



ONEIDA

Oneida Comprehensive Health Division Patient Handbook

Revised June 2022



**Oneida Nation
Vision Statement**

A Nation of strong families built on
Tsi ʔNiyukwaliho Tł and a strong economy.

**Oneida Nation
Mission Statement**

To strengthen and protect our people, reclaim our land and
enhance the environment by exercising our sovereignty.



**Oneida Comprehensive Health Division
Mission Statement**

We provide the highest level of quality, holistic health care
to ensure the future wellness of OUR Oneida Community.

Revised June 2022

Definitions and Acronyms

- AJRCCC – Anna John Resident Centered Care Community
- Alternate Resources – A financial source, other than contract health, that can assist in payment of the bill. Some examples of Alternate Resources are: Medicare, Medical Assistance, Wisconsin Well Women’s Program, Disability, Kinship Care, Express Enrollment for Pregnant women and children
- BH – Behavioral Health
- CHN – Community Health Nurse
- CHR – Community Health Representative
- CLIA – Clinical Laboratory Improvement Amendments
- CSAC – Clinical Substance Abuse Counselor
- DOT – Department of Transportation
- ERTW – Early Return To Work
- HIPAA – Health Information Portability and Accountability Act
- IHS – Indian Health Service
- LCSW – Licensed Clinical Social Worker
- LMFT – Licensed Marriage Family Therapist
- LPC – Licensed Professional Counselor
- LPN – Licensed Practical Nurse
- MQSA – Mammography Quality Standards Act
- OB/GYN – Obstetrics/Gynecology
- OCHC – Oneida Community Health Center
- OWI – Operating While Intoxicated
- PAR – Patient Account Representative
- PHI – Protected Health Information
- PNCC – Prenatal Care Coordinator
- Podiatrist DPM– Specializing in issues of the feet
- PRC – Purchase Referred Care
- RDN – Registered Dietitian Nutritionist
- RN – Registered Nurse
- WIC – Women, Infants and Children

History of the Oneida Community Health Center and the Oneida Comprehensive Health Division

Many years ago, a handful of Oneida women had a vision and a dream. Thus was conceived and born our present day Oneida Community Health Center.

Provision of health care services began in a small suite of rooms at the Norbert Hill Center. A Director, a Secretary, four (4) Community Health Representatives, a RN, and a LPN offered limited services. As health services grew, a move was made to the Civic Center where a small laboratory was added. The medical staff consisted of volunteer doctors, a nursing staff, the first alcohol and other drug abuse counselors and a social worker. Dental services were provided by volunteer dentists from Milwaukee on weekends in a small office at the Tribal Building on Fish Creek Rd. and Hwy H.

While Indian Health Service and Indian Health Service Commission Corps providers offered limited holistic health services, due to limited comprehensive services as well as limited space and equipment, many services were contracted out.

Increased Health Care needs continued to push growth and expansion. In May 1978, the Oneida Community Health Center opened its doors in a new building at the corner of Highways E & EE.

For approximately 25 years this facility was the hub of health care services for Native people in and around the Oneida area. The facility and operations continued to grow until the site could no longer be expanded. The planning then began for the creation of a “new” health center to provide state of the art health services to the Oneida Community.

On November 4, 2002, a state-of-the-art ambulatory health clinic opened at 525 Airport Road. The demand for health care services increased as our community continued to grow. In 2006, the Oneida Comprehensive Health Division was formed which combined the programs of the Oneida Community Health Center, Oneida Behavioral Health and the Anna John Resident Centered Care Community. In 2008, the Oneida Employee Health Nursing Department joined the Division in an effort to consolidate all health care services into one area within the Oneida Nation.

All services listed in this handbook are continually monitored and evaluated to permit the organization to meet the demands of our community’s growth. New services, technology, equipment and customer demand are continually being considered to support advanced and continuous quality health service for the Oneida Community.



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Note: Information in this handbook is as of the June 2022 and is subject to change.

Eligibility

The Oneida Comprehensive Health Division provides a number of services to Native people through a self-governance compact with the Federal government through the Indian Health Service. Eligibility for services is divided into two categories of care:

- Care which is provided directly through the health care facilities (Direct Care) and
- Purchased Referred Care (PRC) which is a contract with an outside provider for specialty care.

Eligibility criteria differ between Direct Care and Purchase Referred Care. Specific services may require payment of laboratory and material fees. All insurances and methods of third party reimbursement will be billed for any services received. Funds recovered through insurance reimbursements are utilized to expand and improve services for the Oneida community.

To be eligible for health care services for:

Direct Care Eligibility

- Must be a member of a federally recognized tribe or Alaska Native Group.
- Must provide proof of tribal enrollment or descendancy.
- Must pay fees associated with some services such as dental, optical, laboratory and material fees which are not covered by the facility. These fees will be discussed with you prior to services rendered.
- Must supply information on insurance and methods of third party reimbursement, such as insurance, Medicaid, Medicare, and forward cards at each visit.

Purchase Referred Care Eligibility

Your eligibility for Purchase Referred Care will ultimately be determined by a Purchase Referred Care Representative. Additional information available on the PRC page of this handbook (page 17-18).

- Be an Oneida tribal member or descendent residing within Brown or Outagamie county.
- Provide a current Purchase Referred Care application.
- Provide acceptable form of proof of residency: See PRC page for examples.
- Apply for alternate resource for care if patient is eligible: See PRC page for examples.
- Prior authorization must be determined by patient’s primary care provider from Oneida Community Health Center or Behavioral Health.

ELIGIBILITY / PATIENT RIGHTS

- Oneida Community Health Center provider must issue a referral for services.
- Member of another federally recognized tribe residing in Brown or Outagamie County with a social or economic tie to the Oneida Nation.
- Students who meet eligibility guidelines at their permanent residence prior to leaving for school: must supply Purchase Referred Care with a copy of full-time student status **every** semester.
- Patients eligible but leaves the community, may continue to be eligible for 180 days.
- Non-Indian women pregnant with an eligible Native American's child for: duration of pregnancy through post-partum (Father's Acknowledgment form must be signed prior to receiving Purchase Referred Care funds).
- Member or descendent of another federally recognized tribe residing within the Oneida reservation boundaries.

Patient Rights – Comprehensive Health

The Oneida Comprehensive Health Division assures that its patients are treated in a manner that recognizes their basic human rights by assuring the following:

- Patients are treated with respect, consideration, and dignity. Patient's rights and responsibilities covered by the Indian Freedom of Religion Act will be strictly observed.
- Patients are assured confidential treatment of their disclosures and records and, except when required by law, are afforded the opportunity to approve or refuse their release.
- Patients are provided, to the degree known, complete information concerning their diagnosis, treatment, and prognosis.
- When it is medically inadvisable to give such information to a patient, such information is made available to an individual designated by the patient or to a legally authorized individual in conformity with the Privacy Act of 1974 and other controlling laws.
- Patients are given the opportunity to participate in decisions involving their health care, unless constrained for medical reasons.
- Patients are informed of their rights to change providers if other qualified providers are available.

PATIENT RIGHTS / RESPONSIBILITIES

Information is available to patients and staff concerning:

- Patient Rights, including those specified above:
 - Patient conduct, responsibilities and participation.
 - Services available through the Comprehensive Health Division and eligibility for such services.
 - Provisions for after-hours and emergency care.
 - Fees for services including what services are provided for through the Indian Health Service and eligibility criteria.
 - Payment policies.
 - Advance directives as required by State and Federal law and regulations.
 - The credentials of all health care professionals working within the Comprehensive Health Division.
 - The process for filing under the Federal Tort Claims Act.
 - How to voice grievances regarding the treatment of care.
 - Methods for providing feedback, including complaints.

