care organization, was one of the first Native health organizations in the country to assume responsibility for medical care of the people it serves. NSHC operates an 18-bed critical access hospital, 18 resident nursing home, as well as clinics in the region's fifteen Native villages, which range in size from 150 to 900 residents. Each Village Clinic is staffed by local residents trained as Community Health Aides. A Patient Hostel and Pre-maternal Home are also located on campus to accommodate our patients and families during medical visits.

NSHC provides comprehensive medical services for the beneficiaries and non-beneficiaries living in the Bering Strait Region of Alaska. NSHC is a level-IV Trauma Center and is equipped and staffed to stabilize patients during medical emergencies and admit them to the acute care unit or transfer via medevac to Alaska Native Medical Center (ANMC) or other Anchorage-based facilities such as Providence or Alaska Regional.

Norton Sound Regional Hospital has earned the Joint Commission's Golden Seal of Approval for its hospital-based care and laboratory services. The facility was ranked among the TOP 20 Most Beautiful Hospitals in U.S! Enjoy your Visit!

Location of Norton Sound Health Corporation Services Facilities in Nome

Behavioral Health Services607 Division Street

Nome Operations Building705 K Street

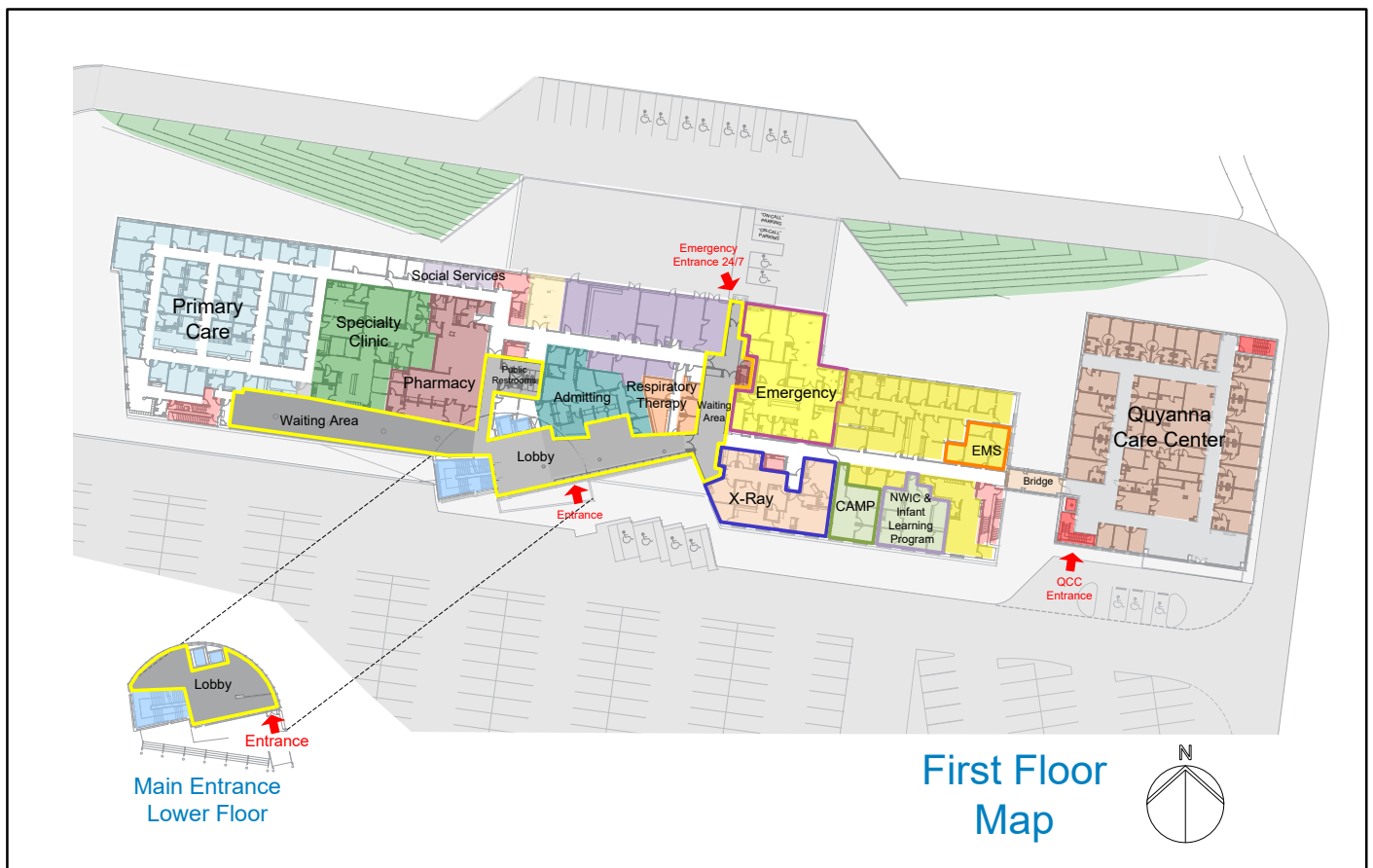
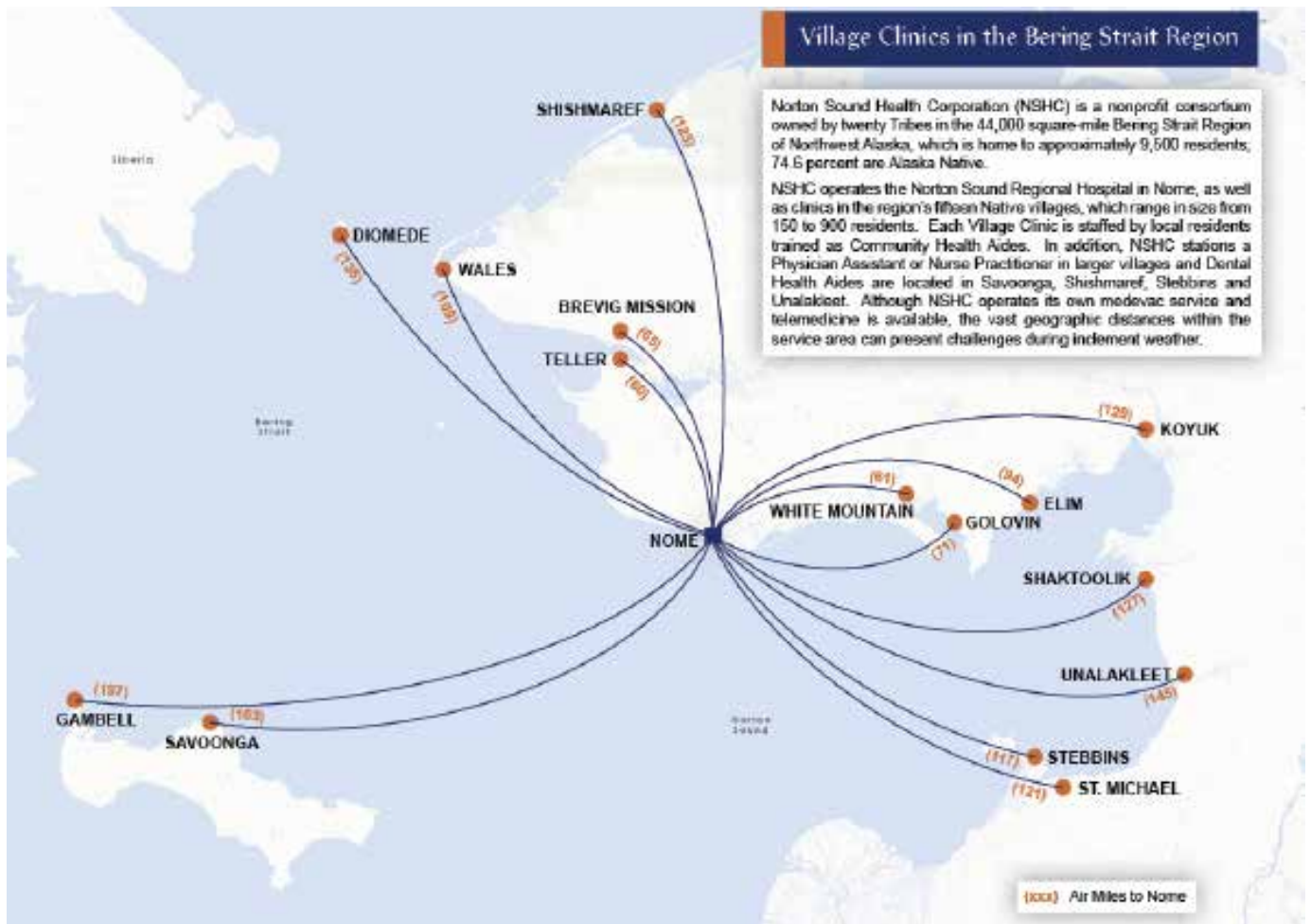
- | | |
|----------------------------------|---------------------------------------|
| Capital Projects | Office of Environmental Health |
| Corporate Housing | Sanitation |
| Fleet Vehicle Maintenance | Village Facilities Management |

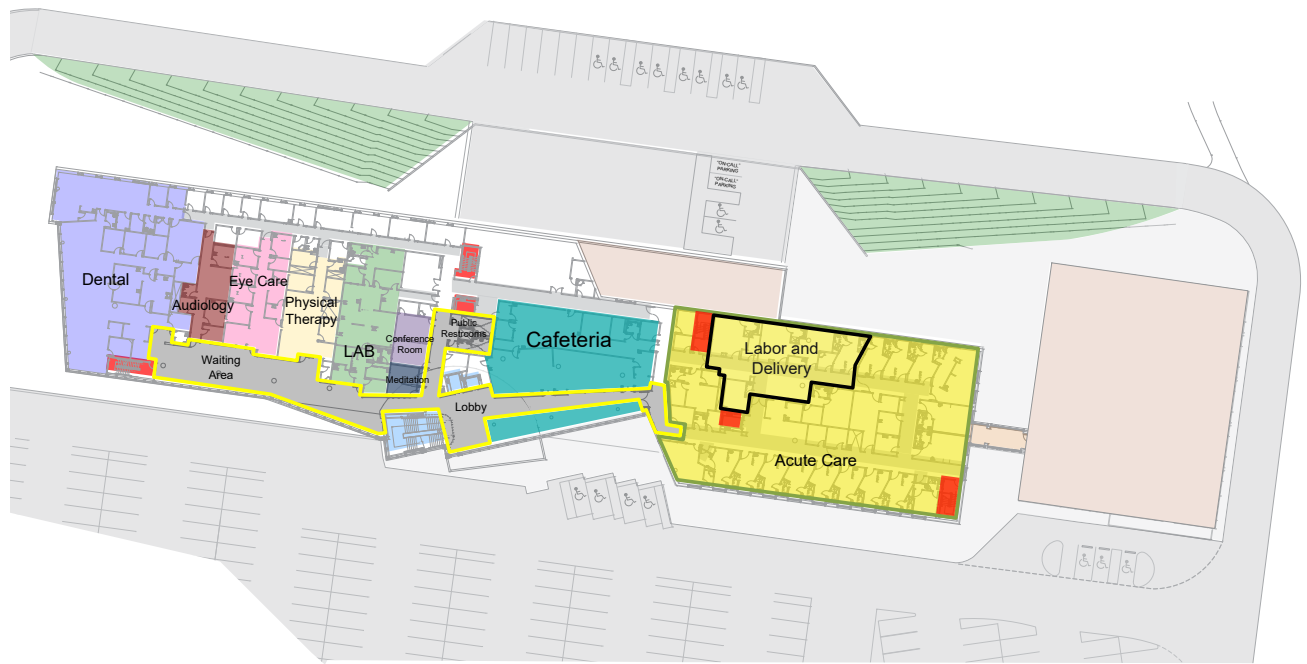
Norton Sound Regional Hospital1000 Greg Kruschek Avenue

- | | |
|-------------------------------------------|-------------------------------------------------|
| Emergency Department – First Floor | Respiratory Therapy- First Floor |
| Primary Care – First Floor | Security- Ground Level and First Floor |
| o Tribal Healer Program | Acute Care – Second Floor |
| Pharmacy – First Floor | Audiology – Second Floor |
| Social Services – First Floor | Eye Clinic – Second Floor |
| X-Ray – First Floor | Dental Clinic – Second Floor |
| Wellness Programs – First Floor | Laboratory – Second Floor |
| o CAMP | Labor and Delivery – Second Floor |
| o Healthy Start | Physical Therapy – Second Floor |
| o WIC | Other Services – Second Floor |
| Other Services – First Floor | o Fireweed Café |
| o Patient Benefits | o Meditation Room |
| o Ambulatory Surgery | Administration – Third Floor |
| o Billing/Cashier | Finance – Third Floor |
| o EMS/Air Ambulance | Health Information Management/Medical |
| o Infant Learning Program | Records – Third Floor |
| o Patient Advocate | Human Resources – Third Floor |
| o Patient Travel | Patient Financial Services – Third Floor |
| | Village Health Services – Third Floor |

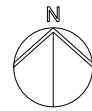
Patient Hostel704 East N Street

Quyanna Care Center1100 Greg Kruschek Avenue

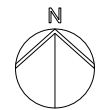




Second
Floor Map



Third Floor
Map



Holidays

NSHC is closed for the following holidays:

New Year's Day
Independence Day
Thanksgiving

President's Day
Labor Day
NSHC Anniversary
(Day After Thanksgiving)

Memorial Day
Veteran's Day
Christmas

Language Interpreters

The Norton Sound Health Corporation will make every effort to ensure that language interpreters are available upon request. NSHC offers several different in-house Native language interpreters and can arrange for a sign language interpreter to be available. NSHC also has telephone interpretation services available for other languages.

Norton Sound Health Corporation Patient Handbook

NSHC developed this handbook to inform our customer owners and patients about the many services we provide. Because funding is limited and the cost of health care increases every year, we must use our health resources wisely. NSHC serves Alaska Natives and American Indians living in Nome and the villages as well as non-beneficiary patients. NSHC providers and staff members want our services to be as easy to use and accessible as possible. We welcome comments regarding how services can be improved.

It is important to us that you are satisfied with the quality of care and services you receive while you are a patient at any NSHC Services Location. NSHC regularly conducts patient satisfaction surveys. We appreciate any feedback you give us. This allows us to monitor the quality of service and care we are providing to you.

NSHC Board of Directors

Responsibilities of the NSHC Board

The 22 members of the Board of Directors are elected to the Board of Directors by the communities they reside in. Each board member represents an NSHC Tribe, with two additional seats representing the region at-large, and Kawerak, Inc. The Board of Directors review all health-related issues, as well as policies. The NSHC full Board meets quarterly.

The following outlines the manner in which concerns/complaints are managed by the Board of Directors:

Employee Concerns- Personnel matters should be directed to the President/CEO, not the Board of Directors. Employees may use the Ethics and Compliance Website at www.nortonsoundhealth.ethicspoint.com to file a concern. If the personnel matter is about an adverse employment action, the employee should follow NSHC's Dispute Resolution Policy, located in the NSHC Human Resources Personnel Manual.

Patient Concerns- Patient care concerns are related to the health care received or any other aspect related to NSHC's services. The Board member will encourage the patient to submit a concern in writing, or they may assist them. Consumers may also call the Patient Advocate, whose information is listed on page 14. Consumers are also encouraged to use the Ethics and Compliance reporting hotline, www.nortonsoundhealth.ethicspoint.com. Directors shall protect the confidentiality of any information regarding any patient or client of the corporation. These concerns are directed to Administrative staff, including the Compliance Officer, and the Chief Medical Officer who will promptly investigate the matter.

Community Concerns- For concerns that are not related to a patient concern matter or an employment matter, which is expressed to the chairperson of the board (such as concerns communicated by a Village Council or members of the public), that require additional action, should be directed to the Chairperson of the Board and will be addressed according to the NSHC Board Admin Policies.

