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 Purchased/Referred Care funds that can pay for your health care outside the direct care you receive at Chief Andrew Isaac Health Center.

**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 patient 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 hospital 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 Patient:** A person designated by the Social Security Administration as entitled to receive Medicare benefits.
Welcome

Tanana Chiefs Conference (TCC) Health Services developed this handbook to inform those we serve 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. TCC Health Services serves Alaska Natives and American Indians living in Fairbanks and serves all the people living in the villages in Interior Alaska. TCC health care providers and staff 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 of the TCC Health Services locations. TCC clinics regularly conduct 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.
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Location and Services of TCC Health Services Facilities in Fairbanks

Al Ketzler Sr. Building- 201 First Avenue
• CHAP Training Center – First Floor
• Purchased/Referred Care – First Floor
• Community Health Aide Program – Second Floor
• Community Health Outreach Program – Second Floor
• Health Director/Health Administration – Third Floor
• Office of Environmental Health – Third Floor
• Quality Management – Third Floor

Chief Peter John Building- 122 First Avenue
• Hozelleeh Denh Lifestyle/Fitness Center – Basement
• Physical Therapy – First Floor
• Business Office (Billing & Coding) – First Floor
• Behavioral Health Services – Fourth Floor
• Old Minto Family Recovery Camp – Fourth Floor

Bertha Moses Patient Hostel
1321 17th Avenue

Paul Williams House
117 1st Avenue

Housing First Program
1521 Cushman Street

Willow House Medical Hotel
1534 Lacey Street

Chief Andrew Isaac Health Center
1717 West Cowles Street

First Floor
• Primary Care Teams
  ◦ Family Medicine
  ◦ Integrative Medicine
  ◦ Women’s Health
  ◦ Internal Medicine
  ◦ Obstetric Care
  ◦ Pediatrics
• Urgent Care
• Diabetes Program
• Immunization Clinic
• Orthopedics
• WIC
• VA Clinic

Second Floor
• Dental Clinic
• Eye Clinic
• Patient Travel

• Radiology/ Medical Imaging
• Services
• Pharmacy
• Other Services
• Alternate Resources
• Information
• Registration
• Patient Experience and Navigators
• Purchased/Referred Care
• Materials Management
• Biomedical Services
• Facilities
• Lab

• Cashier
• Health Information Management Services-
  Release of Information
• Administration
TCC Regional Health Board Responsibilities

The eight members of the Health Board are elected to three-year terms by the TCC membership at the annual full Board of Directors meeting in March. Each board member represents a Tanana Chiefs Conference subregion. The Health Board reviews all health-related issues, as well as policies, prior to formal review and approval by the TCC Executive Board. The Health Board meets quarterly. You can contact your sub-regional board member and ask him or her to bring your concerns to the meetings.

TCC Regional Health Board Members

**Andrew Jimmie, President**  
Representing: Yukon-Tanana  
PO Box 58006  
Minto, AK 99758  
(907) 798-7292

**Walter Stickman Sr.**  
Representing: Yukon-Koyukuk  
PO Box 65047  
Nulato, AK 99765  
(907) 898-2215

**Curtis Sommer**  
Representing: Tanana  
Po Box 150  
Tanana, AK 99777  
(907) 366-7170

**Tamara Roberts**  
Representing: Kuskokwim  
PO Box 9126  
Nikolai, AK 99691  
(907) 293-2040

**Jessica Black**  
Representing: FNA  
Contact FNA Office  
(907) 452-1648

**Anaktuvuk Pass**  
Representing: AKP  
Contact AKP Office  
(907) 661-2575

**Vacant**  
Representing: Upper Tanana

**Vacant**  
Representing: Yukon Flats
Quality Management

The mission of the Quality Management (QM) 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 those we serve. TCC Health Services supports the QM department in our mission:

Tanana Chiefs Conference Health Services 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 Tanana Chiefs Conference Health Services will become the provider and employer of choice in the Alaska health care system.