Patient Responsibilities

Prior to receiving care, patients are informed of their responsibilities. We expect that our patients will:

- Be responsible to provide for their own needs to the extent of their ability by providing complete and accurate information about his/her health, any medications taken, including over-the-counter products and dietary supplements, and any allergies or sensitivities.
- Encourage their families to be responsible to provide for the needs of their members to the extent of their abilities.
- Follow the treatment plan prescribed by his/her provider and participate in his/her care to the best of their abilities.
- Cooperate with efforts to maintain confidential records.
- Ask questions about diagnosis, treatments, and prognosis to assure adequate understanding of your condition.

- Use established procedures for obtaining after-hours care.
- Be respectful of others needs by keeping appointments and/or notifying the Health Center, or other departments within the health division, in advance, when unable to keep an appointment.
- Behave respectfully toward all the health care professionals and staff as well as other patients.
- Provide complete and accurate information for registration and insurance upon request and accept personal financial responsibility for any charges not covered by insurance or by Indian Health Services.
- Respect Oneida Comprehensive Health Division property.
- Provide feedback to the Oneida Comprehensive Health Division for continuous quality improvement.
- Avoid the use of Cell Phones beyond the waiting areas/lobby areas in accordance with HIPAA regulations.

Confidentiality

The Oneida Comprehensive Health Division assures that all patient/client rights to privacy are enforced and protected by all of its employees according to the provisions of the Privacy Act of 1974 and any other state and federal laws regarding patient rights to Privacy including the Health Information Portability and Accountability Act (HIPAA) of 1996.

BH Confidentiality Law are under DHS 92 Confidentiality of Treatment Records.

Whenever requirements of federal law regarding alcoholism and drug dependence services in 42 CFR Part 2 require restrictions on the disclosure of treatment records greater than the restrictions required by this section, the federal requirements shall be observed.

Release of Information for Medical Records

Wisconsin Statutes 146.81, 146.82, and 146.83 requires that:

- All health care records remain confidential and that informed consent must be obtained prior to the release of any medical records except in certain conditions defined within the law.
- All requests for health care records must be submitted in written format unless exempt by law.
- The medical record is the property of the Oneida Comprehensive Health Division and the information contained in the medical record belongs to the patient.
- The patient is entitled to the protected right of all health care information.

The release of information from health records shall be carried out in accordance with the Wisconsin State Statutes. In some cases, there may be a charge for the following:

- Photocopying of records for personal use.
- Viewing of records by insurance representatives, attorneys or their representatives including worker's compensation presenting a signed authorization form from the patient.
- A minimum of 1-10 copies requested by any of the aforementioned third parties.
- Completion of abstract insurance forms.

Health Information Portability & Accountability Act (HIPAA)

The Privacy Rule protects all “*individually identifiable health information*” held or transmitted by the Oneida Comprehensive Health Division or its business associates, in any form or media, whether electronic, paper, or oral. The Privacy Rule calls this information, “Protected Health Information (PHI).”

“Individually identifiable health information” is information, including demographic data, that relates to:

- The individual’s past, present or future physical or mental health or condition.
- The provision of health care to the individual.
- The past, present, or future payment for the provision of health care to the individual, and that identifies the individual or for which there is a reasonable basis to believe it can be used to identify the individual. Individually identifiable health information includes many common identifiers (e.g., name, address, birth date, social security number).

A major purpose of the Privacy Rule is to define and limit the circumstances in which an individual’s protected health information may be used or disclosed by the Oneida Comprehensive Health Division. The division may not use or disclose protected health information, except:

1. As the Privacy Rule permits or requires; or
2. As the individual who is the subject of the information (or the individual’s personal representative) authorizes in writing.

Required Disclosures

The Oneida Comprehensive Health Division must disclose protected health information in only two situations:

1. To individuals (or their personal representatives) specifically when they request access to, or an accounting of disclosures of, their protected health information.
2. To government entities such as the Department of Health and Human Services when it is undertaking a compliance investigation, a review, or enforcement action.

What To Do if You Have A Concern Regarding your Care?

If you have a concern with Comprehensive Health staff or with your care, please ask for a Client Concern Form and/or ask to speak with the Director of Nursing.

Oneida Community Health Center (OCHC)



Patient Care Hours:

Monday-Friday: 7:00 a.m.-5:30 p.m.
(920) 869-2711 or 1-866-869-2711

Service Location:

Oneida Community Health Center
525 Airport Dr., Oneida, WI 54155

Service Description: The Oneida Community Health Center was established to provide comprehensive outpatient and inpatient medical services to Indian people living on or near the Oneida Reservation situated in Brown and Outagamie Counties in Wisconsin.

Care is provided by a staff of full-time physicians, nurse practitioners, physician assistants, registered nurses and ancillary health care providers. Appointments are available for diagnosis, treatment, well child care, immunizations, family planning, minor surgical procedures, and preventive care. In addition, several physicians are contracted to provide care in specialized areas. Services are provided in the areas of Internal Medicine, Pediatrics, Podiatry, Obstetrics, Gynecology.

Clinic appointments are required, however, patients requiring same day service for acute illness will be screened by the triage nurses and appropriately referred for care.

Scheduling of Appointments

Oneida Community Health Center is open for appointments between the hours of 7:00 a.m.-5:00 p.m. Monday thru Friday, unless otherwise indicated. Triage for the Medical Clinic is available 8:00 a.m.-4:30 p.m.

Health Center Late Appointment/Policy/No Show/Cancel less than 24 hours notice

Patients who arrive **more than 5 minutes late** after their scheduled appointment time may be asked to reschedule. **No Show/Cancel** less than 24 hours policy for the medical clinic affects appointment scheduling for adult patients and for minor children could involve notice of missed appointments to child protective service.

Emergency Procedure

- *Please call 911 in the event of an Emergency.*

Diabetes Team

Monday-Friday: 8:00 a.m.-4:30 p.m.
(920) 869-2711, ask for Diabetes Team

Staff: Nursing Team, and Registered Dietician / Certified Diabetes Educator

Service Description: The goal of the Diabetic Team is to educate you in the journey to successfully manage your diabetes. This will enable you to develop skills necessary to control your diabetes and prevent future complications associated with your disease.

Services Include *(but not limited to):*

- Medication Management
- TRIAD Program – exercise program with personal trainers and incentives
- Foot care education and custom shoes
- Mental and emotional health support
- Insulin pump therapy and continuous sugar monitoring system
- Thyroid disorders
- Self-management education program
- Education provided:
 1. Self monitoring blood sugars– low and high blood sugars
 2. Sick day management
 3. Diabetes disease process– preventing long term complications
 4. Diabetes medications
 5. Nutrition
 6. Losing/gaining weight
 7. Lifestyle changes and coping recommendation
 8. Exercise
 9. Smoking cessation and alcohol abuse

Monthly Programs

- Diabetes Talking Circle – 1st Tuesday of every month from 3:00 p.m.-4:30 p.m. at the Oneida Community Health Center. This event is hosted by Behavioral Health.

Service Location:
Oneida Community Health Center
525 Airport Dr., Oneida, WI 54155

Internal Medicine/Family Practice



Monday-Friday: 7:00 a.m.-5:30 p.m.
(920) 869-2711, Fax: (920) 869-4979

Staff: Physicians – Specialized in Internal Medicine, Family Practice, Physician Assistant, and Nursing Team

Service Location:
Oneida Community Health Center
525 Airport Dr., Oneida, WI 54155

Services Include *(but not limited to):*

- Physicals
- Minor surgical procedures
- Internal Medicine focus on adult medicine prevention and treatment of adult diseases
- Health maintenance
- Chronic disease management
- Family doctors focus on the physical and emotional health of their patients and families of all ages

Laboratory

Monday-Friday: 7:30 a.m.-4:30 p.m.
(920) 869-2711

Fax: (920) 869-4884

Staff: Clinical Laboratory Scientist, Medical Technologists, and Medical Laboratory Technicians

Service Location:
Oneida Community Health Center
525 Airport Dr., Oneida, WI 54155

Service Description: The laboratory is a CLIA licensed laboratory that has been inspected by the Wisconsin Department of Health and Family Services. The certified laboratory staff performs a wide range of tests with state-of-the-art equipment to meet the diagnostic and treatment needs of our patients and providers. Specialized tests that cannot be performed at our laboratory are sent to our reference laboratory. Tests can be performed for providers outside of the clinic with a proper order.