Patient Rights

As a patient at Norton Sound Health Corporation, you have the right to:

1. Quality care and treatment; and access to our facilities, equipment and skilled staff regardless of your race, creed, color, sex, national origin, age, sexual orientation, disability, source of payment, or ability to pay.
2. Considerate and respectful care at all times with recognition of your personal dignity and needs; provided in a comfortable environment, where your cultural and spiritual needs are met, within our ability.
3. Personal privacy so you can talk in private with persons you want to, make or receive personal telephone calls, and send or receive unopened mail.
4. Have your family involved with your care to the extent that you wish.
5. Have your pain assessed and effectively managed/relieved.
6. Confidentiality of your medical information, as allowed by law.
7. A hospital environment that is reasonably comfortable and safe.
8. Know the names and professional status of anyone providing service to you.
9. Be informed by a physician of your medical condition, unless there is a medical reason for not doing so. That allows you to join in making plans about your health care, give informed consent to treatment, and help develop plans for you after discharge.
10. Have any explanation of your condition, care, or treatment (the benefits, risks, outcomes and options) given in a way you can understand.
11. In an emergency, you have the right to receive immediate care in our hospital. If we are unable to provide the specialized care you need, you have the right to choose to be transferred or to remain in our facility once the risks and benefits of transfer have been explained to you.
12. Be free of unnecessary or excessive medications or treatment; and refuse treatment to the extent permitted by law.
13. Be free from physical or chemical restraints except as specified by law.
14. An explanation of your continuing care needs (which may require transfer or referral to another health care provider); and to receive instructions for self-care or treatment, including an explanation of any adverse symptoms to watch for, and any necessary precautions to take.
15. Understand what services are provided by NSHC, their cost, and to receive an itemized bill upon request.
16. Make decisions in advance about your care at the end of life.
17. To choose whether or not you perform any task for NSHC during a lengthy stay in the hospital. Any such request to perform a task for the hospital is totally optional, and free from retribution if you refuse.
18. Be heard if you have a comment, suggestion, complaint, or compliment about the way you are treated at NSHC.
19. Be treated in a tobacco-free environment.

Patient Responsibilities

As a patient at Norton Sound Health Corporation, you have the responsibility to:

1. Provide, to the best of your ability, accurate and complete information about your medical problem or complaints, medications, past illnesses, and hospitalizations, and other matters related to your health.
2. Participate in decisions about your medical care if you are able to do so.
3. Follow the treatment plan and instructions given to you, along with examination, tests, nursing care, and treatment once you understand their purpose and have granted permission for them.
4. Inform the nurses whenever you feel that your condition has changed significantly.
5. Ask for clarification when you do not understand what is happening to you.
6. Be considerate of the rights of other patients and hospital staff, and to be respectful of the property of others and the hospital.
7. Assure that any financial obligations of your health care are fulfilled as promptly as possible.

Upon your request we would be happy to give you a copy of the Alaska Law about Patient's Rights (7 AAC 12.890), or our patient complaint policy, which assures you that any concern you have will be given to NSHC's Administration.

If you feel that your concern has not been adequately addressed, you may contact the Joint Commission at (800) 994-6610, or email complaint@jointcommission.org.

Elder Fund

The Elder Fund is a special fund developed by the Norton Sound Health Corporation Board of Directors to ensure elder needs are met for Eye Care, Dental, and Audiology. Elders must meet the following criteria in order to qualify for the program:

- Be 55 years of age or older
- Be an IHS beneficiary
- Be a resident of the Bering Strait region

At your appointment, staff will ask if you meet the criteria. If it appears that you qualify for the Elder Fund Program, staff will notify you of your eligibility and the product will be ordered and services rendered. Additionally, if it appears that you may qualify for 3rd party insurance, staff will refer you to the Patient Benefits Department for further assistance. Only certain products may be covered by the Elder Fund. Travel is not covered.

For more information about the Elder Fund, please contact department staff, the Patient Benefits Program, or Patient Advocate. Staff will be happy to explain the program to you and what services are covered by the program.

Quality Management

The mission of the Quality Management Department is to ensure that qualified personnel deliver state-of-the-art care and services and that quality care is evident in all services provided to, or on behalf of, those we serve.

NSHC seeks to develop a system to deliver health care that is grounded in the diverse cultures and values of each community we serve. We will provide accessible patient-centered systems that promote safe, timely, effective, efficient, and equitable care that is sustainable. Our goal is that NSHC will become the provider and employer of choice in the Alaska health care system.

Quality Management Objectives

1. Monitor patient care standards; identify and track outcome measures through the use of internal and external benchmarking; identify problems; identify, implement and evaluate resolutions.
2. Maintain and improve the delivery of quality health care through identification of opportunities for improvement.
3. Actively seek input from those we serve to identify their needs and solicit their feedback on services provided.

4. Provide guidance through the process of obtaining and maintaining accreditation by nationally recognized accreditation agencies (such as the Joint Commission, Commission for Accreditation of Rehabilitation Facilities, Federal Drug Administration, and Health Resources and Services Administration).
5. Provide a foundation for complying with regulations as specified through accrediting state and federal agencies (Commission for Accreditation of Rehabilitation Facilities, Commission on Office of Laboratory Accreditation, Centers for Medicare and Medicaid, and the Health Resources and Services Administration).
6. Support all staff within NSHC in their commitment to continuously improve the care and services they provide.
7. Ensure that clinical staff members are providing care to those we serve and qualified health care professionals have been trained to provide care through a comprehensive credentialing process.

Aspects of Quality Care

The following aspects are considered to be necessary, basic requirements that form the foundation on which quality health care is built:

Effectiveness/appropriateness of care

We ensure that clinical care provided is appropriate for the medical condition or symptoms presented. Clinical care will result in improved health or has the potential to improve health. Health education and preventive care are incorporated into the care provided to you.

Continuity of care

Your treatment plan should progress in a timely fashion without obstacles. Coordination of your care is provided when different providers or services are involved and streamlining and/or coordination of follow up is necessary. Referrals to outside facilities are tracked until resolution of the condition or you return to NSHC for continuation of care. Active patients are assigned to a primary care provider and a care team so that they can better manage your health care needs.

Patient rights

Patient rights are outlined in the Patient Rights Policy in this handbook. They include the right that privacy and confidentiality will be maintained, grievances and complaints will be addressed, and your right to a second opinion by a different provider.

Patient responsibilities/compliance

Patient responsibilities are outlined in the Patient Responsibilities Policy included in this handbook. They include the assumption that you will follow through with your health care plan, engage in behavior that will promote your health, and that you will apply for alternate funding resources when applicable.

Patient risk minimization

There are measures in place to reduce medical risk to you that include monitoring of drug profiles and documentation of allergies. Safety and infection-control measures are in place at NSHC facilities based on the highest state and federal standards and regulations.

Patient satisfaction

We strive to make sure you are highly satisfied with the services you receive. We actively monitor whether or not our patients are satisfied and if health care services provided meet their expectations. This includes being satisfied with the process of making appointments, waiting times, availability of providers, actual care given, staff conduct and financial arrangements.

Staff performance

Clinical staff is evaluated on knowledge, skills, proficiency and effectiveness on an ongoing basis to ensure quality patient care. Competency training and continuing education is regularly provided to clinical staff. Licensed healthcare providers' credentials are kept up to date and providers also undergo quarterly peer review.

Access to care

The ability of patients to obtain needed health care services is reviewed regularly to identify potential barriers (e.g., geographical, organizational, financial or cultural). We will take all appropriate steps to help overcome barriers to accessing quality health care.

Cost of services

NSHC demonstrates concern for the costs of care by ensuring that patients receive care relevant to their needs using the least expensive suitable resources. The Indian Health Services medical priority list may be used when prioritizing is needed.

Patient Advocacy Program

The NSHC Patient Advocacy Program is here to assist you. NSHC has a Patient Advocate based in the region at the Norton Sound Regional Hospital and also has a representative based in Anchorage at the Alaska Native Medical Center (ANMC). If you need assistance navigating through your health care delivery system in region, please ask to speak with the patient advocate at (907) 443-4567, toll free at (800) 443-3311, or by email at padvocate@nshcorp.org. If you need help or support while traveling for medical purposes in Anchorage, please call (907) 434-2844. If you have a complaint, concern or suggestion regarding any aspect of your care, please ask to speak directly to the person involved, that person's supervisor or the department director. If you have voiced your concern to the department director and feel it has not been resolved, or if you wish to make a formal complaint, please speak with the patient advocate.

We want to hear about your concerns so we can correct problems. You may be asked to put your complaint in writing. Please give detailed information. If you like, you can use this format in submitting complaints:

- **The problem:** Clearly state what's wrong with your health care
- **The solution:** Politely state what you believe will resolve your concern
- **The recap:** State why you're disappointed in your health care
- **The deadline:** Provide a date by which you'd like a response

Written complaints will receive a response within 30 days or sooner.

The patient advocate can also help you appeal a medical bill from another medical facility, if you followed the NSHC policy for a referral. Please give the Patient Advocate a copy of the bill.

The Anchorage-based patient advocate can help any patient navigate the Alaska Tribal Health System, while traveling outside the region and can also help facilitate food, transportation, or lodging needs experienced while traveling for medical purposes.

Located in the back of this handbook are telephone numbers for NSHC Departments. While this handbook cannot answer all your questions, it will direct you to someone who can. For general program information or if you have questions about information in this booklet, call the patient advocate. We encourage you to make comments or suggestions regarding this handbook; they may be directed to the patient advocate as well.

NOME-BASED PATIENT ADVOCATE: (907)443-4567 or Toll Free at (800)443-3311
ANCHORAGE-BASED PATIENT ADVOCATE: (907)434-2844

If you cannot reach the Patient Advocate, please contact Social Services at (907)443-4540 or 443-4541.

Health Information Management Services

NSHC keeps health records as digital or electronic documents in addition to the former paper health record. All health information is protected according to federal and state laws. All requests for protected health information go through our release of information technician in the HIMs department. A signed release of information form must be filled out by the patient. Protected health information is shared with Alaska Native Medical Center involved in the patient's care without requiring a signed authorization by the patient, which is in accordance with federal and state laws. Health information is not shared with any other facility unless there is a signed release on file.

Notice of Privacy Practices

Norton Sound Health Corporation
Notice of Privacy Practices
Effective October 2011

This notice describes how medical information about you may be used and disclosed and how you can get access to this information. Please review this notice carefully.

NSHC makes a record of the health care that we provide. NSHC respects your privacy, and the law says that NSHC must keep information about you confidential. This notice tells you how NSHC uses and shares your medical information and how you can get access to your health records.

How NSHC Uses and Shares Your Medical Information

NSHC uses your medical information for treatment. NSHC shares this information with other providers when it is needed to decide what care is best for you. For example, a doctor at NSHC might ask if you have high blood pressure. This information lets the doctor avoid giving you medicine that could make your blood pressure worse. NSHC shares this information with nurses, pharmacists and other health care providers so that they also can avoid doing things that might make your blood pressure worse.

NSHC uses your medical information to obtain payment for your health care. NSHC sends bills to Medicaid, other government programs and private insurance. For example, insurance companies often need information about your visit with the doctor in order to decide if the visit is covered by insurance. NSHC shares information with the State of Alaska to apply for payments from Medicaid.

NSHC uses your medical information to improve our health care operations. For example, NSHC might use your information to evaluate how well our employees are doing their job. NSHC might share your health information with NSHC's business associates. For example, an organization that evaluates the quality of NSHC's health care might want to see some of the medical records we keep on NSHC patients.

NSHC might also share your health information with other providers when NSHC has an organized health care arrangement with them. The purpose of these agreements is to make it easier to exchange information about patients when two providers are treating the same person.

NSHC will use medical information about you to remind you of appointments or other possible treatments or benefits for you.

Some laws say that NSHC must report some kinds of health information to certain entities or individuals. Even if you do not agree, NSHC will release health information in accordance with applicable law to individuals or agencies in certain circumstances including:

- To notify authorities about the outbreak of a contagious disease
- When injuries from guns, knives and beatings, and other similar injuries associated with violent crime are involved
- When government authorities are conducting public health surveillance, public health investigations and public health interventions
- To the Food and Drug Administration for the purposes of ensuring the quality, safety or effectiveness of an FDA-regulated product or activity
- To a health oversight agency for oversight activities authorized by law
- To organ procurement organizations or other entities engaged in organ procurement, banking or transplantation
- To the police or other law enforcement officials
- When bad reactions to medicines, or defective medical equipment are involved
- When a judge orders NSHC to produce information or, in certain circumstances, when the information is appropriately requested and protected during the course of a legal proceeding
- When the government needs to see medical information to decide how well NSHC programs are working
- To a medical provider or insurance company that needs to know if you are enrolled in one of our programs
- To Workers Compensation if you were injured or get sick at work
- Reporting births and deaths to appropriate agencies
- To representatives of the federal government when they are investigating something to protect our country, the president or other government workers
- To coroners, medical examiners, or funeral directors if someone has died
- To appropriate agencies in cases of abused or neglected children, or in domestic violence cases
- For specified government purposes, such as military or national security operations
- When information is needed for research purposes
- Reporting information relating to medical or criminal emergencies
- Information that must be used or disclosed pursuant to applicable law for any reason not specially enumerated here.

If you agree that NSHC may share your health information, you can change your mind at a later date and revoke your consent. However, if NSHC has already shared information or otherwise taken action based on your consent, NSHC does not have to try to get that information back.

Drug and Alcohol Information

Additional protections govern the confidentiality of alcohol and drug abuse patient records maintained by Behavioral Health Services that qualifies as a substance abuse treatment program. Generally, these programs may not say to a person outside the program that a patient is present at the facilities or disclose outside the program that a patient is an alcohol or drug abuser. However, there are exceptions to this rule. These types of disclosures are permitted when:

- The patient consents in writing
- The disclosure is allowed by a court order
- The disclosure is made to medical personnel in a medical emergency or to qualified personnel for research, audit or program evaluation
- The disclosure prevents multiple enrollment in detoxification and maintenance treatment programs
- The disclosure is made to members of the criminal justice system who referred a patient
- The disclosure is to one of NSHC's administrative units or to a qualified service organization under contract with NSHC to assist it with its operations

Violation of federal laws and regulations governing the confidentiality of this information is a crime punishable by fine. Suspected violations may be reported to the federal government. Violations may also be reported internally to NSHC's Compliance Officer. You may contact the Compliance Officer by calling (907) 443-3206 or (800) 443-3311 to determine the appropriate recipient of your complaint within the federal government.

Federal laws and regulations do not protect any information about a crime committed by a patient either at the program or against any person who works for the program, or about any threat to commit such a crime. They also do not protect any information about suspected child abuse or neglect from being reported under state laws to appropriate state or local authorities.

For additional review of the guiding laws see 42 U.S.C. § 290dd-2 and 42 C.F.R. Part 2.

Your Rights

You have many rights concerning your health care information at NSHC.

You may inspect and copy your health records that are maintained in a designated record set. Any request will be accommodated in a timely manner. You do not have a right to see psychotherapy notes, any information prepared for a legal proceeding, or any information that might have other legal restrictions against disclosure. You might be charged a small amount for copying or postage costs. If NSHC maintains your records in electronic format, NSHC can provide you copies in that form. If NSHC refuses to give you certain records, you can appeal this decision to the Compliance Officer by calling (907) 443-3206 or (800) 443-3311.

You may ask NSHC to limit how we use and share your health information. You may ask NSHC

not to share medical information about you. You may ask NSHC not to use information about you for treatment, payment or operation of our health care facilities. You may ask that NSHC not share information about you with family or friends who are helping you with your health care. When you request any of these types of restrictions, you must name the person or the organization that cannot have your health care information, and you must give a reason for the restriction you want. If you want to put limits on the use or disclosure of your health care information, contact the NSHC Compliance Officer. NSHC does not have to agree with all the restrictions you request; if NSHC refuses, you can appeal to the Compliance Officer. NSHC will not agree to not share your health information with a health plan for payment unless the patient has paid NSHC out of pocket and in full for the specific item or service.

You have the right to request changes or amendments to your health care information. If you want to change information in your health records, please contact the NSHC Compliance Officer. NSHC might deny this request under certain circumstances. If NSHC denies the request, we will explain why. When you receive NSHC's denial, you may appeal to the Compliance Officer by submitting a written statement disagreeing with denial of all or part of the requested change to your health care information. NSHC will provide you with a copy of its reply to your statement of disagreement with the denial.

You can tell NSHC how or where you want your health care information given to you. You can tell NSHC who to give the information and where you want us to send it.

You have a right to receive an accounting of disclosures of protected health information made by NSHC or its business associates in the six years prior to the date on which the accounting is requested. There are certain exceptions to the type of information that NSHC is required to disclose in such an accounting and these exceptions vary depending upon whether NSHC uses an electronic health record for your health information. In general, an incident to a permissible use or disclosure, for NSHC's directory or to individuals involved in your care, for national security purposes, to correctional institutions or to law enforcements requesting a temporary suspension to the right of accounting. You may have a paper copy of this notice.

Policy Changes

NSHC is required by law to abide by the terms of this notice as it is currently in effect. NSHC reserves the right to change the terms of this notice and to make the new provisions effective for all protected health information that it maintains.

Questions, Comments, and Complaints

Your patient experience is very important to us. There are several different ways to share your feedback or concerns with the staff at Norton Sound Health Corporation. Your health care will not be affected by any complaints you make. NSHC aims to respond in writing to all concerns received within 30 days.

Department or Clinic Manager- You may give feedback to any department or Clinic manager of the department you are receiving services from by dialing the toll free number (800) 443-3311. If you are not happy, please ask to speak with the manager.

Patient Advocate- The Nome-based Patient Advocate is located on the first floor of the hospital, next to the security desk. You may tell the Patient Advocate your concern in person and he/she will record the concern for you. Phone: (907)443-4567 or email: padvocate@nshcorp.org. The Anchorage-based Patient Advocate is located at the Alaska Native Medical Center and may be reached by calling (907)434-2844.

Compliance Officer- The NSHC Compliance Officer is located on the third floor of the Norton Sound Regional Hospital. You may submit a concern in writing or share a concern in person and the Compliance Officer will record it for you. Phone: (907)443-3206 or email at compliance@nshcorp.org.

General Counsel- The NSHC General Counsel (attorney) is located on the third floor of Administration. Compliance and legal issues may be addressed to him/her at any time. Phone: (907)443-4596.

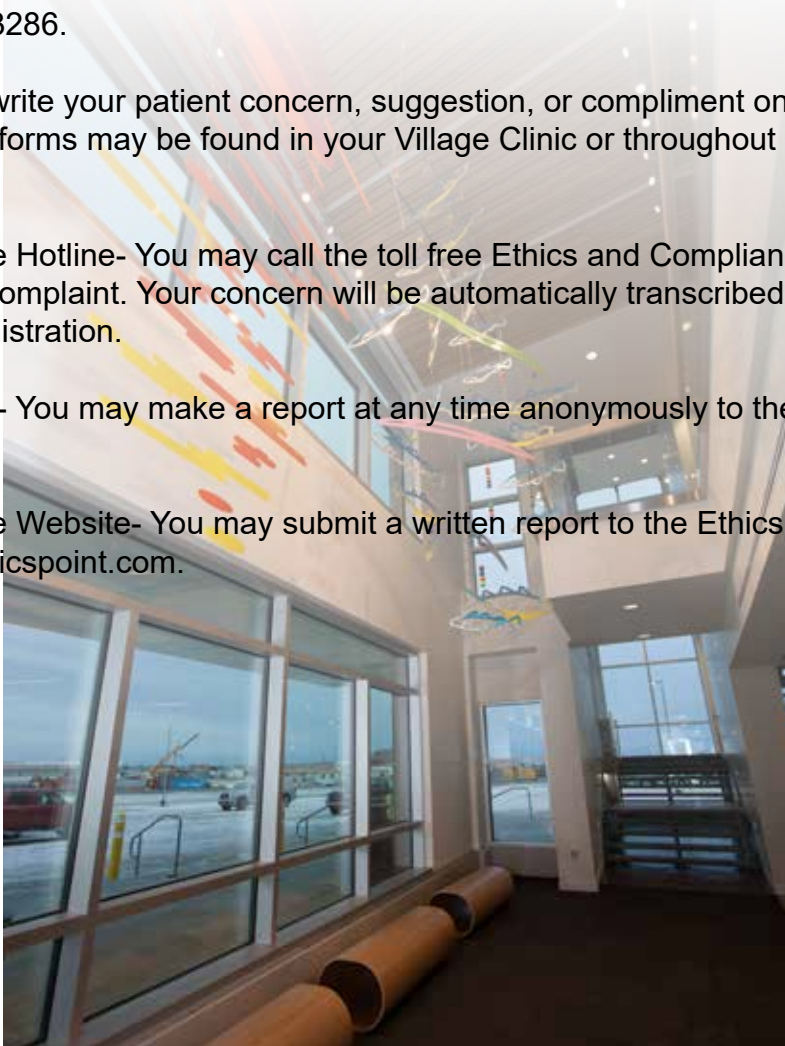
President/CEO- The NSHC President/CEO is located on the third floor in administration and may be reached at (907) 443-3286.

Write to Us! You may write your patient concern, suggestion, or compliment on a confidential feedback form. These forms may be found in your Village Clinic or throughout the NSRH facility in several locations.

Ethics and Compliance Hotline- You may call the toll free Ethics and Compliance Hotline at (855) 541-4193 and share your complaint. Your concern will be automatically transcribed into a report that will go to the NSHC Administration.

Anonymous Reporting- You may make a report at any time anonymously to the Ethics and Compliance hotline.

Ethics and Compliance Website- You may submit a written report to the Ethicspoint website: www.nortonsoundhealth.ethicspoint.com.



Patient Financial Services

Patient Registration and Resources

Patient Registration is responsible for collecting demographic information from patients at the time of check in for their visit. In the village clinics, the Clinic Travel Clerk (CTC) performs this task. At each visit, the registration staff is required to update your demographic information. You will also be asked to provide private insurance information or an alternate resource enrollment at each visit (e.g. private insurance, Medicare, Medicaid, Denali KidCare or Veterans Administration). Patients are reminded at every visit that they may qualify for the sliding fee scale through signs posted at the facilities. The Indian Health Service also requires that you are periodically screened by registration staff for possible enrollment in the alternate resources listed above. For your convenience, a Benefits Coordinator is available to assist you with required enrollment in eligible programs.

Verification of Eligibility

At Norton Sound Health Corporation, the registration clerks verify Alaska Native and American Indian heritage to determine if you are eligible to receive health care services.

NSHC will provide direct services at its facilities and contracted services, as medically indicated and appropriately referred, to persons of American Indian or Alaska Native descent who are:

- Members of a federally recognized Tribe and are of American Indian or Alaska Native descent,

Or

- Members of Norton Sound Region Service Unit Tribes that are not federally recognized and are also eligible for direct care only,

Or

- Non-Native women pregnant with an eligible Indian Health Service beneficiary's child, during the pregnancy and through the six-week post-partum period only (this must be documented with an Affidavit of Paternity from the eligible beneficiary stating responsibility as the unborn child's biological father),

Or

- Legally adopted non-Native children (up to their 18th birthday) adopted by an eligible IHS beneficiary,

Or

- Eligible students in areas outside the NSHC region.

Proof of Eligibility Required for Services

If you cannot provide proof of your American Indian/Alaska Native heritage, you can be seen, but you may receive a bill for services. To be considered an eligible beneficiary, you must provide an original or certified copy of a birth certificate. Copies will not be accepted. Additionally, one of the following original documents must be provided as proof of eligibility for services (eligibility cannot be established without one of these documents):

- Certificate of Indian blood
- Tribal enrollment card or an enrollment certificate from your Tribal office
- Marriage certificate or affidavit of paternity from the child's biological father (for care to non-Indian women)
- Proof of residency in the NSHC region

A completed Alaska Native verification record form, an original birth certificate and a copy of your parents' proof of eligibility may be substituted if you cannot obtain any of the above documents. If you cannot provide proof of eligibility, you may be seen on a one time emergency basis only, but you must provide proof of eligibility prior to being seen again.

Denali KidCare

To apply for Denali Kid Care, you need to provide income verification, commercial insurance information if applicable and pregnancy verification. An interview isn't required for coverage. Denali KidCare applications can be picked up from the Patient Benefit Offices located on the first floor of the Norton Sound Regional Hospital. Savoonga and Unalakleet clinics have Patient Benefit Coordinators on staff. If you live in a village, you will be able to get the application from the clinic or Tribal office. If you live in a village and need help completing the application, you can call Denali KidCare for assistance at their toll free number: 1-800-318-8890.

Upon registration, Sliding Fee Discount Schedule will be made available to each patient.

Billing

The Patient Financial Services (PFS) Department is responsible for billing health-related charges to alternate resources. PFS also provides technical assistance on billing matters for NSHC health programs as needed. PFS works closely with other NSHC departments for receiving your payments for contact lenses, glasses and some dental procedures that require down payments. The NSHC cashiers are located on the first floor of the Norton Sound Regional Hospital. PFS is open during normal NSHC hours: 8 a.m.-5 p.m., Monday through Friday, and is closed for lunch from 12:30-1:30 p.m. PFS can electronically access your account to provide you with the information you need to make informed decisions.

Payments & Insurance

Tell the registration clerk or receptionist if you have other (alternate) resources to pay for part or all of your health care cost. Alternate resources include:

- Private health insurance
- Medicare
- Medicaid
- Denali KidCare
- Workers' Compensation
- Prescription drug coverage
- Motor vehicle insurance (for a motor vehicle accident)
- Any other coverage

If you change insurance policies or employment, it is important to inform the registration desk or receptionist. You will need to show your insurance card or medical coupon for each visit.

Sliding Fee Scale Policy

Norton Sound Health Corporation has a system in place to determine eligibility for patient discounts adjusted on the basis of the patient's ability to pay. NSHC will provide a services discount for eligible patients without third party payors (uninsured or underinsured), based on a published Sliding Fee Discount Schedule. NSHC provides a full discount to individuals and families with annual incomes at or below 100% of the federal poverty guidelines and, for those with incomes between 100% and 200% of federal poverty guidelines, a sliding discount based on family size and income. The discount schedule consideration is also made available to patients who have other insurance or payment sources to cover out-of-pocket costs like deductibles or co-pay and any other costs not covered by insurance. Regardless of eligible discounts, the only nominal fee is \$25/pair of eyeglasses. This discount does not apply to services in the nursing home or medevacs. Applications and copies of the sliding fee scale are available from clinic CTCs, registration, patient benefits, patient financial services, and upon request.

If you have a question on insurance coverage, ineligible services or how to apply for the discount, please call a Patient Benefits Specialist at (800)443-3311, (907)443-6408, or (907)443-3323.

Make a Patient Smile Donation Fund

The NSHC Board of Directors has established the "Make a Patient Smile" program to further the mission statement of the corporation. NSHC has limited funds set aside for the "Make a Patient Smile" program. The purpose of this program is to fund expenditures that will enhance the quality of patient care or enhance a patient's quality of life. A request for use of "Make a Patient Smile" funds can be made by NSHC employees or the Board of Directors to the Nome-based Patient Advocate.

NSHC Patient Travel Policy

Norton Sound Health Corporation is the payor of last resort for airfare for eligible customer owners of Norton Sound Health Corporation.

Non-emergent Patient Travel

Patient travel needs are handled by NSHC's professional team of patient travel experts. NSHC has a travel policy that governs how travel for medical care is authorized and conducted. The funds available for patient travel are limited.

Patients eligible to receive assistance with the cost of air travel for the purpose of accessing medical care are limited to IHS beneficiaries who live in the NSHC service unit. Village based patients are expected to first seek medical care at their respective community clinic.

Before traveling, it is important to review the **Patient Travel Responsibilities** below:

- A patient will travel on the specified flight and air carrier arranged by NSHC.
- A patient will attend his/her scheduled appointment(s).
- Each patient will check in as soon as possible after his/her flight arrives when instructed to be seen at NSHC as a walk-in.
- A patient will not arrive at his/her appointment(s) under the influence of drugs or alcohol.
- A patient traveling within the NSHC Service Unit for medical care will contact the appropriate Patient Travel Clerk immediately after his/her appointment(s) are completed. Air travel will be arranged for the first available flight after the patient's completed appointment(s).
- A patient will contact the Nome Patient Travel office if the patient's travel plans change due to the following unforeseen circumstances: air carrier cancels the flight or the medical provider determines it is medically necessary for the patient to prolong his/her stay.

Escorts

NSHC has a policy addressing the escorting of patients for medical care. All escorts must be authorized by a referring NSHC physician, mid-level practitioner, or locum for reasons of medical necessity. Typically only one person will be granted as an escort for a patient. Escorts are responsible for providing assistance to the patient for the duration of the patient's medical care.

An escort is required for all patients under 18, except for expectant mothers under the age of 18 who may choose to not utilize an escort. An escort will be pre-approved for all patients 60 years and older, regardless of medical necessity. All medevaced patients will be approved for one escort.

A denial of a request for an escort may be appealed to the NSHC VP of Hospital Services or NSHC Social Services. Please meet with the Patient Advocate in person or call (907) 443-4567 or (907) 434-2844 if you have been denied an escort but wish to speak to someone about it. NSHC keeps a list of individuals who are ineligible to escort patients to their medical appointments. Inclusion on this list is often due to the failure to fulfill escort duties on a previous NSHC trip.

NSHC's **Escort Responsibilities** are the following:

- Each escort will ensure he or she has received proper authorization to be an escort.
- An escort will ensure that the patient fulfills his or her responsibilities to the best of the escorts capability.
- Each escort will travel with the patient on a specified flight and air carrier as arranged by NSHC.
- An escort will not leave the patient unattended for any length of time.
- Escorts are expected to refrain from the use of drugs or alcohol for as long as their escort duties are required.

Lodging Policy

NSHC will provide lodging to eligible patients and escorts at the NSHC Patient Hostel, NSHC Pre-Maternal Home or other location.

All patients and escorts will abide by the NSHC Patient Hostel/Pre-Maternal Home policies and procedures. The rules at the Hostel and Pre-Maternal Home are designed to allow all patients a safe place to stay while medical care is being sought. Copies of all the relevant policies and procedures will be provided when a patient checks in at the Hostel or Pre-Maternal Home.

Additional Travel Details

NSHC staff will be available to answer questions and to coordinate patient lodging when possible. NSHC is able to provide a list of hotels in Anchorage that accept Medicaid. Patients lodged at the Qujana House at Alaska Native Medical Center must have a criminal background that is free of any sex crimes (cannot be a registered sex offender). Neither ANMC nor NSHC will pay for alternative lodging in this circumstance. If patients do not have Medicaid, they must pay for their own lodging.

Patients who experience lodging difficulties while traveling outside of the region should call the Anchorage-based Patient Advocate at (907) 434-2844.

Travel to Little Diomed is often more complicated than other travel arrangements. Patients or escorts traveling to or from Little Diomed are asked to stay in contact with NSHC's Patient Travel.

Medicaid Patient Travel Policy

Patients who are Medicaid beneficiaries have specific, often complicated, rules governing travel. It is important to remember that Medicaid is the payer of all Medicaid travel, not NSHC. Medicaid expects each person to know their traveling rules. A helpful number for Medicaid travel is (800) 770-5650.

NSHC Patient Travel employees are available to assist patients. People traveling on Medicaid are urged to remember that Medicaid requires the recipient and/or the escort to update travel plans.

Medicaid cannot pay for travel, taxi rides, or hotel rooms that were not properly authorized. Patients who are Medicaid beneficiaries are encouraged to contact the Medicaid Recipient Helpline at 1-800-780-9972 with questions on travel.

Purchased and Referred Care

Please see the glossary in the back of this handbook for definitions of common terms used in this section.

What is purchased and referred care?

Purchased and Referred Care, formerly known as Contract Health Services, is a benefit for Alaska Native and American Indian people when funding for referred medical services is not available at Norton Sound Health Corporation or at Alaska Native Medical Center (ANMC) or Southcentral Foundation (SCF). Purchased and Referred Care is not an insurance company. For those health services that the Tribal Health System cannot provide directly to beneficiaries, NSHC, ANMC, and SCF physicians refer to health specialists and facilities outside of NSHC.