Obstetrics/Gynecology (OB/GYN)

Schedules for specialty areas vary based on the provider availability.

Scheduling of Appointments

Appointments with the specialists are accepted by referral only.

(920) 869-2711

Service Location:

Oneida Community Health Center
525 Airport Dr., Oneida, WI 54155

Staff: OB-GYN Providers and Nursing Team

Obstetrics

Service Description: Provides care for the female reproductive organs and care for both pregnant and non-pregnant patients. *Patients may be billed for off-site laboratory services related to these procedures.*

Services Include:

- Midwifery
- OB screening and prenatal care education (baby care, Lamaze, breast-feeding)
- Pre-natal/OB care
- Delivery
- Post-Partum care through six weeks postpartum
- Lactation consultation
- OB nurse triage

Gynecology

Service Description: Provides care for the female reproductive organs and care for both pregnant and non-pregnant patients. *Patients may be billed for off-site laboratory services related to these procedures.*

Services Include (but not limited to):

- Abnormal menstrual bleeding
- Female reproductive issues
- Birth control options not offered by primary physicians
- Female sterilization
- In-house procedures performed within this department include: Colposcopy, Endometrial biopsy, non-stress testing, cyst drainage and removal

Pediatrics

Monday-Friday: 8:30 a.m.-4:30 p.m.
(920) 869-2711

Staff: Family Practice and Nursing Team

Service Location:

Oneida Community Health Center
525 Airport Dr., Oneida, WI 54155

Service Description: Family Practice Providers care for patients from newborn through adulthood. A Pediatrician cares for patients from newborn to 18 years of age.

Services Include:

- Newborn exams
- Well child exams
- Immunizations
- School/sports physicals
- Medication maintenance

Physical Therapy

Mondays: 7:00 a.m.-4:30 p.m.
Tuesday-Friday: 8:00 a.m.-4:30 p.m.
(920) 869-6747
Fax: (920) 869-6789

Service Location:

Anna John Resident
Centered Care Community
2901 S. Overland De Pere, WI 54115

Staff: Physical Therapist and Physical Therapy Assistant

Service Description: Physical Therapy is a profession which develops, coordinates, and utilizes a select knowledge and skills in planning, organizing and implementing programs for the care of individuals whose ability to function is impaired by disease or injury. Physical Therapy's primary focus is on those individuals with neuro-muscular, musculoskeletal, cardiopulmonary and integumentary disorders and evaluating the level of function related to these disorders. This leads to the selection and implementation of appropriate therapeutic procedures to maintain, improve or restore these functions.

Occupational and Speech Therapy

Mondays: 7:30 a.m.-4:30 p.m.

(920) 869-6747

Staff: Therapists

Service Location:

Anna John Resident
Centered Care Community
2901 S. Overland De Pere, WI 54115

Service Description: See Patients ages 13 and up. Occupational Therapy focuses on upper body strengthening. We also see people for hand and wrist injuries, fine motor coordination, hand strengthening or edema management. Occupational Therapy works on increased independence with self cares such as bathing, dressing and home management activities as well. Speech Therapy focuses on swallowing issues including diet modification or improved swallow, cognition and voicing.

Home Health Therapy

Home Health Therapy is coordinated through PRN Home Health and Therapy. Contact PRN Intake Coordinator (920) 830-9911 for additional details.

Podiatry

Schedules for specialty areas vary based on the provider availability.
(920) 869-2711

Service Location:

Oneida Community Health Center
525 Airport Dr., Oneida, WI 54155

Staff: Podiatrist and Nursing Team

Service Description:

Podiatrist diagnoses and treats disorders of the foot, ankle and lower leg.

Services Include:

- Custom foot orthotics
- Minor surgeries

Radiology Department (X-Ray)

Mondays: 8:00 a.m.-4:30 p.m.

(920) 869-4847, opt 1, Fax: (920) 869-1699

Staff: Radiology/Mammography Technologists

Service Location:

Oneida Community Health Center
525 Airport Dr., Oneida, WI 54155

Service Description: The Radiology Department is a team of highly skilled and experienced technologists. We perform general x-rays and screening mammograms ordered by providers here at the clinic and from outside facilities. Orders from outside facilities require a physical copy brought with the patient or a faxed order prior to the exam. Our exams are read and interpreted by a trusted offsite team of board-certified Radiologists.

Mission: To provide compassionate, caring, and high-quality X-ray and Mammography services to enhance the quality of health and wellness provided to the patients of the Oneida Community Health Center.

Accredited by: Mammography Quality Standards Act and Program (MQSA)
The American Registry of Radiologic Technologists (ARRT)
The American College of Radiology (ACR)

Triage Nurse

Monday-Friday: 8:00 a.m.-4:30 p.m.

(920) 869-2711

Staff: Triage Nurse

Service Location:

Oneida Community Health Center
525 Airport Dr., Oneida, WI 54155

If your call is concerning a medical emergency, please hang up and call 911.

Service Description: Telephone assessment and on-site medical services provided by Registered Nurses.

Services Include:

- Assist patients in determining need for medical care
- Answer general medical questions
- Schedule “same day” nurse visits

The following is a list of conditions that are appropriate for “Same Day” Nurse visits:

- Sore throat
- Toe nail trimming **if not diabetic**
- Urinary tract infections
- Pregnancy tests
- Blood pressure checks
- Weight checks
- Suture/staple removal
- Injections
- Infusion therapy, by physician protocol
- Dressing changes and wound checks

On-call providers DO NOT determine Purchased Referred Care eligibility. Eligibility will be determined by Purchased Referred Care staff.

After Hours Care

Nurses and providers are available on-call for all hours that the Oneida Community Health Center is closed. The on-call provider can be contacted by calling (920) 869-2711 or 1-866-869-2711.

Pharmacy Services



Monday-Friday: 7:30 a.m.-5:00 p.m.
 (920) 869-2711, Fax: (920) 869-1785
 Automated Refill Line: (920) 869-4970

Staff: Pharmacists and
 Pharmacy Technicians

Service Location:
 Oneida Community Health Center
 525 Airport Dr., Oneida, WI 54155

Due to the large volume of prescriptions that are filled, **please allow two business days from the time of your request.** Prescriptions can be filled with a written, faxed or phoned order to the Oneida Community Health Center Pharmacy. A 24 hour a day **automated refill line** can be accessed at (920) 869-4970 to accept your refill requests.

Service Description: Pharmacy provides services of filling prescriptions.

Filling of Controlled Medication

Narcotic Pain and Attention Deficit Medications are filled 9:30 a.m. - 4:30 p.m. daily

After Hours Emergency Prescriptions

After hours emergency prescriptions are filled for patients by verbal authorization from the on-call nursing staff. If the patient receives a prescription from an authorized Emergency Room visit, it may be filled at a pharmacy contracted by the Comprehensive Health Division.

If OCHC Pharmacy Does Not Carry Your Prescribed Medication

If OCHC Pharmacy does not carry your prescribed medication and it is deemed medically necessary, it may be obtained through an authorization from Purchased Referred Care, for PRC eligible patients. Prescriptions for these items may be filled at a pharmacy contracted by the Comprehensive Health Division, with PRC and Pharmacy authorization.

Pharmacy Stocks Hearing Aid Batteries

For patient convenience, replacement hearing aid batteries are available at the pharmacy counter at no charge. No prescription is necessary.