Following the Purchased and Referred Care Policies and procedures may allow NSHC or ANMC to assist with the cost of medical services received from non-Tribal facilities and providers. To be eligible for Purchased and Referred Care, you must have lived in Alaska for 180 days.

What is the referral process for routine scheduled care?

- Visit your primary care provider and, if necessary, they will make the appropriate referral.
- An NSHC Provider in collaboration with an ANMC provider, makes all referrals.

What is the process for emergency care outside Alaska?

In an emergency, seek medical attention first and then notify Purchased and Referred Care as soon as possible, ideally within three days. Anyone acting on behalf of a patient can make the call. Coverage for those traveling outside of Alaska is limited to emergent medical care. Emergency medical coverage is provide for:

- People moving outside Alaska (180 days maximum)
- Travelers temporarily outside of Alaska
- Full-time students and legal dependents

Call us

The most important thing for you to know about Purchased and Referred Care is that you should **call us before you receive services**. We can help you to correctly determine if you are eligible for services and guide you through the process of getting a referral so that your services will be paid for by Norton Sound Health Corporation. When you call, you can find out if you are eligible and if the services you need are covered. Don't wait until it's too late.

Contact the NSHC Patient Advocate at: (907) 443-4567 or padvocate@nshcorp.org and toll free at (800) 443-3311. We do not have after-hours telephone coverage, so please leave a voice mail message and we will return your call the next business day.

Contact the ANMC Purchased and Referred Services Office toll free at (800) 478-1636 or (907) 729-2470.

Mailing Address:

ANMC Purchased and Referred Care
4315 Diplomacy Drive
Anchorage, AK 99508

Eligibility

Purchased and Referred Care is provided to eligible beneficiaries according to NSHC's eligibility policy. Generally, to be eligible for NSHC health services you must be an Alaska Native or American Indian with proof that you are a member or a descendent of a member of a federally recognized Tribe.

Non-Native women pregnant with the child of an eligible beneficiary are eligible for direct and Purchased and Referred Care for prenatal care, delivery, and up to six weeks of post-partum care. Adopted, step or foster children who are dependents of an eligible Native parent or guardian may receive direct and Purchased and Referred Care until the age of 18.

Documents accepted as proof of eligibility:

- Certificate of Indian Blood issued by the Bureau of Indian Affairs
- Tribal enrollment card or letter of descendency issued by a federally recognized Tribe

When moving to the Nome Service Unit from another state:

- Proof of having received an Alaska Permanent Fund Dividend issued within previous twelve months
- Proof of maintaining a home in Alaska for 180 days (e.g., rent or mortgage payment receipts, utility bill receipts)
- Proof of employment in Alaska for 180 days (e.g., paycheck stubs, verification of employment letter)

The following information may also be requested:

- Proof of eligibility to vote in Alaska for the 180 day time period
- Alaska driver's license or Alaska ID card issued 180 days or more prior

Moving within Alaska to the Nome Service Unit from another service area:

- Proof of maintaining a home in the Nome Service Unit for 30 days with the intent to stay, (e.g., rent or mortgage payment receipts, utility bill receipts, etc.)
- Proof of employment in the Nome Service Unit for 30 days (e.g., paycheck stubs, verification of employment letter, etc.)

Nome Service Unit Communities/Villages:

Nome
Brevig Mission
Teller
Diomedea
Elim
Gambell
Golovin
Koyuk

St. Michael
Stebbins
Savoonga
Shaktoolik
Shishmaref
Unalakleet
Wales
White Mountain

Alternate Resources

An alternate resource is a payment source other than Purchased and Referred Care that can help pay for your health care.

Common examples include:

- Medicaid
- Medicare
- Veterans Administration
- Workers Compensation
- Denali KidCare
- Motor vehicle insurance
- State or local health care programs
- Private health insurance

Please bring in your current insurance card, Denali KidCare and/or Medicaid/Medicare cards.

Funding reimbursed from these programs supplements federal Indian Health Service funds. These funds help us better meet your health care needs in Nome and in the villages. IHS funds are appropriated by the federal government, just like Medicare and Medicaid.

Will NSHC always pay for services received or requested?

No. NSHC will not automatically pay for your care received at non-Tribal Health facilities. Federal regulations make NSHC a “payer of last resort.” Therefore, you must apply for alternate resources – such as Medicaid and Denali KidCare – for which you may be eligible. If you refuse or fail to make a “good faith” effort to apply for alternate resources, NSHC is required to deny your request for payment. If patients are not eligible for alternate resources, NSHC will pay for services, provided that you follow the appropriate referral process.

Do I have to apply for alternate resources?

Yes. Federal regulations require that you apply for alternate resources for which you may be eligible. By applying for alternate resources you are also helping to make sure there are federal funds available to meet the needs of all of NSHC's beneficiaries. NSHC will withhold payment until you have applied for alternate resources and your application is either accepted or denied.

Can NSHC help me apply for alternate resources?

Yes. NSHC Benefit Coordinators are available to help you apply for alternate resources. The registration staff is located at the Norton Sound Regional Hospital, first floor next to Patient Travel. Unalakleet and Savoonga clinics have Patient Benefit Coordinators on staff.

What about co-payments and deductibles?

For those patients who have private insurance with a co-payment or deductible, NSHC will pay those insurance co-payments and deductibles, subject to the other requirements. Please bring any co-payments you may be billed for to the Patient Advocate, located on the first floor of the Norton Sound Regional Hospital.

Emergency Care

What if an emergency happens while I'm traveling outside of the NSHC region on vacation or business?

NSHC will pay for emergency care outside the NSHC Region. But, you **must** notify NSHC Patient Advocate within 72 hours of the start of emergency services. If you are 65 years of age or older, notification within 30 days is acceptable.

Also, prior to leaving Alaska, you **must** obtain an out-of-state emergency letter from NSHC.

If you find yourself in an emergency situation and need to seek medical attention and are in one of NSHC outer lying communities, you should:

- Notify a Health Aide at your local clinic.
- Health Aides are to be on-call after clinic hours for emergency situations.
- Health Aides are required to consult with a NSHC provider.
- The NSHC provider will assess the patient through telecommunication with the Health Aide.
- Patients authorized into Nome on the next available flight will need to report to the Emergency Department.

If your medical attention treatment requires transport through medevac, it is the NSHC providers' discretion to authorize an escort.

Non-emergency services include, but are not limited to:

- Prescription drug refills
- Upper respiratory infections
- Minor cuts and bruises
- Dental encounters not deemed an emergency by the on-call dentist
- Urinary tract infections
- Vomiting
- Colds
- Ear infections
- Minor rashes
- Sinus infections

Referrals

Will NSHC pay for referrals made by non-Tribal Health System Providers?

No. NSHC will not pay for services if a referral for service is not made by a NSHC provider prior to your receiving care.

Does NSHC always pay for patient travel?

No. NSHC does not pay for all patient travel. If you are traveling for medical reasons and need help to pay for your trip, talk with your health aide or Provider. A NSHC physician **must** authorize travel for certain covered services by a scheduled air carrier, depending on where you live. Covered services include medical specialty services, inpatient and hospital outpatient procedures, and other services that have been authorized. You must be referred.

Lodging, meals, and taxis for patient/escorts:

1. Purchased and Referred Care: PRC does not pay for lodging, meals or taxis.
2. Medicare: Medicare does not pay for travel, lodging, meals or taxis.
3. Medicaid: If a NSHC medical provider approves an escort (medically necessary), Medicaid will pay for one escort (travel/meals/lodging) to help the patient. When the patient is referred to a hospital or specialty clinic, Medicaid pays for the patient and escort's travel. When the patient is admitted as an inpatient in a hospital and the doctor approves, the escort's way is paid to return home and then to return to the hospital to take care of the patient after the patient is discharged. Medicaid covers their return home after a patient is discharged.
4. All medical arrangements should be made by the village health aide before a patient comes to Nome.

Do I need to use alternate resources for travel?

Yes. Available alternate resources – such as Medicaid or private health insurance – must be used before NSHC Purchased and Referred Care will pay for your travel.

What if a patient needs to travel outside Alaska?

NSHC Purchased and Referred Care will pay for travel to Anchorage. If NSHC Health Services beneficiary is referred by the Alaska Native Medical Center for services outside of Alaska, Alaska Native Medical Center will pay for travel costs and the provider outside of Alaska.

Escorts

Sometimes patients need help when they travel to Anchorage or Nome for medical services. Escorts help patients with travel, getting to and from appointments, obtaining food, and finding a place to stay. NSHC will pay for escorts only if they are authorized by a provider at NSHC. Read more about the NSHC Escort Policy on page 23.

Services Not Covered by NSHC

- Uncovered or excluded services include (but are not necessarily limited to) the following:
 - Abortion
 - Acupuncture
 - Artificial insemination
 - Burial of a deceased beneficiary
 - Chiropractic care
 - Contact lenses or glasses unless required as a result of surgery
 - Delivery of infants not born in a hospital
 - Dental implants
 - Drug testing for employment outside of NSHC
 - Hearing Aids
 - Infertility evaluation and treatment
 - Kidney transplantation
 - Court-ordered counseling
 - Surgery for obesity
 - Travel for routine dental care
 - Lab fees (in some cases)
 - Dental treatment not referred by a NSHC dentist
 - Cosmetic surgery
 - Genetic counseling
 - Complementary/alternative medicine
- Alternate resources were available and accessible and the patient failed to make a good faith effort to apply for those alternate resources.
- The patient is not eligible for Purchased and Referred Care.
- The patient is not registered in the NSHC Health Services system.
- The patient did not notify Purchased and Referred Care within the prescribed time period for emergency care.
- The patient did not go to an Indian Health Service facility for care when it was available. In Nome patients must first seek service at Norton Sound Regional Hospital.
- The patient received services not pre-authorized or referred by a Norton Sound Regional Hospital provider.
- The patient chose to go to a private provider outside the NSHC Health Services or Alaska Native

Medical Center system.

- A Norton Sound Regional Hospital provider did not authorize an inpatient admission to a hospital.
- The patient does not live in the Norton Sound Service Unit.

Denials and Appeals

Can I appeal a denial of payment?

Yes. When NSHC denies your request for payment, you and your provider will be notified in writing of the reasons for the denial. You will also be notified of your right to appeal. The denial letter will clearly state the process you should follow if you wish to appeal. Denial of payment or an appeal will in no way affect the medical care provided by NSHC Health Services to you and your family members.

What is the appeal process?

All appeals must be in writing and submitted within 30 days of the date you received a denial of payment from Purchased and Referred Care. Your appeal letter should include your medical bills and any information and/or details that may affect the director's decision.

What if I don't appeal or send additional information within 30 days?

Failure to send additional information or failure to request an appeal in writing within the 30 day time period will result in the appeal being dismissed. That means you will be financially responsible for your medical bills.

When and how will I be notified about my appeal?

The NSHC President/CEO will notify you by telephone or in writing of the review committee's decision on the appeal within 30 days of receiving it.

If you need assistance and/or guidance to generate an appeal you may contact:

NSHC Patient Advocate
(907) 443-4567

OR

Alaska Native Medical Center
Purchased and Referred Care
1-800-478-1636

Students Leaving the Nome Service Unit for School

Full-time students attending school outside Alaska are eligible for health coverage through NSHC. Eligible dependents are also covered as long as their sponsor is a full-time student. Students must register each semester with NSHC to be eligible.

All students must provide the following documents to NSHC before they will be eligible for the student program:

1. An official letter from the school's registrar or office of admissions verifying the student's attendance will be/is full-time.
2. Proof of eligibility must be on file at ANMC and NSHC.
3. Complete patient registration worksheet and provide a copy of your State of Alaska identification/driver's license.
4. Date of departure from Alaska/home, e.g., copies of your travel itinerary, gas receipts.
5. Anticipated date of return to Alaska/home.
6. Student's temporary mailing address and contact information while going to school.

Should I purchase my school's health insurance plan?

Yes. Students are encouraged to purchase and use the health insurance plans most schools offer their students. This type of insurance will make at least a partial payment on your medical bill and this will help NSHC Health Services to provide more services to a greater number of students.

Will NSHC authorize payment for medical or dental services provided through my school's health program?

No. NSHC will not authorize payment for medical or dental services routinely provided through a school's health program. You should always contact NSHC Purchased and Referred Care office before you receive care to find out if a service will be covered under the student program.

Do I have to use an Indian Health Service facility or other Tribal facility if it is available?

Yes. As an IHS beneficiary you are encouraged to use available Indian Health Service facilities or other Tribal facilities. If you find it necessary to use another facility, call NSHC in advance. Without prior authorization, NSHC may deny your request for payment and you may be responsible for paying for services received outside of IHS or Tribal facilities.

Do I need to provide proof that I am a student?

Yes. Students in-state or out-of-state must provide NSHC with an official letter from the school's registrar or office of admissions verifying full-time status at the start of each school semester in order to be eligible for the student program. The letter must also say that your permanent residence is still in Alaska. Students must maintain their Alaska residency to be eligible. Proof of eligibility and proof of Alaska residency must be on file at NSHC for the student and family members.

Do I have to notify NSHC if I receive emergency service?

Yes. NSHC Purchased and Referred Care must be notified within 72 hours after the beginning of emergency services.

Do I need to receive authorization from NSHC if I need services that are not emergency services?

Yes. If the service is not an emergency, you must receive authorization from NSHC before you start to receive care, even if the care is from an IHS provider. If you receive care from a non-IHS provider, the provider must be approved before you receive care. Routine care such as medical, dental and vision services should be received in Nome before your departure or upon your return from school.



NSHC Hospital Services

NSHC offers primary care through a HRSA 330-funded grant in all 16 clinic location sites. NSHC specialties include family medicine, internal medicine, orthopedics, pediatrics, obstetrics, gynecology and women's health.

Hours of Service

Norton Sound Regional Hospital: 8 a.m.-5 p.m., Monday-Friday

After Hours: The Emergency Dept. is open 24 hours a day, seven days a week. The Nurse Call Line is available region-wide for after-hours medical advice at 844-586-8773 or (907)443-6411.

Appointment Scheduling

An appointment is a time reserved for you. This includes updating registration information, nurse/health aide intake screen, and being seen by your medical provider. The amount of time served depends on your needs. The appointment clerk will ask you about your needs so the right amount of time is scheduled with the right provider. There is a waiting area for you to use until you are called to see the provider. Do not leave the waiting area or you may lose your appointment. If you wait more than 30 minutes, please notify the registration staff. If you can't keep your appointment, please call and cancel it at least 24 hours (one day) in advance. When you cancel your appointment, you give another patient a chance to use that time with the doctor.

Parental Consent for Care of Children

When your child comes to a NSHC clinic for treatment, you must come with him or her. Children under 18 years of age must have a parent or legal guardian with them because:

Only a parent or legal guardian can authorize medical or dental treatment. We cannot treat your child without your consent, except for suspected child abuse, without a NSRH written consent form. The required written consent will remain valid and included with the child's chart for a period of one year and is transferable to other health care facilities if needed. You may need to ask your child's health care provider questions and they may need to ask you questions. Teenagers can be seen for some things without parental consent.

When you cannot come to the clinic with your child, you must give written consent for your child to receive medical care.



Emergency Room

The Emergency Room is a place where only emergency care should be delivered.

Examples of emergencies that would be treated in the Emergency Room are:

- heart attacks
- injuries from car accidents
- serious falls
- poisoning
- serious burns
- severe bleeding

Health care for routine health problems delivered in the ER can be very expensive. Some examples of non-emergency health needs are urinary tract infections, diarrhea/vomiting, colds, ear infections and minor rashes. Same-day appointments are available in Primary Care for patients that need to be seen that day for acute conditions that are not emergencies.

For Emergencies:
Call 911 for Nome Ambulance
Or
Emergency Room
(907) 443-3203
Toll Free: (800) 443-3311

For Same-Day Appointments:
Call Primary Care
(907) 443-3333
Toll Free: (800) 443-3311

Medical needs after clinic hours

We encourage patients to cooperate closely with their health care provider, to develop healthy self-care habits and to plan for their health needs whenever possible. Of course, there are times when an urgent medical need arises and the clinic is closed, and in that case, the Emergency Room is available.