Eye Care



Monday-Friday: 8:00 a.m.-4:30 p.m.
 (920) 869-2711

Staff: Optometrists and Technicians

Service Location:
 Oneida Community Health Center
 525 Airport Dr., Oneida, WI 54155

Service Description: Eye Care provides for the comprehensive care of the eye.

Services Include:

- Full eye exams
- Diabetic eye exams
- Red eye treatments
- Eyeglasses
- Contact lenses

Our Optometrists can treat and prescribe medication for eye injuries and infections.

Our state-of-the-art equipment allows our Optometrists to treat and/or detect Diabetic Retinopathy, Glaucoma, Cataracts and many other eye related diseases.

We provide vision aids for our patients with vision problems related to Diabetes and Macular Degeneration.

Tribal Benefits Include:

- Eye exam
- Basic plastic lenses with lined bifocal if needed
- Polycarbonate lenses (impact resistant) for children

We carry a wide range of frames including designer frames, and lenses at very reasonable prices. Frame prices start at \$45.00. There are many lens options available such as transitions, no line bifocals and treatments such as anti-reflective coating and special tints. We also carry prescription and nonprescription sunglasses.

DENTAL CLINIC

Dental Clinic



Monday-Friday: 7:00 a.m.-5:00 p.m.
(920) 869-2711, Fax: (920) 869-6327

Staff: Dentists, Hygienist and
Dental Assistants

Service Location:
Oneida Community Health Center
525 Airport Dr., Oneida, WI 54155

Service Description: Dental provides comprehensive services for the provision of care to the teeth and oral hygiene. We are staffed with 4 full-time General Dentists. Specialty services provided in the Dental Department are Orthodontics (braces.)

Services Include:

- Preventative Care
- Restorative Care fillings
- Oral surgery extractions
- Orthodontics braces
- Prosthetics crowns, bridges dentures and partials
- Endodontics root canals
- Emergency Dental Treatment
- Fluoride Therapy Silver Diamine



Purchased Referred Care (PRC)

Monday-Friday: 8:00 a.m.-4:30 p.m.
(920) 869-2711

Service Location:
Oneida Community Health Center
525 Airport Dr., Oneida, WI 54155

Staff: Purchased Referred Care Representatives, Medical Benefits Coordinator, Supervisor

Service Description: Purchased Referred Care is a financial resource to assist in payment for services that cannot be directly provided at the Oneida Community Health Center and Oneida Behavioral Health based upon eligibility.

Federal regulations require that Purchased Referred Care funds are to be used **only after all** other alternative resources have paid.

Purchased Referred Care eligibility will be determined by a PRC Representative based upon federal regulations and a referral from your primary care provider at the Oneida Community Health Center/Oneida Behavioral Health.

All patients seeking Purchased Referred Care funds must provide a current PRC Service application and one form of documentation for proof of residency, tribal affiliation, and are required to apply for alternate resources for care.

All patients must notify Purchase Referred Care going to the Emergency Room or Urgent Care within 72 hours to be eligible for PRC coverage.

Documents acceptable for proof of residency must include patient name, address, and be dated within the last 30 days. See list below.

- Official government documentation
- Rental receipts or documentation from mortgage holder or landlord on letterhead.
- Direct deposit receipts or payroll stubs
- Acceptance letters (college/grants)
- Utility bills (heat, water, sewer and garbage disposal)
- Cable, satellite bills
- Telephone and cell phone bills

NOTE: Your name, address, and current date must be visible and it must be a current document from within the past 30 days.

- Acceptable forms of *tribal affiliation* will include: tribal identification cards and descendent letters.

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PURCHASED REFERRED CARE

- Applications for *alternate resources* may include but not limited to: Medicare, Medical Assistance, Wisconsin Well Women's Program, Disability, Kinship Care, Express Enrollment for Pregnant women and children, etc. *Patients are expected to remain compliant with alternate resources to receive Purchased Referred Care funds.*

Eligibility is determined by the following:

- Be an Oneida tribal member or descendent residing within Brown or Outagamie County.
- Provide a current Purchased Referred Care Service application.
- Provide acceptable form of proof of residency.
- Apply for alternate resource for care if patient is eligible.
- Prior authorization must be determined by patients primary care provider from Oneida Community Health Center or Behavioral Health.
- Oneida Community Health Center or Behavioral Health provider must issue a referral for services.
- Member of another federally recognized tribe residing in Brown or Outagamie County with a social or economic tie to the Oneida Nation.
- Students who meet eligibility guidelines at their permanent residence prior to leaving for school must supply Purchased Referred Care with copy of full-time student status **every** semester.
- Patients eligible but leaves the community, may continue to be eligible for 180 days.
- Non-Indian women pregnant with an eligible Native American's child for: duration of pregnancy through post-partum (Father's Acknowledgment form must be signed prior to receiving Purchased Referred Care funds.)
- Member or descendent of another federally recognized tribe residing within the Oneida Reservation boundaries.

BUSINESS OFFICE/BILLING

Business Office

Mondays: 8:00 a.m.-4:30 p.m.
(920) 869-2711

Service Location:
Oneida Community Health Center
525 Airport Dr., Oneida, WI 54155

Staff: Business Operations Director
and Assistant Business Operations
Director

Service Description: The Business Office coordinates budgets, grants, tribal contributions and outside funding to maximize tribal resources to keep the Oneida Comprehensive Health Division running efficiently. This department oversees several functions including Billing, Purchased Referred Care, Patient Registration, and Health Information Services.

Billing

Monday-Friday: 8:00 a.m.-4:30 p.m.
(920) 869-4980

Service Location:
Oneida Community Health Center
525 Airport Dr., Oneida, WI 54155

Staff: Billing Supervisor /
Insurance Billing Specialist

Service Description: Billing is available to process insurance payments and personal payments on services received at the Oneida Community Health Center and Behavioral Health.

Services Include:

- Billing for services received at the Oneida Community Health Center, and Oneida Behavioral Health Services
- Collection for services rendered at the Oneida Community Health Center, and Oneida Behavioral Health Services
- Assist patients in reviewing billing statements and process
- Assist with options to meet health care expenses not covered by alternate resources
- Work with your insurance carrier to assure maximum reimbursement for services

MEDICAL RECORDS

Medical Records

Monday-Friday: 7:00 a.m.-4:30 p.m.
(920) 869-4904

Staff: Medical Record Technicians
and Medical Record Clerks

Service Description: Systematic documentation of the patient medical history and care which serves as a basis for planning patient care.

Promptly and efficiently retrieve, process, distribute, maintain, collect and store patient medical records; sort and forward to appropriate recipients both internal and external; organize and evaluate medical records for completeness and accuracy. Maintains confidentiality of all privileged information.

Release of Information for Medical Records at OCHC

Wisconsin Statutes 146.81, 146.82, and 146.83 requires that:

- All health care records remain confidential and informed consent must be obtained prior to the release of any medical records except in certain conditions defined within the law.
- All requests for health care records must be submitted in written format unless exempt by law.
- The medical record is the property of the Oneida Comprehensive Health Division and the information contained in the medical record belongs to the patient.
- The patient is entitled to the protected right of all health care information.

The release of information from health records shall be carried out in accordance with the Wisconsin State Statutes. In some cases, there may be a minimum charge of \$10.00 per copy for the following:

- Photocopying of records for personal use.
- Viewing of records by insurance representatives, attorneys or their representatives including worker's compensation presenting a signed authorization form from the patient.
- A minimum of 1-10 copies requested by any of the aforementioned third parties.
- Completion of abstract insurance forms.

Service Location:
Oneida Community Health Center
525 Airport Dr., Oneida, WI 54155

PATIENT REGISTRATION

Patient Registration



Monday-Friday: 7:30 a.m.-4:30 p.m.
(920) 869-4939

Staff: Patient Account Representatives
(PAR)

Service Location:
Oneida Community Health Center
525 Airport Dr., Oneida, WI 54155

Service Description: The department is responsible for patient registration. They verify patient demographics, third-party insurance and ensure the necessary paperwork is completed to establish patient care.

For new patient registration, patient must provide the following:

- Tribal enrollment card or descendency letter
- Social Security card
- Birth certificate for those under 18 years of age
- Any legal documents such as guardianship papers, power of attorney forms, etc.
- Insurance cards
- Picture identification, if possible

MEDICAL BENEFITS

Medical Benefits

Monday-Friday:

Health Center: 8:00 a.m.-4:00 p.m.

Behavioral Health: 7:30 a.m.-3:30 p.m.

Health Center: (920) 869-2711

Behavioral Health: (920) 490-3729

Staff: Medical Benefit Coordinators

Service Location:

Health Center

525 Airport Dr., Oneida, WI 54155

Behavioral Health

2640 West Point Rd., Green Bay, WI
54304

Service Description: The purpose of Medical Benefits is to seek alternate resources. Medical Benefits work closely with Purchased Referred Care to seek alternate resources for individuals who may qualify for state or federal programs. Persons eligible for Purchased Referred Care and alternate resources are required to apply due to Federal Regulations which mandate Purchased Referred Care funds be the payer of last resort.

We will assist individuals to seek alternate resource programs in which they might qualify for and to help them apply.

Programs used at the Health Center are:

- Badger Care/Medical Assistance
- Wisconsin Well Woman Program
- Senior Care
- Healthy Start
- Family Planning Waiver
- Medicare Part D

Every effort is made to look for other alternate resources for patients who are not eligible for PRC. In these cases, Medical Benefits will work with the health organizations to seek funds that might be available for patients needing services. Organizations may include hospitals, physicians' offices or other Indian Health Services.

COMMUNITY HEALTH SERVICES

Community Health Services

Mission: The Community Health Services is a responsive leader in promoting health and preventing disease through collaborative efforts in assessing, planning, implementing and evaluating services to meet the holistic health needs for our Oneida Community.

Monday-Friday: 8:00 a.m.-4:30 p.m.

*After hours care call (920) 869-2711 or
1-866-869-2711.*

Service Location:

Oneida Community Health Center
525 Airport Dr., Oneida, WI 54155

Community Public Health Officer

Community Health Case Management – Long Term Care

State and Federal Long Term Care Programs – The Oneida Nation is unique in having the Tribal Option/Family Care program. It is not an entitlement program, there are specific State and Federal Medical and financial requirements to qualify. Family Care is a long-term care program that helps frail elders and adults with disabilities get the services they need to remain in their homes.

Tribal Dementia Care Specialist (DCS) – The Tribal DCS can assist family caregivers in providing care for their loved one at home while maintaining their own health and well-being. The Dementia Care Specialist can help address your current situation and plan for future, including advance care planning and connecting to legal and financial planning experts.

Home Care Worker Program – Clients must be 70+ years of age or 55-69 with disability documentation on file. Clients must be an enrolled Oneida Tribal Member or member of another Federally recognized Tribe and reside within Oneida Nation reservation boundaries. Home Care Workers provide companionship and light housekeeping services and can provide stand by assistance with bathing or showering.

For more information on Community Health Case Management – Long Term Care Services please call (920) 869-4946.

Community Health Services (CHS) – Population Based

Service Description: Car Seat Education Clinics, Immunization Clinics, Communicable Disease Investigation, School Nursing, Prenatal Care Coordinator and Wellness Education. For more information on CHN Population Based Services please call (920) 869-4840.

Community Health Services – Case Management Program

Monday-Friday: 8:00 a.m.-4:30 p.m.

(920) 869-4995

Home Visits and Medication
Delivery by Appointment Only

Service Location:

Oneida Community Health Center
525 Airport Dr., Oneida, WI 54155

Staff: Oneida Reservation

Services: CHR & RN Chronic Disease Case Management, Home Health and Medical Transportation via Transit

Community Health Representative (CHR):

CHR's provide a Public Health and Long-Term Care service to assist community members to manage their chronic illness through access to medical care including medications.

Service Description - CHR's help with (up to two times per week):

- In home Chronic Disease monitoring such as blood pressure checks.
- Medication delivery for those unable to pick up their medication.
- In home assistance with ordering medications if unable to do it by themselves.
- Medical care advocacy & referral to other community resources.
- Limited transportation.

Registered Nurse (RN) Chronic Disease – Case Management

Public Health Nursing & Long Term Care program to assist community members manage their chronic illness & medication management.

Service Description: RN's help with (up to one time per week):

- In home Medication Management through medication set up. RN will bring medications if filled through OCHC Pharmacy
- In home Chronic Disease monitoring of vitals.
- In home Chronic Disease education & treatment plan education & advocacy.
- Chronic Disease management of medical appointments when unable to do for themselves.
- Referral to other community resources.

Eligibility For CHR & RN Services

- Member of a Federally Recognized Tribe or Alaska Native Group.
- Established patient of the Oneida Community Health Center.
- Reside within the boundaries of the Oneida Nation's Reservation.
- Meets medical and / or physical need to receive services.
- Individuals living outside of service area may be eligible for some on site RN services.

What To Expect For CHR & RN Services

- Referral intake through office staff before routed to RN or Social Worker.
- Review of referral and client contact within 72 hours by RN or Social Worker to set up an assessment at your home.
- No cost.
- Participants are generally provided services on a first come first serve basis.
- Waiting lists are a possibility depending on service demand and availability of staff.

COMMUNITY HEALTH SERVICES

Registered Nurse (RN), Physical Therapy (PT), Occupational Therapy (OT) through Home Health Agency

Service Description: RN's help with (up to one time per week):

Oneida Home Health Agency Services in collaboration with PRN Home & Therapy Agency.

- In home Skilled Nursing services authorized with doctor orders for home bound patients.
- In home PT authorized with doctor orders for home bound patients.
- In home OT authorized with doctor orders for home bound patients.
- Referral to other community health services and resources.

Eligibility for CHR & RN Services

- Member of a Federally Recognized Tribe or Alaska Native Group.
- Reside within Brown & Outagamie Counties.
- Meets medical need & home bound status to receive services.
- OCHC referral from Purchased Referred Care (PRC) maybe needed.

What To Expect For CHR & RN Services

- Referral intake through office staff routed to PRN for Oneida or PRN assignments.
- Review of referral and client contact within 24-72 hours by staff to set up an assessment at your home.
- Costs covered through one or a combination of the following: Medicare, Medicaid, Insurance and PRC.

COMMUNITY HEALTH SERVICES

Medical Transportation via Oneida Public Transit

Service Description: Community Health Nursing Program funds are used to provide Medical Transportation got use of Oneida Public Transit to access medical related services. These can include medical, dental, optical, behavioral health and pharmacy. We no longer have access to passes, you must call Community Health Services to arrange a ride and we will pay Transit for the transportation services.

Eligibility

- Member of a Federally Recognized Tribe or Alaska Native Group.
- Established patient of the Oneida Community Health Center and Behavioral Health.
- Reside within the boundaries of the Oneida Nation's Reservation.
- Need for transportation to medical service.

What To Expect

- Referral information given to office staff.
- CHN staff member will review eligibility criteria then issue pass accordingly.
- No cost
- Participant needs to meet eligibility criteria to receive pass
- Participants must contact Oneida Transit to arrange transportation at (920) 496-5770.
- Participants must follow Oneida Transit guidelines to receive transportation services.
- Oneida Transit can transport to off reservation medical services, IF it is due to a referral authorized by Purchased Referred Care.