Primary Care Center

Norton Sound Regional Hospital Primary Care has transformed its services to strengthen our ability to provide comprehensive health care for our patients.

Patients in Primary Care are cared for by a dedicated team of doctors, physician assistants, care coordinators, nurses and unit clerks. Within each team, patients are assigned to a primary care provider. Most people are happier with the medical care they receive if they select a provider they like and try to see that provider every time they need medical care. Every attempt will be made to schedule an appointment with your primary care provider or a member of their care team. This model of care follows national best practice standards and will help foster a trusting relationship between patients and medical providers.

We believe that access, consistency, and communication are essential in making patients feel comfortable with their health care. Providers are available for same-day and advanced notice appointments.

Specialty Clinics

NSHC offers a number of specialty clinics periodically throughout the year, many of which are offered through a partnership with the Alaska Native Medical Center and other providers: gynecology; orthopedics; rheumatology; endoscopy; surgery; ear, nose and throat; cardiology, diabetes, dermatology, urology, neurology, hepatology, pediatrics, pediatric endocrinology, and pediatric cardiology, among others. These clinics are available by referral from our primary care providers.

Women's Health

The Women's Health clinic offers care and services by qualified providers. This includes comprehensive care for women including annual screening exams, birth control, pregnancy testing and care, menopause, hormone therapy and abnormal bleeding.



Services available at Women's Health:

- Pelvic exams
- General physicals
- Pap smears
- Pregnancy testing
- Mammogram
- Referrals
- Breast exams
- Counseling for birth control, menopause, infertility and sexuality
- Complete obstetric (pregnancy) care
- DEXA (bone density) scan

Maternal and Child Health

Early and regular prenatal care reduces the risks of birth defects. Prenatal care is available at village and sub-regional clinics. Obstetrics (OB) appointments are available throughout the week with individual NSHC providers. Appointments are required for routine prenatal care; emergencies are seen whenever needed.

Pregnant women receive prenatal care at NSHC until delivery. OB patients in villages need to come to Nome at 37 weeks pregnant, unless otherwise directed by their physician. NSHC will not pay for emergency Medevacs for patients who refused to come to Nome for delivery against the medical advice of their provider.

Well-child visits may be scheduled throughout the week by appointment with individual NSHC providers.

For a healthy start in life, your baby needs regular check-ups and immunizations. A well-child visit offers these services, as well as counseling and support for the difficult job of parenting. Generally, children should have well child visit at the following ages:

- 1 week
- 6 weeks-8 weeks
- 4 months
- 6 months
- 9 months
- 12 months
- 15 months
- 18 months
- 2 years
- 3-6 years
- 6-20 years (every other year)



Infant Learning Program

The NSHC Infant Learning Program (ILP) is a program that provides specialized services for children who have developmental delays and/or disabilities. The services are for children at birth to age 3 and will provide extra help for your child's development.

Why Should I Get Help for my Child?

The early years of a child's life are the most important. From birth to 3 years old, rapid learning and brain development takes place. Some children may need extra help to develop certain skills. The sooner a referral is made, the better. Referral of a child with developmental delay or disabilities will help the child and family benefit from early intervention services and enhance early childhood development.

What is the Cost?

No family will be denied services due to inability to pay. Medicaid, Denali KidCare, private insurance and family co-pay are accepted.

What ILP Offers Families:

- Developmental screening and evaluation
- Hearing and vision screening
- Family Service Coordination
- Early educational services
- Developmental Services: developmental therapies, physical, occupational, and speech-language therapy

What Happens After Age 3?

We will provide necessary information with transition to your child's local school district (Nome Public Schools or Bering Strait School District), Head Start, childcare or other appropriate setting.

Other Clinic Services

NSHC provides individualized health care to residents of the Bering Strait region on an outpatient basis, with a multidisciplinary approach to give patients excellent care and promote lifelong health and wellness. Services include:

- Evaluation and treatment by appointment and walk-in basis
- Adult and pediatric care management
- Sexual assault response team (SART) exams and case management
- Maternal/child health case management
- Patient advocacy



Social Services

The Social Services Department provides medical social work services to individuals and families seen at Norton Sound Health Corporation, all of the region's village clinics and Quyanna Care Center, as well as to staff at Norton Sound Health Corporation. Services include mental health assessments, referrals to community or statewide resources for assistance, crisis intervention, and reporting of suspected cases of child and adult abuse/neglect. The department primarily serves:

- Victims of abuse, neglect, exploitation, domestic violence, and sexual assault
- Elders who require assistance at home, placement into care facilities or temporary lodging for medical care
- Complex pregnancies and births, such as teenage mothers, mothers who want to place their infant up for adoption, etc.
- The families of patients who have died, for burial assistance and grief counseling
- Emergency room patients and their families
- Patients with life-threatening illness or experiencing emotional distress related to multiple life stressors

Volunteer chaplains are available to offer spiritual support as requested.

Developmental Disabilities

The Developmental Disabilities programs (Support and Care Coordination) address the needs of NSHC patients with developmental and intellectual disabilities by helping them develop skills to increase their independence and participation in the community. The state definition of developmental disability must be met to qualify for services. A developmental/intellectual disability is defined as a severe, chronic disability that:

- Is attributed to a mental or a physical impairment or a combination of mental and physical impairment
- Is lifelong
- Occurs before age 22
- Substantially limits functioning in the following areas of life activity: self-care, speaking or understanding language, learning, mobility, self-direction, capacity for independent living and economic self-sufficiency
- Requires lifelong or long term supports that are individually planned and coordinated

Service Principles - State of Alaska Developmental Disabilities:

- Services are the result of on-going planning
- Services are built around the individual's wants and needs
- Individuals are allowed to choose the locality in which they live and work
- Services are age-appropriate

- The person has options from which to choose
- Services are aimed at maximizing participation
- Services are culturally appropriate
- Individuals are provided support and services necessary to succeed in their chosen environments
- Services are designed to promote and utilize natural and informal community supports, including family, friends, and other non-paid citizens

Services available:

- **In-Home Supports:** Help to get, keep or improve self-help and social skills
- **Supported Living:** Help for ages 18+ to get, keep or improve self-help and social skills
- **Day Habilitation:** Recreational and other activities outside the home to develop self-help and social skills for community life
- **Respite:** Occasional breaks for unpaid caregivers
- **Supported Employment:** Training, support, and supervision to help keep a job
- **Transportation:** To get to work and access community resources and activities
- **Environmental Modifications:** Health and safety related home modifications
- **Specialized Medical Equipment and Supplies:** Help to communicate, perform daily activities and get out and about
- **Nursing Oversight and Care Management:** A Registered Nurse ensures that care of a medical nature is delivered safely to children with complex medical needs. Professional treatment/therapy to prevent behavior regression or to address a family, personal, social, mental, behavioral, or substance abuse problem
- **Case management/Care Coordinator**
- **Information and referral**
- **Supported Living Homes**
- **Individualized Programs**

How do I find out if I am eligible for a waiver?

First, contact a Care Coordinator or local Star Coordinator, who will help you apply. He/she will arrange for someone to come to your home to do an assessment that finds out what your medical and functional needs are. You will get a letter informing you if you are approved for services or not.

How do I know what services I can get?

Once you are found eligible for a waiver, your Care Coordinator will help you to develop a plan of care that is based on the assessment of your functional or medical needs. Sometimes there are rules that might limit what service(s) you are eligible for.

Do I have to have a Care Coordinator?

Yes. He/she will write your plan of care, find service providers, and check on your services. You will be contacted in person once a month by a Care Coordinator, unless an exception to see the person once every three months has been granted. You may contact your Care Coordinator at any time to discuss your services and any concerns you may have.

Do I have to get all my services from the same agency?

No. You may choose to get approved services from any certified provider in your area.

Wellness Division

Chronic Care Active Management and Prevention

The Chronic Care, Active, Management and Prevention (CAMP) program empowers people and communities to promote healthy lifestyles and improve quality of life for people with chronic illnesses. The CAMP program is funded by the Special Diabetes Program for Indians (SDPI) Community-directed and Diabetes Prevention Initiative grants. Our goals are to reduce the risk of cardiovascular disease for any person with Type 1 or Type 2 diabetes in the Norton Sound region, to provide quality diabetes care and treatment through an integrated and multi-disciplinary approach and to increase the number of screenings for individuals within the Norton Sound region who receive education about diabetes risk factors and how to prevent diabetes.

Direct-Patient Care Services:

- **Case Management** – CAMP has RN case managers who can help support patients with chronic diseases, collaboration of care, and prevention.
- **Medical Nutrition Therapy** – CAMP has Registered Dietitians who are available to counsel and guide patients on nutrition and lifestyle goals. Dietitians work with patients in outpatient (one-on-one, phone, and video-conferencing), inpatient (Acute Care), and long term care (QCC).
- **Tobacco Cessation counseling** – CAMP has Tobacco Quit Coaches to help with quitting tobacco. Counseling is tailored to fit the goals of each individual patient. Counseling is offered one-on-one, over the phone or in group classes.
- **Exercise Counseling** – one-on-one counseling session from an ACE certified personal trainer and registered dietitian to set personal goals and find motivation for sustainable success.

Community and Group Classes:

- **Diabetes Prevention and Lifestyle Balance Program** – an intensive 16 week program designed to empower Alaska Native/American Indian people at high risk for developing diabetes. We provide participants with the tools necessary to prevent diabetes. Participants are encouraged to lose 7% of their body weight by exercising 150 minutes per week and choosing healthy food options from our region. Participants receive long-term follow up in efforts to prevent diabetes.
- **10 in 10 Weight Loss Challenge** – a 10 week course to encourage people to start losing weight by learning sustainable methods for their nutrition and exercise routines. Weekly weigh-ins motivate participants to strive for long term success.
- **Tobacco Free Class**- an 8-week course to encourage patients to consider quitting tobacco for good! This group setting allows for participants to share their personal history and relationship with tobacco while finding new ways to kick the habit for good. Participants learn how to replace their current habits with healthier choices!

Community Programs and Events:

- **Step by Step Program** - this simple screening program tests Total Cholesterol, HDL, LDL, Triglycerides, Fasting Blood Sugar, Blood Pressure, Weight and BMI. Patients are encouraged to

make sustainable nutrition and exercise related goals to strive for their optimal health.

- **Community Screenings** – CAMP takes the Step by Step program screenings on the road to offer community members screening during various events and numerous locations to make “Knowing your Numbers” as easy and convenient for our communities.
- **Summertime** – A program for youth ages 5 and up to learn about nutrition and exercise in a fun environment. Local leaders and college interns organize activities while teaching kids about healthy eating and exciting ways to exercise during the summer months.
- **Walk/Run Events** – including but not limited to the annual Gold Dust Dash, Wyatt Earp Dexter Challenge and Turkey Trot.

Community Outreach:

- **Breakfast Wednesdays** – CAMP teams up with KNOM radio station staff on Wednesday mornings throughout the year to provide the entire region with nutrition information and tips. Healthy Recipes are available and community members are encouraged to stop by the radio station to try the Breakfast of the Day and learn further ways to maximize nutrition in their life.
- **Community Presentations** – CAMP presents to communities, businesses, schools, and organizations about how to prevent chronic illness with a healthy lifestyle. Topics include but are not limited to: general nutrition, diabetes prevention, and tobacco cessation/prevention.
- **CAMP Chronicle** – each quarter CAMP distributes a newsletter to anyone interested in receiving the newest information available to prevent and manage chronic diseases, find success in sustainable behavior changes, healthy recipes and upcoming healthy events for our region to look forward to.
- **30 Day Fitness Challenge** – every month the CAMP department puts out a calendar full of exercises. Once completed, turn it in to the CAMP Office to receive an incentive!
- **Community Health Fairs** – CAMP hosts an annual health fair inviting various hospital departments and community programs to set up health education booths. Each year has its own theme and the fair is decorated to match. Health screenings and health education is provided in an interactive way.



For questions about any of the above programs, call the CAMP department at (907) 443-3365

Women, Infants and Children (WIC) Program

WIC stands for the Special Supplemental Nutritional Program for Women, Infants and Children. It is a program that was established to safeguard the health of low-income infants and children up to the age of 5 who are at nutritional risk. The mission is carried out by providing nutritious foods to

supplement diets, nutrition education and referrals to health and other social services. WIC provides:

- Information about nutrition and health to help you and your family eat well and be healthy
- Support and information about breastfeeding your baby
- Help in finding health care and other community services
- Breast pumps to help support breastfeeding mothers

You qualify for WIC if you:

- Live in Alaska
- Have a nutritional need (WIC staff can help determine this)
- Are pregnant
- Are breastfeeding a baby under 12 months old
- Delivered a baby within the last 6 months
- Have an infant or child under 5 (including foster children)
- Have a family income meeting the WIC income eligibility guidelines

If you receive Medicaid, ATAP, food stamps, free or reduced price school lunches, Denali KidCare, or are a foster parent of a child under age five, you are already considered income-eligible. Fathers, guardians and foster parents are encouraged to apply for their children. You can pick up an application from any village clinic or at the WIC office in the Norton Sound Regional Hospital.

WIC foods may include:

- | | | |
|------------|-----------------|----------------------|
| •Milk | •Fruit juices | •Carrots |
| •Cheese | •Infant formula | •Cereal |
| •Eggs | •Peanut butter | •Dried beans/lentils |
| •Tuna fish | •Pink salmon | •Fruits & vegetables |

To receive WIC services you must bring the following to your appointment:

- ID for yourself and each child
- Proof you are an Alaska resident, such as your driver's license, voter registration, library card, any bill with your address on it, rent or mortgage receipt
- Proof of income such as paycheck stubs or a W2 Form, proof that you get Food Stamps, Medicaid, Denali KidCare or free or reduced price School Lunch
- Proof of pregnancy if pregnant
- Completed application forms (if you filled them out before your appointment)

Tribal Healer Program

NSHC established the Tribal Healer Program in 1997 in recognition of the value and importance of traditional health care practices. The Tribal Healer Program provides patients a culturally-based alternative to some modern therapies.

These methods, indigenous to the Bering Strait region, were provided only by healers naturally skilled in helping with their hands. Tribal healers massage sore muscles and joints, manipulate some internal organs and provide other traditional health care remedies.

Nutrition Services

The dedicated staff of our Dietary/Nutrition Services Department provides on-site nutrition counseling, community nutrition education and daily meals that are enjoyed by patients, visitors and employees. All staff are certified food handlers or food protection managers, and all are CPR certified. The public is welcome to enjoy meals at Norton Sound Regional Hospital's Fireweed Café.

Visitors to Nome who stay at the Patient Hostel will receive their meals there. If visitors are staying elsewhere, they may receive two \$12 meal vouchers for one full day from the Patient Advocate (call 1(907)443-4567). In order to receive meal vouchers, visits must be healthcare-related.

Audiology

NSHC audiologists based in Nome evaluate and treat patients across the Bering Strait region in person and by telehealth. Services include: basic audiology and auditory processing evaluations, digital hearing aid evaluations (fitting and follow-up), universal infant hearing program, industrial, occupational, and school hearing screenings, vestibular assessments and rehabilitation, otoacoustic emissions testing, and community outreach program to promote hearing conservation.