Contact Us

Community Health Nursing: 920-869-4840

Health Promotion/Disease Prevention

Monday-Friday: 8:00 a.m.-4:30 p.m.
 (after hours for special events)
 (920) 490-3927

Service Location:
 Kunikuhliyo Family Center
 2640 West Point Rd., Green Bay, WI 54304

Staff: Health Promotion Manager
 Health Promotion Coordinator
 Health Promotion Specialist
 Data Coordinator

Service Description: Health Promotion/Disease Prevention strives to empower the Oneida Community to honor their personal roles and responsibilities in making positive lifestyle choices that will improve their health, quality of life, and prevent chronic disease. We focus on weight management and diabetes prevention.

Service(s) for Patients:

Diabetes Prevention Program

- This 12 month program is designed to prevent diabetes in Indian communities through simple lifestyle changes, such as: losing weight, exercising more, and eating healthy.
 - ▶ Group Classes
 - ▶ Monthly Wellness Coaching
 - ▶ Personal Wellness Plan
 - ▶ Motivation & Support

Twataᵛkali-táts “We make ourselves healthy”

- Making lifestyle changes can be tough! This Wellness Coaching program will help take you from where you are today to where you want to be! The coaching services will help you:
 - ▶ Develop a personal plan for wellness
 - ▶ Set realistic goals
 - ▶ Overcome barriers to success
 - ▶ Provide nutrition and physical activity education
 - ▶ Support and motivate you through your journey

Just Move It-Oneida

Just Move It is a national campaign to promote physical activity for indigenous people in North America. The monthly events are open to families of all ages. Every new registrant who participates receives a t-shirt.



Stroke Prevention Research Study

This study is a partnership between the Oneida Nation and UW-Madison to decrease Stroke and Stroke Risk Factors in the Native American Population. This is a two-year study for Native Americans age 55 years and older. At the beginning of the study all participants will have the following.

- Carotid Ultrasound
- Health questionnaire
- Cognitive testing
- Blood sample

Some study participants will participate with health coaches throughout the entire two-year study.

COMMUNITY HEALTH SERVICES

WIC/Nutrition Services

Monday-Friday

WIC Nutrition Office 8:00 a.m.-4:30 p.m.
(including lunch hour)

(920) 869-4829

Service Location:

Oneida Community Health Center
525 Airport Dr., Oneida, WI 54155

WIC/Nutrition Department provides quality nutrition services to members of the Oneida Community. Nutrition education, counseling, and consulting services are available by Registered Dietitians (RD) to Tribal Programs and people of all ages.

Women, Infants, and Children (WIC)

Staff: Registered Dietitians, Lactation Counselors, and Peer Breastfeeding Counselor

Service Description: The Women, Infants, and Children (WIC) Program is the Special Supplemental Food Program funded by the USDA and State of Wisconsin to improve the nutrition and health status of low- and limited-income participants. Income eligible participants will receive health screening, nutrition education, breast-feeding support, health referrals, and supplemental foods.

Nutrition Services

Staff: Registered Dietitians, and Lactation Consultant

Service Description: Individual counseling with a Registered Dietitian or Lactation Counselor is available by appointment with a referral from a physician or medical provider.

We serve patients of all ages for weight management, pre-diabetes, or other normal or therapeutic diets.



BEHAVIORAL HEALTH KA?NIKUHLI-YO FAMILY CENTER

Behavioral Health Ka?nikuhli-yo Family Center



Monday-Friday: 8:00 a.m.-4:30 p.m.

Main Office: (920) 490-3790

Fax: (920) 490-3883

Triage – Intake/Crisis: (920) 490-3860

Prescription Refill: (920) 490-3871

Staff: See Individual Program

Service Location:

2640 West Point Rd., Green Bay, WI 54304

Mailing Address:

P.O. Box 365, Oneida WI 54155

Mission Statement: To empower individuals and families within the Oneida Community to restore harmony in mind, body and spirit through culturally-inspired interventions for the next 7 generations.

Service Description: Our facility provides Outpatient Substance Abuse Treatment, Outpatient Mental Health Treatment and is licensed by the State of Wisconsin.

Our goal is to provide trauma informed outpatient services to community members in a holistic and timely manner which incorporates Oneida norms, values and beliefs.

To provide quality mental health and alcohol, tobacco and other drug abuse programming. Services include prevention and intervention of suicide and alcohol, tobacco and other drug abuse issues for the next seven generations.

Types of Services of Programming

Individual, Couples and Family Therapy; ATODA (Alcohol, Tobacco, and Other Drug Abuse) Individual and Groups; Mental Health; Co-Occurring Disorders; Gambling; Tobacco Abuse; Psychological Evaluations; Psychiatric Evaluations—Adult and Child; Med Management and Social Work Services, General social work and Family support teams. We have a walk-in service of Wellness Support Services that you do not have to be a current patient to attend.

Counselors are available to assist you in getting your initial intake appointment either by phone or walk in services. Our triage counselor is also available to assist if you are in crisis, suicidal, or just not feeling well. Our triage counselor will either see you at our office locations or will go out into the community if you are not able to get in to see us.

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BEHAVIORAL HEALTH KA?NIKUHLI-YO FAMILY CENTER

We also offer alternative health modalities like breath work, Reiki, Brain Spotting and Reflexology. Our phones are transferred to the Brown County Crisis Center at 4:30 p.m. daily for any afterhours crisis calls.

Scheduling of Appointments

Behavioral Health Ka?nikuhli.yo Family Center is open for appointments between the hours of 7:00 a.m.-6:00 p.m. Monday thru Friday with evening group hours until 9:00 p.m.

Alcohol, Tobacco, and Other Drug Abuse Counseling (ATODA)

Monday-Friday: 8:00 a.m.-4:30 p.m.

Staff: Clinical Substance Abuse Counselors and Dual Diagnosis Therapists

Same Day Substance Use Services:

Monday-Friday: 8:00 a.m.-10:30 a.m.

Service Location:

2640 West Point Rd., Green Bay, WI 54304

Service Description: ATODA program counsels and aids individuals and families requiring assistance dealing with substance abuse problems such as alcohol or drug abuse and co- occurring disorders. We refer clients to other professionals and support services as needed.

Please Note:

OWI Assessments are required to be completed by the county you reside in.

- Brown County – Brown County AODA Program
- Outagamie County – Theda Care Behavioral Health

We provide the following therapy groups

- Adult Discovery Group – Intensive Outpatient (9 hours a week)
- Adult Journey Group – includes one family night (3 hours a week)
- Adult Journey Group – includes one family night (3 hours a week)
- Insights (8 week Education Group)

Process to get a referral to Residential Treatment Services

- A Clinical Assessment is completed to determine your level of care.
- If it is determined that you meet the level of care for Residential Treatment our Clinical Substance Abuse Counselor will coordinate admission.
- Depending on bed availability it may take 1-2 weeks for admission.
- Out Patient Aftercare is expected to be completed when your return from treatment.

BEHAVIORAL HEALTH KA?NIKUHLI-YO FAMILY CENTER

Integrated Recovery Support Services

Monday-Friday: 8:00 a.m.-4:30 p.m.

Staff: Triage Counselors

Main Office: (920) 490-3790

Service Location:

Fax: (920) 490-3883

2640 West Point Rd., Green Bay, WI 54304

Oneida Behavioral Health provides free recovery services for youth and adults with substance use needs. Our team is available to help you reach your recovery goals and overcome obstacles to a healthier life.

The Hub and Spoke Integrated Recovery Support Services benefit aims to connect you with services to help support your health and recovery. This services is available to all BadgerCare Plus or Medicaid members.

Service Description: Oneida Behavioral Health pairs you with a support team that includes staff who understand substance use and recovery on a personal level. They will listen to you and help you on your journey to wellness and recovery.

You will work closely with care coordinators who help you find behavioral and health care services to meet your unique needs. They will look for ways to strengthen your community, family, and social supports to help you reach your recovery goals.