Dental Department

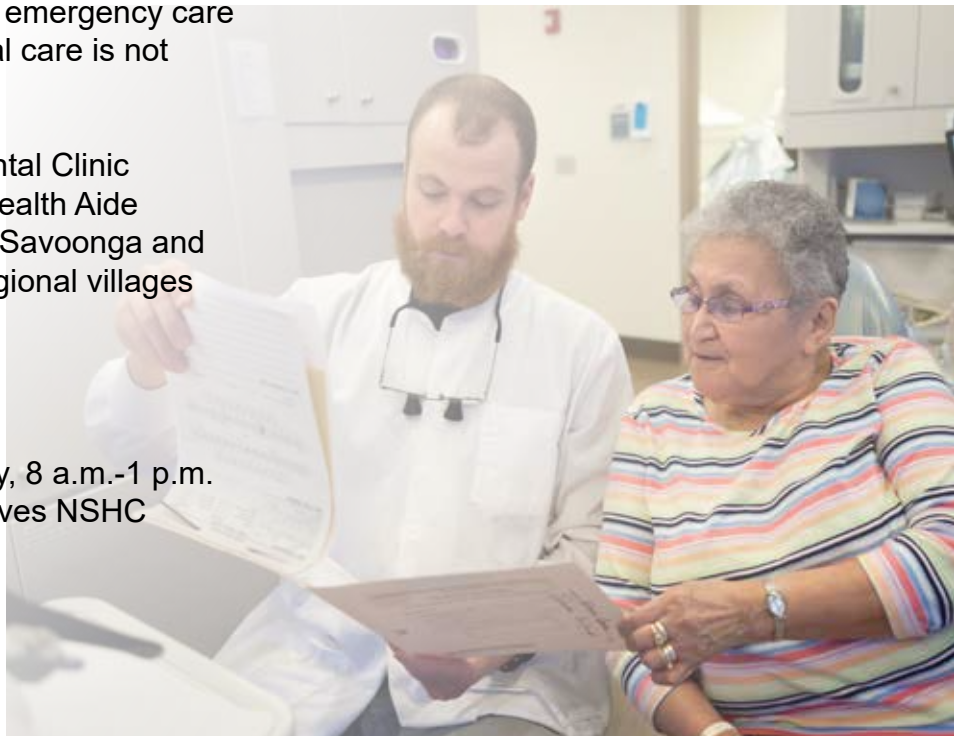
The NSHC Dental Department provides emergency, preventive, and definitive dental care to Indian Health Service beneficiaries, hospital employees and their immediate family members, and Medicaid recipients. NSHC Dental provides limited emergency care for non-IHS beneficiaries when other local care is not available.

Dental care is delivered at the NSHC Dental Clinic located in the hospital in Nome. Dental Health Aide Therapists (DHATs) are also stationed in Savoonga and Unalakleet. During the school year, all regional villages receive itinerant care.

Hours of operation:

The clinic is typically open Monday-Friday, 8 a.m.-1 p.m. and 2 p.m.-5 p.m. The dental clinic observes NSHC holidays.

Emergency dental care



NSHC does not have an on-call dentist. Patients experiencing dental emergencies should contact the NSHC Dental front desk during working hours or seek treatment in the Emergency Department if the dental clinic is closed or call the Nurse Call Line at 844-586-8773 or (907) 443-6411. Patients are encouraged to call for an appointment at (907) 443-3309.

Eye Clinic

The NSHC Eye Clinic is located on the second floor of the new Norton Sound Regional Hospital, and the hours of operation are 8 a.m.-5 p.m. Monday through Friday. Patients seeking after-hours eye care emergencies should present to the Emergency Department at the Norton Sound Regional Hospital or call the Nurse Call Line at 844-586-8773 or (907) 443-6411.

All primary eye care services are provided at our fully equipped facility. These services are provided to NSHC patients of all ages.

Some of the services provided by NSHC Eye Clinic include:

- Comprehensive eye exams
- Annual diabetic exams
- Ocular disease detection and management, including glaucoma and macular degeneration
- Surgical referral and aftercare
- Contact lens fitting
- Vision therapy and rehabilitation
- Education and research on eye disorders and prevention
- Wide selection of eyeglasses, sunglasses and contact lenses for every budget

Routine eye care services are provided by appointment. Beneficiaries from out of town who are visiting Nome on short notice can sometimes be fit into our schedule for routine examinations. New contact lens fitting requires an appointment. Medications, when needed, are dispensed by the NSHC Pharmacy.

The Eye Care Department travels to the Villages. Travel to attend routine Eye Care Appointments in Nome will not be paid by Norton Sound Health Corporation. It is best to see your provider when he/she is providing services in your community.

Laboratory

The laboratory, located on the second floor of the Norton Sound Regional Hospital, is a full service lab staffed by phlebotomists, medical laboratory assistants, laboratory informatics specialists, point of care technicians & assistants, medical laboratory technicians, medical laboratory scientists/medical technologists, point of care administrator, laboratory manager, and a laboratory director. The laboratory works 24 hours Monday – Friday and covers weekends to ensure that the hospital's diagnostic needs are always taken care of.

The laboratory performs a wide range of basic tests, some requiring fasting or a special diet. Our patients' identities will be confirmed before specimens are collected. All patients will be asked their name and birth date to confirm their identities. Please contact the laboratory if you have any

questions.

Results of all lab tests performed are entered into the patient's electronic medical records. The laboratory computer system and the clinic system are electronically linked so that all results from laboratory system are available to the medical provider. Providers can view laboratory results as soon as they are verified in the computer system by the technologist. Most results are available within 24 hours, but some testing may take several weeks. The laboratory does not release results directly to patients without the HIM consent form. Please contact your provider or the health information department for your test results.

If you have any questions about laboratory procedures, specimen types, testing requirements or turn-around times, please call the laboratory at (907)443-3216.



Respiratory Therapy

The Respiratory Care department provides treatments to help patients breathe freely and is involved in patient education and follow up.

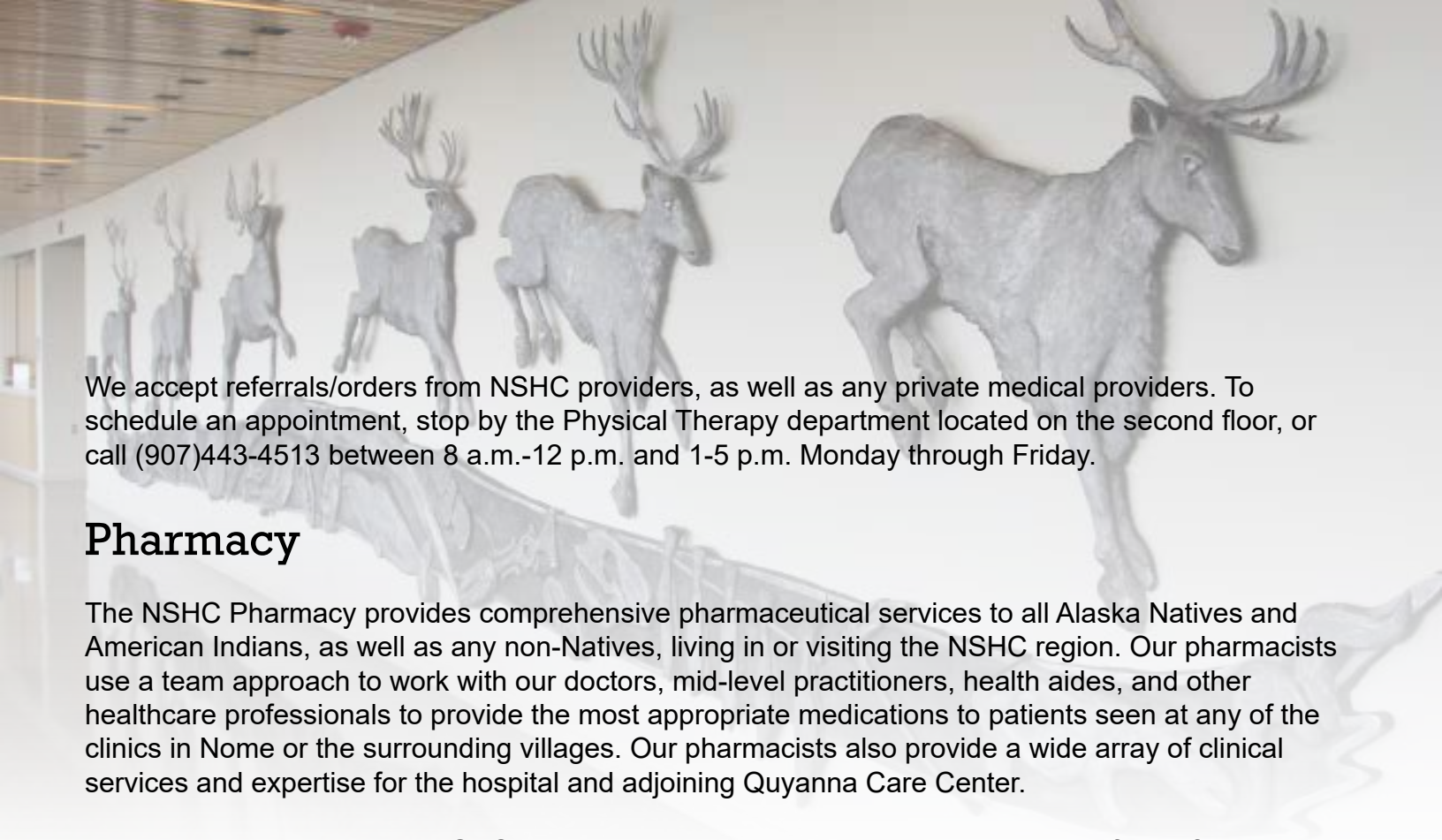
X-Ray/Radiology

Radiology, which operates during clinic hours, provides routine x-ray imaging. All radiology imaging requests require an order from a health care provider. Some specialized imaging such as diagnostic x-ray, mammography, ultrasound, bone mineral density studies, and CT scans will be performed on a scheduled basis when available and may require additional preparation or fasting prior to the exam.

All imaging studies will be interpreted by a board-certified radiologist and results will be delivered to the ordering health care provider. All patients should contact their health care team for results.

Physical Therapy

NSHC provides evaluation and treatment services for a broad range of conditions for patients of all ages. The physical therapy team focuses primarily on orthopedic concerns such as ankle sprains and back injuries, but also works with patients experiencing difficulty walking, balance impairments and/or weakness. We utilize a variety of treatment options including modalities (therapeutic ultrasounds, iontophoresis, and electrical stimulation) as well as hands on treatment (mobilization and manipulation). One of the most important aspects of physical therapy provided is patient education in self-care, including a regular home exercise program. Services are provided at the Norton Sound Regional Hospital in Nome, with semi-annual field visits to the village clinics. We also provide telehealth services to the village clinics.



We accept referrals/orders from NSHC providers, as well as any private medical providers. To schedule an appointment, stop by the Physical Therapy department located on the second floor, or call (907)443-4513 between 8 a.m.-12 p.m. and 1-5 p.m. Monday through Friday.

Pharmacy

The NSHC Pharmacy provides comprehensive pharmaceutical services to all Alaska Natives and American Indians, as well as any non-Natives, living in or visiting the NSHC region. Our pharmacists use a team approach to work with our doctors, mid-level practitioners, health aides, and other healthcare professionals to provide the most appropriate medications to patients seen at any of the clinics in Nome or the surrounding villages. Our pharmacists also provide a wide array of clinical services and expertise for the hospital and adjoining Quyanna Care Center.

The Pharmacy is closed all NSHC holidays. Patients should request medication refills before the holidays so they don't run out of medicine when the pharmacy is closed.

NSHC staff are available to deliver medications to patients' homes in all locations in which NSHC provides care. To request delivery, speak to your local clinic team or Nome Pharmacy staff.

New Medications

When a health care provider sees you, they may prescribe you a medication. A pharmacist will review your chart and make sure the medicine prescribed is the best and safest one available for your condition. They will also work with your insurance company, if applicable, to ensure the medication is paid for with as little copay as possible. Do be aware that a thorough review of your chart and medication profile does take time and the pharmacist may have to contact your provider or insurance company to offer recommendations or alternatives. Our pharmacy strives to offer high-quality services in a timely manner; however depending on the complexity of the prescription, wait times of up to 30 minutes may be necessary to ensure you receive the best care possible. The pharmacy staff will do its best to communicate any delays to you.

Before you leave the pharmacy, a pharmacist is available to discuss the following with you:

- The name of your medicine and what it is supposed to do
- When, how and for how long to take your medicine
- The common side effects to expect and how to deal with them if they occur
- Whether the medicine is safe to take if pregnant or breast-feeding (as appropriate)

- How to store your medicine
- How to properly dispose of any unused, discontinued or expired medicine

Medication refills

If you need to take medicine for a long-term (chronic) condition, your doctor may order refills on your medicine. If there are refills available on your prescriptions, the pharmacy can refill your medicine without you having to see a doctor each time. To get your medicine refilled you may do one of the following:

1. Call the automated prescription refill line at (907) 443-3319 or (800) 443-3319, and then select option 1. You will need to know your prescription number(s) to use the automated refill line. Your prescription number can be found at the top left of your prescription label following the "Rx#,"

Or

2. Bring the bottle or prescription to the pharmacy. If you choose to wait for you prescription, your request will be processed in the order it was received, along with prescriptions for other patients choosing to wait,

Or

3. Call the pharmacy before you run out of your medicine with your name, birthday, and the name of the medicine you need refilled. It is recommended to contact the pharmacy up to 7 days before you run out of medicine. Please note if you have insurance, the insurance company may not allow for early processing of refills. Contact your insurance company to learn more about what your policy allows.

Wait time is typically less in the mornings than in the afternoons, with the 4:30-5:30 p.m. hour being the busiest. Lunchtime is also a busy time as the pharmacy may be short-staffed while people are taking their meal breaks.

If you have no refills remaining or your prescription is expired, your request will be forwarded to your provider for their review. Depending upon the circumstances, the prescription may or may not be renewed. Prescriptions that are renewed in this fashion are typically renewed for one month, but may be extended for longer than this if the provider feels it is appropriate. If the prescription is only renewed for one month, you will need to make an appointment with your primary care provider (or another provider on the care team) within one month, as the next prescription renewal request will not be processed through the pharmacy in this manner.

Village pharmacy services

NSRH Pharmacy also works closely with community health aides, doctors, physician assistants and nurse practitioners to provide pharmacy services to patients living in the villages. Your community health aide can treat many short term health problems using the medications stocked in the village clinic. If your condition requires a medication provided by prescription from your doctor, you may

contact the pharmacy and the medication will be mailed from the NSRH Pharmacy to your local clinic. Once the pharmacy receives your prescription information, they will put together the prescription and have it delivered to the airport for shipment the next morning. Note that shipments are not made on the weekends, so prescriptions processed on Friday will be delivered the following Monday. Keep this in mind when requesting refills of your medications.

Quyanna Care Center

The Quyanna Care Center, or QCC, is a Long-Term Care Facility that houses residents from within the region. QCC staff or Social Services will track those who wish to become a resident by utilizing a wait list. The patient will only be added to the wait list when the completed application is received by QCC or Social Services. Priority for admission into QCC will be given to the patient who has been waiting the longest, if they meet the criteria set by the State of Alaska for admission into Long-Term Care Facilities, and the QCC Admissions Screening Work Group determines that the patient's care needs can be appropriately accommodated at QCC.

The Screening Work Group is comprised of the Admitting Physician, QCC Director of Nursing, and the QCC Social Services staff. If a patient's needs cannot be met by QCC, or the patient's care needs do not meet the criteria set by the state for admission, then QCC Social Services will work with the patient and their family to locate appropriate care elsewhere. Referrals to out of region resources will also be facilitated as necessary.

If a patient is offered admission into QCC but declines the admission, the patient can remain on the waiting list if they choose. However, they will then become the newest patient on the waiting list at that time. If you and your spouse are planning on living in a Long-Term Care Facility together, QCC offers adjoining rooms.

When informed that the resident is accepted into QCC, travel is arranged by the NSHC Travel Clerk per Medicaid Travel Policies. Patients will need to have a payment source for their admission. Social Services will work with the patient/family to assist the patient to apply for Medicaid, Medicare, or any other available payment sources.



NSHC Community Health Services

NSHC offers a broad range of community health services designed to treat the whole person. The goal of Community Health Services is to maintain and improve the physical, mental and emotional wellbeing of the region's residents so each can achieve optimal health and self-sufficiency.

Behavioral Health Services

Who we are:

Behavioral Health Services (BHS) staff members are direct service providers and include Behavioral Health Practitioners and Behavioral Health Aides, Clinical Associates, licensed Chemical Dependency Counselors, experienced Master's Level Clinicians, Licensed Psychologists, and a Board Certified Psychiatrist who are all trained to provide the services we offer. We welcome any questions you may have about our qualifications.

What we offer:

BHS offers outpatient substance use and mental health services to individuals in Nome and 15 villages in the Norton Sound region. It is sometimes helpful to combine substance use and mental health treatment for persons having difficulty in both areas. If we do not offer the services you need, we will help you find the right services elsewhere.

Village outpatient services typically are provided by counselors who reside in each village and clinicians who travel regularly to the outlying communities. Where available, secure Video Teleconferencing (VTC) connectivity from Nome to each village Health Clinic may be utilized.

Who we serve:

We offer services to people with alcohol and other drug disorders, severe and persistent mental illness and other emotional and behavioral disorders, and co-occurring disorders. We also offer services to families and couples who need assistance. We see adults (ages 18 and older) and youth and children (ages 17 and younger) who live in or are visiting the Norton Sound region.

While we understand the concerns a family member may have about a loved one's well-being, persons 18 and older must request services for themselves. We do offer help to family members who are trying to cope with difficult circumstances.

Confidentiality

All BHS and written information are confidential as required by State and Federal laws and Norton Sound Health Corporation/BHS Department Policies and Procedures. All BHS staff members are bound ethically and legally to abide by privacy laws, even after they leave NSHC/BHS employment.

Sometimes, because of their concerns, family members or others may volunteer information about you. We may listen, but unless you give us written permission, information about you will not be shared with anyone **except under the following conditions:**

- Information from records is requested through a valid court order and subpoena naming a specific individual
- Child abuse or abuse of a vulnerable adult is identified or suspected
- You are in a state of emergency requiring disclosure of information to medical personnel
- If you threaten to harm someone, the victim and police will be notified

You may request a complete explanation of your Privacy Rights at any time. Your Rights will otherwise be provided to you during an orientation. Failure of staff members to keep your protected health information confidential as allowed by HIPAA and 42 CFR, part 2, may result in disciplinary action, fines and incarceration.

Your Right to Services

Behavioral Health Services is available to anyone, regardless of age, sex, gender identity, sexual orientation, race, creed, color, national origin, disability, family status or marital status. You have a right to request or refuse treatment to the extent provided by law. However, under some circumstances, it may be in your best interest and that of BHS if you are referred elsewhere for services. For example, if the services you need are not available at BHS, we will be more than happy to assist you in seeking services elsewhere. A complete list of your Client Rights will be provided to you during your orientation.

BHS will make every effort to assist with reasonable accommodations, such as an interpreter, or other accessibility needs to assist you.

Fees

Services will not be denied due to a client's inability to pay.

Our services are reimbursable by Medicaid, health insurances, and Indian Health Services. NSHC has Benefits Specialists hired to help anyone apply for Medicaid. A sliding fee scale is also available. Please contact NSHC Patient Benefits by calling 443-3323.

Assessment & Services

At the beginning of your assessment appointment, a Clinical Associate will orient you and talk in detail about BHS services, what you can expect from providers and your rights and responsibilities as a client. A BHS provider will then ask you about your goals and talk to you in detail about your personal and family history and what services you want. You will also be asked to complete some questionnaires. Based on the information you give us and other information gathered, a

recommendation will be made regarding the level of care needed, if any. If services are indicated, you and the provider will work together to create an initial treatment plan based on your goals, strengths, needs, abilities, and preferences. The assessment can take up to three hours.

The provider who does your assessment may or may not be assigned as your primary provider.

Primary Provider

Once the assessment is completed and an initial treatment plan is in place, the Clinical Supervisor assigns a Primary Provider to work with you. The Primary Provider's job is to provide and coordinate your services. Your Primary Provider may be a counselor, clinician or clinical associate depending on the following information:

- Your assessed needs, treatment goals and preferences
- Which staff we believe to be the best fit for your needs
- Staff availability
- Language or other special needs
- The location of your BHS services (Nome or specific village office)

On a regular basis, you and your Primary Provider will review how well the two of you are working together, your treatment plan and your progress towards accomplishing your goals.

Integrated Behavioral Health Services

Behavioral Health Services provides a full array of mental and substance use treatment services. Interventions and counseling are provided to individuals, couples, or families in a confidential and healing environment. Through these therapies, BHS clinicians and counselors assist individuals in developing healthier behaviors, relationships, and expressions of emotion.

NSHC also provides the MATRIX MODEL program, an evidence-based group therapy to help individuals through recovery from substance use.

Services offered:

- Individual Therapy**
- Family Therapy**
- Substance Use Disorder Individual Counseling**
- Substance Use Disorder Group Counseling*
- Domestic Violence Counseling*
- Case Management and Coordination of Services**
- Psychological Testing**
- Psychiatric Diagnostic Assessment**
- Medication Management**



- Referral to Services**
- Urgent Care/Emergency Services**
- Crisis Intervention/Crisis Stabilization**
- Telemed Services for Intake, Assessments and Treatment Services***
- Wellness and Prevention Activities***
- Consultations at Primary Care Clinic (PCC)*
- Consultations at Acute Care Unit*

Location of Services:

*Nome

**Nome and Village Communities

***Village Communities



Village-Based Services

BHS offers a full array of services within the client's home community. Provided by Behavioral Health Practitioners or Aides (BHP/A) who reside in the 15 villages of the Norton Sound region, in addition to Master's Level Clinicians who travel on a monthly rotation.

Contacting Village-Based Programs

Brevig Mission	(907)642-2228
Elim.....	(907)890-2316
Gambell	(907)985-5110
Golovin	(907)779-2002
Koyuk.....	(907)963-2462
Savoonga	(907)984-6635
Shaktoolik.....	(907)955-2409
Shishmaref	(907)649-2150
Stebbins.....	(907)934-6873
St. Michael.....	(907)923-2431
Teller	(907)642-2175
Unalakleet.....	(907)624-3058
Wales.....	(907)664-2177
White Mountain.....	(907)638-2113
NSHC Toll Free.....	(800)443-3311

Services

Providers working with adults use brief, solution-focused approaches based on clients' strengths to teach new skills and encourage change. Individual, couples and family therapies are the preferred

methods of intervention for mental health issues. Group therapy is the preferred treatment approach for substance use and recovery needs. Group therapy has the potential to yield great personal change for clients while contributing to a sense of belonging and providing social support and peer advice. Referrals to levels of care are reviewed by the Clinical Supervisor and/or treatment team to ensure the best treatment options for each person are being provided.

Your Responsibilities as a Client

While receiving services from a BHS outpatient program, you are responsible for the following:

- Providing information to complete assessment in order to help us provide the best possible treatment for you.
- Completing and signing forms necessary to begin and continue treatment services.
- Working with your provider to develop a treatment plan based on your goals.
- Working with integrity to follow your treatment plan.
- Attending all scheduled appointments and groups on time.
- Informing your provider in advance if you are unable to attend an appointment.
- Participating free of alcohol or drug influence.
- Treating other clients and staff members in a respectful way.
- Honoring the confidentiality of group members.

Treatment

Length of Treatment

The length of time you are in treatment depends on your individual treatment plan. BHS outpatient services are short-term, solution-focused with an emphasis on strength-based treatment and family involvement, if permissible. Transition and discharge are a part of your treatment plan. Discharge usually occurs once you have reached the goals you identified. Throughout your treatment, you have an opportunity and responsibility to work with your primary provider to review, adjust or change your goals, including a request for a different provider. At any time after your case has been closed, you may reapply for services.

Referrals

BHS works with several referring agencies based on your needs. Partners include Alaska State Court System, OCS, social services agencies, and outside providers. BHS will refer you to additional services as needed for your successful treatment including higher levels of care, vocational rehab, and general assistance

Your Family

BHS believes the support of “family” (as defined by the client) is very helpful to your treatment for and/or recovery from mental health and substance use disorders. Your support system will be encouraged and welcomed to participate in services, if you choose. You and your primary provider will decide who to include in your care.

Contacting Behavioral Health Services

Urgent care is available Monday-Friday from 8 a.m.-5 p.m. for emergency needs. Call 443-3344 for support. After hours advice and support is available after 5 p.m. on weekdays and all hours on Saturday and Sunday for emergency needs. Call the Nurse Call Line at 844-586-8773 or (907) 443-6411. A Behavioral Health Consultant is available in the Primary Care Clinic during your medical appointments. A Behavioral Health Consultant is available at BHS for walk-in consultation on Tuesday from 10 a.m.-2 p.m. and Thursday from 1 p.m.-5 p.m. In village communities, a village-based Behavioral Health Practitioner/Aide is available to assist you in learning more about counseling services. These BHS staff members can be reached by contacting your local village-based counseling office (above).

For outside support, talk with Alaska's Careline. Call toll-free at (877)266-4357.



Village Health Services

NSHC provides community health aide/practitioner, mid-level provider and/or physician staffing in 15 villages. The clinic facilities are open for primary care services from 8 a.m.-5 p.m. After hours and weekend emergent care is available by calling the Nurse Call Line at 844-586-8773 or (907) 443-6411.

- | | | |
|-----------------|-----------|-----------------|
| •Brevig Mission | •Elim | •Gambell |
| •Golovin | •Koyuk | •Little Diomed |
| •St. Michael | •Savoonga | •Shaktoolik |
| •Shishmaref | •Stebbins | •Teller |
| •Unalakleet | •Wales | •White Mountain |

Community Health Aides/Practitioners are unique providers in the Alaska Tribal health care system, and provide access to many health care services in your village. Health aides are able to provide care working under the license of a physician, and according to their training and Community Health Aide Manual. The basic clinical skills content is taught at statewide training centers and continued in the village clinic by NSHC training supervisors and coordinators instructors. The number of health aide positions depends on the number of patients treated and village population.

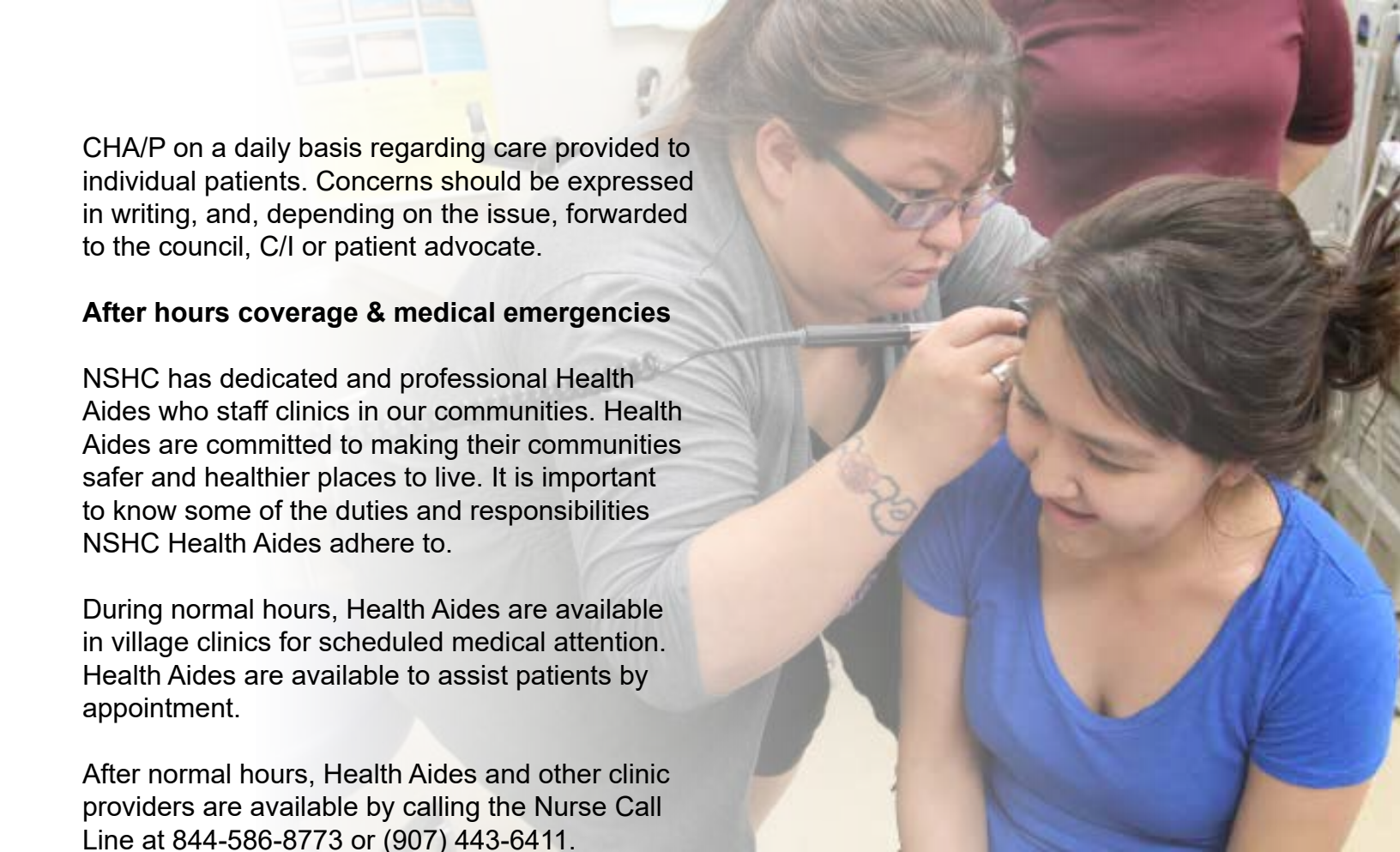
Scope of work

A community health aide/practitioner will:

- Provide primary health care services following the health aide scope of medical practice. This is defined according to level of training, experience, the community health aide manual and referral physician.
- Provide and/or assist with emergency medical response including on-call after hours.
- Provide preventive health services such as well child, prenatal, post-partum, family planning, health surveillance, etc.
- Consult with the referral doctor or designee for care of all patients requiring intervention not covered by medical standing orders.
- Assist itinerant health care providers and specialty clinics.
- Manage the clinic: inventory/order pharmaceutical and medical supplies and ensure equipment is functional.
- Practice medical ethic including observing confidentiality and patient rights.

Supervision and how to address concerns

Health aides have three components of supervision: the Supervisor/Instructor (S/I) who oversees medical skills, training and evaluation; the Village Health Services Director; and the physician. The village council conducts recruitment for vacancies and oversees day-to-day operations including hours of operation. In most cases the village council is responsible for the clinic facility itself. The S/Is oversee continued medical skills training and evaluation. The referral physician confers with the



CHA/P on a daily basis regarding care provided to individual patients. Concerns should be expressed in writing, and, depending on the issue, forwarded to the council, C/I or patient advocate.

After hours coverage & medical emergencies

NSHC has dedicated and professional Health Aides who staff clinics in our communities. Health Aides are committed to making their communities safer and healthier places to live. It is important to know some of the duties and responsibilities NSHC Health Aides adhere to.

During normal hours, Health Aides are available in village clinics for scheduled medical attention. Health Aides are available to assist patients by appointment.

After normal hours, Health Aides and other clinic providers are available by calling the Nurse Call Line at 844-586-8773 or (907) 443-6411.

For public safety, and the safety of NSHC employees, no emergency medical provider is permitted to respond to an unsafe situation. An unsafe situation can be one that involves alcohol, drugs, weapons, violence, fires, or traveling in a blizzard or white-out.

Referral for additional services

If the medical problem cannot be handled in the village, the CHA/P contacts the doctor. The doctor may recommend travel to the sub-regional clinic, NSRH or to a specialist. When needed, the CHA/P, community health representative, or NSRH travel can assist with making an appointment and the required arrangements with Medicaid or Purchased and Referred Care. If you are traveling for lab work or a procedure it is important to understand and follow the instructions in preparation for the test. For lab work to be done at the hospital, you must arrive 30 minutes before the test/procedure. The health aide will fax a copy of the patient referral form to the receiving clinic/facility. **The patient or escort must also carry a copy of the referral form with them to their visit.**

Escorts

If the patient is elderly, disabled or very young, authorization for an escort can be requested. If approved by a physician, the airfare and accommodations for the escort are paid. The CHA/P may not serve as an escort unless they want to and are able to get leave approval for the time away from the clinic. Read more about the NSHC Escort Policy on page 23.