- Care Management
- Care Coordination
- Transitional Care
- Connections to Community and Social Support Services
- Health Promotion
- Individual and Family Support

Narcan (Naloxone HCL) is available during open hours Monday-Friday: 8:00 a.m.-4:30 p.m. Narcan is used for suspected Opioid overdose in adults and children.

Recovery Coaching

Yukwathahuni Onkwat - We've made a path of medicine

Main Office: (920) 490-3950

E-mail: recoverycoach@oneidanation.org

Service Location:

Cottage 2
1240 Packerland Dr. Green Bay, WI 54304

Service Description: The Cottage offers a place of stability, so that members can access services and resources, they need. By providing support and resources along the stages an individual need for assistance with different options to manage mental health, maintain sobriety, and build a support community. Overall, this program is designed to help people maintain recovery, reduce relapse, and fulfill their potential.

Recovery Coaching services can be offered in person, by phone and in the community setting before, during and after treatment services. A coach helps the recoveree by connecting support

services that can help succeed in recovery. By identifying the recoverees concerns, the coach can provide the necessary tools needed to empower the individual by helping develop and expand on the recoveree's strengths, setting realistic goals that focus on their talents.

Monday Night Wellbriety Meeting
6pm – Cottage 2

Wednesday Night Native AA Meeting
6pm – Cottage 2

Behavioral Health Triage

Monday-Friday: 8:00 a.m.-4:30 p.m.

Main Office: (920) 490-3790

Fax: (920) 490-3883

Triage – Intake/Crisis: (920) 490-3860

Prescription Refill: (920) 490-3871

Staff: Triage Counselors

Service Location:

2640 West Point Rd., Green Bay, WI 54304

Service Description: Counselors schedule and meet with new clients to screen and assess current needs and make appointments for subsequent services provided by Oneida Behavioral Health Services.

If you are in crisis after hours call:

- Behavioral Health Triage – (920) 490-3860
(This number is automatically transferred to the Brown County Crisis Center.)
- Brown County Crisis Center – (920) 436-8888
- Outagamie Crisis Center – (920) 832-4646
- National Suicide Prevention Lifeline – We can all help prevent suicide. The Lifeline provides 24/7, free and confidential support for people in distress, prevention and crisis resources for you or your loved ones, and best practices for professionals. 1-800-273-8255.

Wellness Support Services

Eligibility:

- All Tribally enrolled or descendants of a Federally recognized Tribe are eligible.
- Non-Tribal women pregnant with a Tribal Member's child.
- Non-Tribal foster, adopted, or stepchild of a Tribal Member is eligible.
- Spouses of enrolled Tribal Members – (if Individual Services are required Spouses will be responsible for a fee for service.)



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BEHAVIORAL HEALTH KA?NIKUHLI-YO FAMILY CENTER

Access to Service:

No formal referral is required all Participants need to register at the PAR desk.

Wellness Support is a Service that provides options for Individuals to access care to meet their immediate needs.

By providing this service we hope to improve customer satisfaction and care.

Wellness Support Services Format

This is 90 minute services provided daily throughout the week (hours above). This service provides participants with a safe, confidential environment to meet their immediate needs, issues and concerns. Participants are welcome to attend as often as they'd like.

Wellness Support Services Hours

Monday: 1:00 p.m. - 2:30 p.m.

Tuesday: 10:30 a.m. - 12:00 p.m.

Wednesday: 10:30 a.m. - 12:00 p.m.

Thursday: 2:00 p.m. - 3:30 p.m.

Friday: 10:30 a.m. - 12:00 p.m.

Co-Occurring Disorders

Monday-Friday: 8:00 a.m.-4:30 p.m.

Main Office: (920) 490-3790

Fax: 920-490-3883

Triage – Intake/Crisis: (920) 490-3860

Prescription Refill: (920) 490-3871

Staff: Dual Diagnosis Therapist

Service Location:

2640 West Point Rd., Green Bay, WI 54304

Service Description: Co-Occurring Disorders program provides counseling services integrating alcohol, tobacco, other drug abuse and mental health including initial assessments, treatment plans and on-going psychotherapy for individuals, groups, couples and families.

BEHAVIORAL HEALTH KA?NIKUHLI-YO FAMILY CENTER

Family Support Teams

Service Description: A Family Support Team is a group of individuals, including family members, service providers, and informal resource persons, who work together to coordinate treatment, education, services and other resources needed.

One child aged 0-17 in the family must meet the following: Be an enrolled member or descendent of any federally recognized Native American Tribe living in Brown or Outagamie Counties

Involvement in at least two of the following services:

- Mental Health
- Special Education
- Juvenile Justice (or police involvement)
- Child Protective Services/ Indian Child Welfare
- Alcohol or other Drug Abuse Services

**Young adults 18-21 may also receive services with state approval

Gambling

Monday-Friday: 8:00 a.m.-4:30 p.m.

Main Office: (920) 490-3790

Fax: (920) 490-3883

Triage – Intake/Crisis: (920) 490-3860

Prescription Refill: (920) 490-3871

Staff: Psychotherapist

Service Location:

2640 West Point Rd., Green Bay, WI 54304

Service Description: Behavioral Health provides counseling services for individuals struggling with gambling addiction.

Medication Management

Monday-Friday: 8:00 a.m.-4:30 p.m.

Main Office: (920) 490-3790

Fax: (920) 490-3883

Triage – Intake/Crisis: (920) 490-3860

Prescription Refill: (920) 490-3871

Staff: Psychiatric Nurse Prescriber and Psychiatric RN

Service Location:

2640 West Point Rd., Green Bay, WI 54304

Service Description: Nursing Assessment, RN Medication Consults, and processing medication refills.

Note: a Urine Drug Screen is required prior to seeing a psychiatrist for medication needs

Mental Health Counseling

Monday-Friday: 8:00 a.m.-4:30 p.m. **Staff:** Psychotherapist and
 Main Office: (920) 490-3790 Dual Diagnosis Therapist
 Fax: (920) 490-3883 **Service Location:**
 Triage – Intake/Crisis: (920) 490-3860 2640 West Point Rd., Green Bay, WI 54304
 Prescription Refill: (920) 490-3871

Service Description: Mental Health Counseling provides services for individuals, groups, couples and families. We work with all age groups and with a multitude of different problems ranging from the chronically mentally ill, to the client experiencing situational distress, and clients with co-occurring disorders.

We provide the following therapy groups:

- Diabetic Support Group – meetings held at the Oneida Community Health Center.
- Dialectical Behavioral Therapy (DBT) Group
- Veterans Support Group

Psychiatry

Monday-Friday: 8:00 a.m.-4:30 p.m. **Staff:** Adult Psychiatrist, and
 Main Office: (920) 490-3790 Child and Adolescent Psychiatrist
 Fax: (920) 490-3883 **Service Location:**
 Triage – Intake/Crisis: (920) 490-3860 2640 West Point Rd., Green Bay, WI
 Prescription Refill: (920) 490-3871 54304

Services Include: Evaluations, treatments, and on-going medication management.
Note: a Urine Drug Screen is required prior to seeing a psychiatrist for medication needs

Psychology

Monday-Friday: 8:00 a.m.-4:30 p.m. Prescription Refill: (920) 490-3871
 Main Office: (920) 490-3790 **Staff:** Psychologist
 Fax: (920) 490-3883 **Service Location:**
 Triage – Intake/Crisis: (920) 490-3860 2640 West Point Rd., Green Bay, WI 54304

Service Description: Our Psychologist provide direct patient care by administering testing, evaluating and interpreting the results and make recommendations for treatment. They also provide brief psychotherapy for individuals, couples and families.

Social Work Services

Monday-Friday: 8:00 a.m.-4:30 p.m. **Staff:** Social Workers and
 (with some evening hours) Multi Disciplinary Team
 Main Office: (920) 490-3790 **Service Location:**
 Fax: (920) 490-3883 2640 West Point Rd., Green Bay, WI 54304
 Triage – Intake/Crisis: (920) 490-3860

Service Description: Adult Social Work – If you are a patient of Behavioral Health the social worker may be able to assist with providing resources.