Praise makes a difference

The community health aide role is a vital link in the NSHC health care delivery system. If you are pleased with the work done by your CHA/P, let him or her know. Let the Tribal council hear about your support for the village clinic. Health aide longevity is significantly affected by village support or lack thereof. Please take the time to fill out a NSHC thank-you card at your village clinic. Positive reinforcement is always appreciated.

Community Health Center Services

Community Health Center services are funded through a recurring grant which supplements IHS services and expands our ability to provide primary care services to all community members, including non-IHS beneficiaries. Required services include primary health care, behavioral health, basic dental services and vision. The grant is a supplement to IHS funding; it does not reduce or replace NSHC IHS funding levels. For grant compliance every patient treated at a site within the scope of CHC project must complete a patient registration form annually. Information gathered on these forms is one way we demonstrate to the granting agency the continued need for funding.

Office of Environmental Health

The vision of the Office of Environmental Health is:

NSHC Tribes are able to effectively recognize, respond to and resolve their environmental health issues.

Scope of services

The Office of Environmental Health (OEH) seeks to prevent illness and disease by controlling factors in the human environment. OEH is composed of environmental health specialists, public health engineers, remote maintenance workers, environmental technicians and a training coordinator.

Together, OEH staff provides comprehensive environmental health services and technical assistance to NSHC villages and other NSHC programs.

Environmental health specialists

OEH environmental health specialists are responsible for developing and implementing a comprehensive environmental health services program. They provide assistance to Tribes with drinking water protection, sanitation management, solid waste, food safety, infection control, emergency response, hazardous materials management and more. In addition, they provide education on various environmental health topics and travel routinely to provide onsite environmental health technical assistance.

Public health engineers

OEH engineers assist villages with the operation and maintenance of their water, sewer and solid waste facilities. Their work includes project planning and funding requests, estimating operating costs and revenues, preparing operations and maintenance manuals and preventive maintenance plans for sanitation facilities, and assisting villages in efficiently operating and maintaining their sanitation facilities.

Remote maintenance workers

Remote maintenance workers travel extensively to provide technical assistance and training to village water plant operators. This also includes emergency trips in response to water or wastewater system freeze-ups, mechanical failures or natural disasters.

Environmental technicians

OEH environmental technicians are responsible for enhancing Tribal management of solid waste. This is accomplished by educating Tribal leaders, school children and village residents on preventing environmental hazards by developing local solutions to existing problems, providing assistance with landfill management and working with Tribes to find grant funding for managing solid waste.

Training Coordinator

The OEH training coordinator manages the NSHC Water Operator and Utility Manager training program. A number of classes are held every year for village employees on various topics related to utility operation and maintenance. The coordinator also proctors state water treatment operator certification exams for class participants.



Patient Hostel & Pre-Maternal Home

The Patient Hostel & Pre-Maternal Home is a combined facility that provides temporary housing to village beneficiaries within the NSHC region when in Nome for medical or dental appointments. Priority goes to clients who are elders with chronic disease and pregnant women. The village health aide or other medical providers must submit a referral to the patient hostel for housing which includes the appointment times and length of stay for the patient. A housing fee is based on the income guidelines. It is a certified Medicaid facility and accepts Medicaid coupons and NSHC vouchers.

The pre-maternal home is for women who must travel from their villages to Nome to give birth. It provides education, good nutrition, and a safe, drug-free environment for the obstetric patients of the Norton Sound region. They also offer classes on topics such as childbirth, fetal alcohol syndrome, healthy living and prevention of child injury and abuse.

The Patient Hostel contains 14 rooms and 28 beds. There are seven rooms and 14 beds in the Pre-Maternal Home. The patient must register at the front desk of the hostel upon arrival at the facility. Registration must occur by 6 p.m. on the day of travel, and check-out (discharge) must occur by 2 p.m. on the day the patient will be traveling home after receiving medical care. If registration and/or discharge must occur later in the day because of a delayed doctor's appointment, delayed travel, or other extenuating circumstances, the patient and/or escort must notify the patient hostel staff as soon as possible to ensure that a room remains available if needed, and that their personal belongings are not removed from the assigned room.

Hostel Rules

- 1. Alcohol and Illegal Drugs are Not Allowed** – guests and visitors found under the influence of or in possession of alcohol or illegal drugs on or off NSHC campus, during any part of the patient stay, will be referred to Behavioral Health Services.
- 2. Tobacco Use** – tobacco use in any form is prohibited on and within all buildings, facilities, vehicles, meeting places and property whether owned or leased, controlled or used by NSHC. Smoking or chew is only allowed across the street. Do not use the emergency exit to access this area.
- 3. Escorts** – patient escorts must remain with the patient they are escorting at all times. Escorts must supervise patients at all times. Elders and children (under the age of 18) are not to be left alone at any time. NSHC has reporting guidelines that must be followed for any unattended children. The appropriate authorities will be contacted.
- 4. Facility Access After Hours** – to ensure staff and patient safety, the hostel front doors will be locked between 10 p.m. – 8 a.m. each day. After 10 p.m., staff will monitor patient access back

into the facility.

5. **Keys** – to better monitor patient access to the facility, you will need to give your room key to the attendant each time you leave the hostel. When you return to the hostel, the room key will be given back to you.
6. **Initial Check-In** – please complete the initial check-in by 6 p.m., or your reservation will be cancelled. The room will be given to the next patient on the wait list.
7. **Be respectful** – be mindful of others and clean up after yourself. Treat others with respect and consideration.
8. **Visiting hours** – visit guests in the lobby or board room. Visiting hours are from 8 a.m. to 10 p.m.
9. **Rooms** – only the patient and the escort are allowed to stay in the room. Due to limited lodging and need, you may have a roommate assigned to your room.
10. **Monitor Noise** – maintain a quiet atmosphere in the halls and rooms at all times. Patients are at the hostel for medical reasons, and therefore may be sleeping or not feeling well.
11. **Extended Stay** – in the event you have more medical appointments, please let the travel office know by calling 443-3210. Travel will then arrange for your continued stay here at the patient hostel.
12. **Meals** – meal tickets for breakfast, lunch and dinner at the hospital's Fireweed Café are available at the office Monday through Friday. During the weekend and on holidays, all meals are delivered from the main hospital. If you will not be eating a meal at the hostel, please let the office know.
13. **Valuables** – do not bring items of value with you. NSHC or the hostel is not responsible for lost or stolen items. NSHC is not responsible for any items left in hostel rooms.
14. **Laundry** – residents are permitted to use the laundry room upon request at the front desk.
15. **Weapons** – all firearms, and knives longer than a pocketknife, are prohibited.
16. **Pets** – pets are not allowed. Exceptions may be made for patients who need a service animal.
17. **Damages to the Room or Equipment** – you will be held responsible and billed for any damage to rooms and/or equipment. NSHC will also bill for NSHC property taken.
18. **Rooms are Subject to Inspection** – staff will inspect rooms to ensure resident safety and may inspect rooms prior to checkout if there is a reasonable suspicion of patient hostel missing items/property. NSHC reserves the right to inspect baggage for any missing items upon consent.
19. **Check-Out Time** – guests must check out no later than 2 p.m. to ensure another night stay is not charged.
20. **Keys** – in the event the room key is lost or stolen, please notify staff immediately. Understand that a \$25 fee will be charged to the signing guest.
21. **Personal Information** – you can give permission to the hostel employees to tell, or not tell, people who call or stop by that you are there. The hostel will not release any other information.

The lodging rules will be explained to patients/escorts by an employee once arrived at the hostel. If the patient/escort violates the rules, the patient's name is sent to Patient Travel and the patient/escort will be put on the eviction list and the facility reserves the right to refuse them lodging for up to (12) months. If a person is ineligible and denied lodging, they are responsible for finding their own lodging at their own expense.

Staff on duty 24 hours a day, 7 days a week

Visiting Hours 8 a.m.-10 p.m.
Check-In/Registration Timeby 6 p.m.
Check-Out Time.....2 p.m.
After Hours Access (See Front Desk)..... 10 p.m.-8 a.m.

Patient Driver

The patient driver is available for patients who need a ride to and from the hospital. The driver can do pick-ups and drop-offs in town, near town, and the airport. ANY patient is allowed to use the patient driver. We do not offer patients rides to and from local stores. To contact the patient driver, call 443-3311.

NSHC will pay for cab rides to and from Teller. Medicaid covers air transport to Teller.



TELEPHONE DIRECTORY

Airlines

Alaska Airlines	(800)252-7522
Bering Air	(800)478-5422
Erickson Aviation	(907)443-5334
Ravn Air	(800)866-8394

Nome Ground Transportation

NSHC Patient Driver.....	443-3311
Checker Cab.....	443-5211
E-Z Cab	443-3000
Mr. Cab	443-6000
Anchorage Ground Transportation	
Alaska/Yellow Cab.....	222-2222
BAC Transportation	222-2600
Checker Cab.....	274-3333

Hotels in Anchorage that Accept Medicaid

Alaska House – ARH – 2801 Debarr Road	276-6864
Black Angus – 1430 Gambell St.....	272-7503 or (800)770-0707
Courtyard (Marriott)* – 4901 Spenard Road.....	245-0322 or (800)321-2211
Executive Suites* – 4360 Spenard Road	243-6366 or (888)315-2378
Golden Lion Hotel – 1000 E. 36th Avenue	561-1522 or (800)528-1234
Guest House* – 321 E. 5th Avenue.....	276-7226 or (800)325-2525
Hickel House – Providence – 3637 Piper Street	212-4100
Inlet Tower Hotel and Suites* – 1200 L Street.....	276-0110 or (800)544-0786
Merrill Field Inn – 420 Sitka Street	276-4547 or (800)898-4547
Motel 6 – 5000 A Street.....	677-8000 or (800)466-8356
Parkwood Inn – 4455 Juneau Street	563-3590 or (800)478-3590
Paton's Place Qavarvik – 4036 Vance Drive	345-1057
Quality Inn & Suites* – 4615 Spenard Road	243-3131
Quyanna B & B – 1319 Juneau Street	276-2976
Quyanna Hospitality House – 4315 Diplomacy Drive.....	729-2400 or (866)824-8140
Royal Suite Lodge – 3811 Minnesota Drive	563-3114 or (800)282-3114
Samovar Inn – 720 Gambell St	277-1511
Spring Hill Suites (Marriott)* – 3401 A Street.....	562-3247 or (800)287-9400
Towne House Motel – 1010 Cushman St.....	456-6687
Travel Lodge – 4610 Spenard Road	865-4600
University Lake Springhill (Marriott)* – 4050 University Drive	751-6300 or (888)284-1887
Wilmas Place – 1715 Tamara Circle.....	884-1310 or (800)478-8547

*Offers shuttle services

Norton Sound Regional Hospital Main Telephone Numbers

From Nome.....	443-3311
From Villages (no charge)	(888)559-3311

Norton Sound Health Corporation Services

Acute Care.....	443-3214/3353
Administration.....	443-3202
Admissions or Registration Desk.....	443-3322
Appointment Desk	443-3333
Audiology	443-3297
Behavioral Health	443-3344
Billing Office.....	443-8905
CAMP	443-3365
Case Management	
Procedure Case Manager.....	443-4585
Specialty Clinic Case Manager	443-3318
Specialty Adult/Pediatric Case Manager.....	443-6405
Cashier's Office	443-4564
Community Health Aide Program (CHAP).....	443-3404
Compliance Office	443-3206
Dental Clinic	443-3309
Emergency Department.....	443-3203
EMS.....	443-3306
Eye Clinic.....	443-3235
Health Aide Training	443-3404
Health Information & Management Systems (HIMS).....	443-3212
Healthy Start.....	443-3398/3241
Human Resources.....	443-4573
Infant Learning Program.....	443-3298
Injury Prevention.....	443-4539
Laboratory	443-9641
Maternal Child Health	443-3205
Medical Staff Secretary	443-3407
Nutrition Services	443-3250
Office of Environmental Health (O.E.H.).....	443-3294
Patient Advocate (Nome-based).....	443-4567
(Anchorage-based).....	(907) 434-2844
Patient Benefits	443-6408/3323
Patient Financial Services	443-8905
Patient Hostel	443-6389
Patient Travel.....	443-3210
Pharmacy	443-3319

Physical Therapy	443-4513
Pre-Maternal Home	443-6389
Primary Care Clinic.....	443-3333
Privacy Officer	443-3206
Public Health Nursing (SOA Public Health)	443-3221
Quality Management	443-3268
Quyanna Care Center	443-3357
Radiology/X-Ray.....	443-3227/3228
Rainbow Services.....	443-3481
Respiratory Therapy	443-3310
Sexual Assault Response Team (SART)	443-3314
Social Services	443-4541
Specialty Clinic	443-3318/3267
Tribal Healer	443-9619
Village Based Counseling.....	443-3344
Village Health Services.....	443-3288
WIC Program.....	443-3299

Village Clinics

Brevig Mission Clinic	(907)642-4311
Elim Clinic.....	(907)890-3311
Gambell Clinic	(907)985-5012
Golovin Clinic.....	(907)779-3311
Koyuk Clinic.....	(907)963-3311
Little Diomedede Clinic.....	(907)686-3311
Savoonga Clinic.....	(907)984-6513
Shaktoolik Clinic	(907)955-3311
Shishmaref Clinic.....	(907)649-3311
St. Michael Clinic.....	(907)923-3311
Stebbins Clinic.....	(907)934-3311
Teller Clinic	(907)642-3311
Unalakleet Clinic.....	(907)624-3535
Wales Clinic.....	(907)664-3311
White Mountain Clinic.....	(907)638-3311

Glossary of Terms

Alternate Resources: Federal regulations require that you apply for alternate resources for which you may be eligible. An alternate resource is a payment source other than NSHC Contract Health Service funds that can pay for your health care outside the direct care you receive at Norton Sound Regional Hospital.

Alternative medicine: A term referring to treatment philosophies and practices whose theoretical basis and techniques diverge from those of modern medicine. Naturopathic doctors, acupuncturists, massage therapists, and chiropractors fall into this category. Many private insurance companies do not cover this type of treatment. Currently IHS does not cover these services.

Appeal: A specific request to reverse a denial or adverse determination and potential restriction of benefit reimbursement.

Complementary Therapy: Any therapy that can be administered in conjunction with current treatment or therapy without hindering or disrupting a patient's current treatments or progress. Check with your provider for further information and questions about what is and is not considered complementary therapy.

Claim: Information submitted by a provider or a covered beneficiary that establishes specific health services provided to a patient and requests reimbursement.

Denali KidCare: State of Alaska program to ensure health insurance is available to pregnant women who meet income guidelines and children and teens through age 18 of both working and non-working families.

Emergency Care: Care provided to a patient with a serious medical condition or symptom (including severe pain) resulting from injury, sickness or mental illness which arises suddenly and requires immediate care and treatment. Emergency care is generally received within 24 hours of onset, and is necessary to avoid jeopardy to the life or health of a covered person.

Medicaid: A federal program administered and operated individually by participating state and territorial governments that provide medical benefits to eligible low-income people needing health care. The federal and state governments share the program's costs.

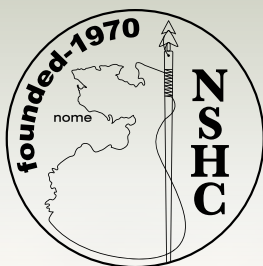
Medical Escort: Escorts help patients with travel, getting to and from appointments, obtaining food, and finding a place to stay.

Medicare: a nationwide, federally administered health insurance program that covers the costs of hospitalization, medical care, and some related services for eligible people, principally individuals age 65 and older.

Part A: Covers inpatient hospitals and skilled nursing facility care, home health and hospice care at no cost to the patient.

Part B: Covers physician services, outpatient hospital services, clinic services, lab services and durable medical equipment.

Medicare Beneficiary: A person designated by the Social Security Administration as entitled to receive Medicare benefits.



NORTON SOUND HEALTH CORPORATION

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