Youth Social Work – If you are a patient of Behavioral Health the social worker may be able to assist with providing resources. Serving youth within the reservation (Brown and Outagamie County).

Family Support Teams – is a group of individuals including family member, service providers, and informal resources persons, who work together to coordinate treatment, education, services and other resources needed by a child who is eligible and enrolled.

Tobacco Cessation

Monday-Friday: 8:00 a.m.-4:30 p.m. **Staff:** Certified Tobacco
 Main Office: (920) 490-3790 Treatment Specialists
 Fax: (920) 490-3883 **Service Location:**
 Triage – Intake/Crisis: (920) 490-3860 2640 West Point Rd., Green Bay, WI
 Prescription Refill: (920) 490-3871 54304

Service Description: Our Tobacco Treatment Specialists work with individuals to stop the use of cigarettes and other tobacco products. We utilize individual sessions, support groups, nicotine replacement products, and prescribed medications.

Integration of Behavioral Health into Primary Care

What Is the Behavioral Health Consultation Service?

The Behavioral Health Consultation Service offers assistance when habits, behaviors, stress, worry, or emotional concerns about physical or other life problems are interfering with a person's daily life or overall health. The Behavioral Health Consultant (BHC) works with your primary care provider (PCP) to evaluate the mind–body–behavior connection and provide brief, solution-focused interventions.

The BHC has specialty training in the behavioral management of health problems. Together, the BHC and your PCP can consider the physical, behavioral, and emotional aspects of your health concern and help determine a course of action that will work best for you.

What Kind of Health Concerns Do You See?

The BHC can help you reduce symptoms associated with various chronic medical conditions, or help you cope better with these conditions. A few of these are headaches, sleep, asthma, diabetes, obesity, and chronic pain.

The BHC can help you and your PCP develop behavioral change plans for smoking cessation, alcohol use, exercise, or other lifestyle modifications. The BHC can also help you and your PCP develop skills to effectively manage emotional or behavioral difficulties such as anger, anxiety, bereavement, depression, and stress.

Who Is Eligible to Receive These Services?

The service is available to all patients within Oneida Community Health Center as a part of good overall health care.

What Should I Expect When I See the BHC?

You can expect the BHC to ask you specific questions about your physical symptoms, the emotional concerns you are experiencing, your behaviors, and how all of these might be related. You can expect your appointments to last approximately 30 minutes and for the BHC to provide brief solution-focused assessment and intervention. You can also expect to be seen in this clinic and for the BHC to have a close working relationship with your PCP. Remember, you and your PCP remain in charge of your health care; the BHC's primary job is to help you and your PCP develop and implement the best integrated health care plan for you.

How Is This Service Different from Mental Health Services?

The services provided by the BHC are simply another part of your overall health care and are not specialty mental health care. Communications with your BHC may not be entirely confidential. Your BHC will make every effort to protect your privacy. However, like all providers, they may have to report information regarding child abuse and neglect or share information regarding those at risk to harm themselves or others.

The BHC does not provide traditional psychotherapy. If you request, or the BHC thinks you would benefit from, specialty mental health services, the BHC will recommend that you and your PCP consider those services.

How Do I Schedule a Behavioral Health Consultant Appointment?

Discuss with your PCP the desire to access this service. If you and your provider agree this service would be helpful, call the Oneida Community Health Center at (920) 869-2711 to schedule an appointment with the Behavioral Health Consultant.

Anna John Resident Centered Care Community (AJRCCC)



Sunday-Saturday: 24 hours/day

(920) 869-2797

Fax: (920) 869-6790

Staff: Administration, Nursing Staff, Social Worker, Physical Therapy, Dietary, and Activities

Service Location:
2901 S. Overland Rd., De Pere, WI 54115

Service Description: Twenty-four hour skilled nursing care provided for long term or rehabilitating patients.

Assessments of potential patients are arranged through the Social Worker or the Director of Nursing to determine appropriateness of placement.

A personal assessment or tour of the facility can be arranged by calling the nursing home at (920) 869-2797.

Services include:

- Care for Native and Non-Native individuals in need of skilled care.
- Assistance with Durable Power of Attorney Document. Appointment required.
- Assistance with long term placement care according to appropriate needs.

AJRCCC accepts private pay monies, medicare, medical assistance and private insurance. **Service Description:** The Administrative office is responsible for assuring the delivery of health care services and continuously improving the services offered to the community. The Administrative office is able to provide assistance in meeting your patient care needs, addressing any health care questions and/or suggestions for improving the delivery of the health services for the Oneida Community.

Employee Health Nursing



Monday-Friday: 7:00 a.m.-4:30 p.m.
(open through the lunch hour)

(920) 405-4492, or Fax (920) 405-4494

Staff: EHN Manager, RN's, Safety RN, CMA's, Administrative Assistant and Receptionist

Service Location:
701 Packerland Dr., Green Bay, WI 54303

Service Description: Employee Health Nursing strives for optimal health and wellness for the Oneida Nation Employees.

Employees may be seen on a walk-in basis at no cost for:

- Injury/illness evaluation
- Blood pressure monitoring
- Blood sugar and cholesterol monitoring
- Tobacco cessation education and support
- Weight management, education and coaching
- Immunizations (Tetanus, Hepatitis B, Pneumovax, & Influenza)
- Tuberculosis screening and referral as necessary
- Domestic violence screening and referrals

Additional services by appointment only include:

- Health Risk Assessment (HRA) as scheduled time period
- Reasonable Alternative Standard (RAS)
- Health and wellness assessments with bloodwork
- Medical evaluations for respirator use and respirator fit testing
- Tobacco cessation education and support

Early Return to Work (ERTW):

- Case Management care for work related and non-work related injuries/illness

EMPLOYEE HEALTH NURSING/ADMINISTRATION

Worksite Safety and Health Training include:

- CPR and First Aid training
- Workstation ergonomic assessments
- Bloodborne pathogen training (e-learning)
- Safety training (e-learning)
- Tuberculosis (e-learning)
- Fit for Duty (e-learning)
- Influenza (e-learning)
- Review and investigate work injuries/illness
- DOT supervisor substance abuse recognition training.



Employee Health Nursing
Department

Member of the Oneida
Comprehensive Health Division

Drug and Alcohol-Free Workplace:

- Education and awareness (e-learning)
- Designated Employer Representative
- Pre-employment/internal transfer drug testing
- Suspicion testing for drugs and alcohol (8:00AM-1:30PM only)
- Monitor DOT random drug and alcohol testing

Administration

Monday-Friday: 8:00 a.m.-4:30 p.m.

(920) 869-2711 or 1-866-869-2711

Operations Director –
Debra Danforth, RN, BSN

Service Location:

Oneida Community Health Center 525
Airport Dr., Oneida, WI 54155

Service Description: The Administrative office is responsible for assuring the delivery of health care services and continuously improving the services offered to the community. The Administrative office is able to provide assistance in meeting your patient care needs, addressing any health care questions and/or suggestions for improving the delivery of the health services for the Oneida Community.

FREQUENTLY USED PHONE NUMBERS

OCHC Main
1-866-869-2711
(920) 869-2711

Pharmacy Automated Refill Line
(920) 869-4970

Anna John Resident Centered Care Community
(920) 869-2797

Behavioral Health Main
(920) 490-3790

Employee Health Nursing
(920) 405-4492

Visit us on [facebook.com/Oneida Comprehensive Health Division](https://www.facebook.com/OneidaComprehensiveHealthDivision)
www.oneida-nsn.gov/resource/health



ONEIDA

Oneida Comprehensive Health Division
P.O. Box 365, Oneida, WI 54155