QM Objectives
The objectives of the Quality Management department are to:
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 Accreditation Association for Ambulatory Health Care (AAAHC), Commission for Accreditation of Rehabilitation Facilities (CARF), COLA lab accreditation and the American Diabetes Association).
5. Provide a foundation for complying with regulations as specified through accrediting state and federal agencies (AAAHC, CARF, COLA, ADA, Centers for Medicare and Medicaid (CMS), and the Health Resources and Services Administration (HRSA).
6. Support all staff within TCC Health Services in their commitment to continuously improve the care and services they provide.
7. Through a comprehensive credentialing process, ensure that clinical staff are qualified health care professionals who have the appropriate training and experience to provide safe and high-quality healthcare.

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 all healthcare services.

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 TCC for continuation of care. Patients are assigned to a primary care provider and a care team so that they can better work with you to 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, and grievances and complaints will be resolved.

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 and engage in behavior that will promote your health, and that you will apply for alternate funding resources when applicable.

Patient risk minimization
Measures in place to reduce medical risk to you include monitoring of drug profiles and documentation of allergies. Safety and infection-control measures in place at Health Services facilities are 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 members are 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 professionals are expected to keep credentials up to date and undergo periodic 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
Health Services 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 prioritization is needed.
The TCC Health Services’ Patient Experience Program is here to assist you. If you need assistance navigating through TCC’s health care delivery system, please ask to speak with the Patient Experience Department. If you have 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 grievance, please speak with the Patient Experience Department.

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

- **The problem**: Clearly state your concern
- **The solution**: Clearly state what you believe will resolve the problem

Located in the back of this handbook are telephone numbers for TCC Health Services 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 Advocacy and Navigation Program. We encourage you to make comments or suggestions regarding this handbook; they may be directed to the Patient Experience Department as well.

**Answer questions about our health systems and processes**

**Provide patient shuttle services**

**Accompany patients to appointments and take notes**

**Provide expertise to employees on patient experience**

**Manage patient grievances and facilitate responses**

**Document comment card information submitted by patients and distribute kudos to employees**

**ANMC-CAIHC Patient Navigator assists patients, escorts and families in navigating a complex health system. Serves as liaison between family members and hospital/clinical staff to ensure both the patient’s and family’s desires, expectations and needs are considered and met through Patient and Family Centered Care.**
To file a grievance with Tanana Chiefs Conference Health Services contact:
Patient Experience Department
Chief Andrew Isaac Health Center
1717 Cowles St
Fairbanks, AK 99701
(907) 451-6682 x3143

To contact TCC’s Behavioral Health Accreditation Agency:
CARF
6951 East Southpoint Road
Tucson, AZ 85756-9407
Tel: (866) 510-2273 or (866) 510-CARF
Fax: (520) 318-1129
Email: feedback@carf.org.
Web: http://www.carf.org/How_to_submit_feedback_and_resolve_a_complaint/

To contact TCC’s Ambulatory Accreditation Agency:
Accreditation Association for Ambulatory Health Care
5250 Old Orchard Road, Suite 200
Skokie, IL 60077
Tel: 847.853.6060
Fax: 847.853.9028
Email: Feedback@aaahc.org

To file a grievance with the State Medical Board:
State of Alaska/DCCED
Division of Corporations, Business and Professional Licensing Investigations Section
550 West 7th Avenue, Suite 1500
Anchorage, AK 99501-3567
Tel: (907) 269-8437
Fax: (907) 269-8195
Email: license@alaska.gov
Web: https://www.commerce.alaska.gov/web/cbpl/Investigations.aspx

Reportable Conditions
• All allegations of patient abuse by staff must be investigated immediately.
• Patient abuse witnessed by staff or visitors must be reported to Security and appropriate authorities immediately.
• For allegations of patient abuse by staff not witnessed, consult with TCC Quality Management or Risk Management as appropriate.
Rights and Responsibilities of Persons Served

All persons are entitled to:

1. The right to be treated with respect, consideration and dignity, and to receive care and services without restrictions of rights.
2. The right to receive preventive and curative services which are based on current standards of care and knowledge in a manner which is responsive to your cultural, emotional, social and spiritual needs.
3. The right to participate in decisions involving your health care, except when such participation is contraindicated for medical reasons. This includes client input in the formulation, evaluating, and periodically reviewing the written treatment plan.
4. The right to a full explanation and understanding of the diagnosis, evaluation, the nature and purpose of all proposed treatment, prognosis, prescribed drugs or diagnostic procedures. This includes: risks, side effects, probable outcomes, reasonable alternatives, and the consequences of no treatment. When it is medically inadvisable to give such information to a patient, the information is provided to a person designated by the client or to a legally authorized person. TCC or another agency will provide a language interpreter when necessary.
5. The right to informed consent to, refusal, or expression of choice regarding any procedure, service delivery, test, concurrent services, composition of the service delivery team, and treatment (to the extent permitted by law) and to be informed of the probable consequences of this action. TCC will assist clients who request assistance in the development of Advance Directives, completion of Living Wills, and other legal rights.
6. The right to a second opinion, in accordance with TCC Health Services “Second Opinion” policy.
7. The right to consult with a health care provider about emergency conditions and to receive treatment in a timely manner.
8. The right to know the name, professional training, and license of personnel involved in their care and treatment.
9. The right to choose a health care provider for appointments at Medical, Eye Clinic, Dental Clinic, and Behavioral Health; and the right to prior notification if the scheduled provider is unavailable at the time of appointment.
10. The right to review all records pertaining to their care in the presence of a health care provider, except when contraindicated for medical or therapeutic reasons.
11. The right to expect privacy and confidentiality for all services, information, and records, except when released by your written consent, or by court order or by judicial requirement. Federal guidelines will be followed for confidentiality of drug and alcohol use client records.
12. The right to information about pain and pain relief measures; health professionals committed to state-of-the-art pain management, who will address reports of pain.
13. The right to change his/her provider if other qualified providers are available, except when contraindicated for medical or therapeutic reasons.
14. The right to refuse to participate in research activities.
15. The right to freedom from abuse, financial, or other exploitation, retaliation, humiliation, and neglect.
Rights and Responsibilities of Persons Served

To promote positive outcomes and the most efficient use of medical resources, patients must actively participate in their own care and treatment by accepting:

Persons responsibilities:

1. The responsibility to provide complete and accurate information to the best of his/her ability about his/her health, any medications (including over the counter products and dietary supplements), and any allergies or sensitivities.
2. The responsibility to inform the provider if information about a diagnosis or treatment is unclear and to request further information until completely satisfied with the explanation.
3. The responsibility to work with the health care provider to develop an acceptable plan of care and to follow that plan, including medications, lifestyle changes, tests, and follow-up appointments.
4. The responsibility to observe and advise the health care provider if health does not improve as expected, if there are adverse reactions to drugs, or if new symptoms develop.
5. The responsibility to be on time for scheduled appointments, notifying the health care provider when unable to keep an appointment.
6. The responsibility to tell the TCC Health Services about any alternate funding resources such as Medicaid, Medicare, or health insurance available to pay for their care and to cooperate in applying for and obtaining alternate resources.
7. The responsibility to arrange transportation to appointments for lodging and food when traveling to another village/city for health care. It is the responsibility of village residents to contact Health Aide or contact Purchased Referred Care for information.
8. The responsibility to pay for travel and health services by private providers unless prior funding authorization has been obtained from TCC or other payers, such as Medicaid, VA, Tri-care, private insurance, etc.
9. The responsibility to treat health care providers and staff with courtesy and respect.
10. The responsibility to make suggestions for improving services.
11. The responsibility to complain when you feel you are being treated improperly and to work toward a reasonable resolution of the complaint.
12. The responsibility as a client to ask your health care provider what to expect regarding pain and pain management, discuss pain relief options, develop a pain management plan, ask for pain relief when pain first begins, help to assess your pain if your pain is not relieved, and discuss any worries you have about taking pain medication.
13. The responsibility to provide a responsible adult to escort/transport him/her home from care appointments and remain with him/her for 24 hours, if required by his/her provider.
14. The responsibility to inform TCC about living will, medical power of attorney, or other directive that could affect his/her care.
15. The responsibility to request and receive access to or referral to legal entities for appropriate representation, self-help support services, and/or advocacy support services.
Your Information • Your Rights • Our Responsibilities

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

Your Rights

When it comes to your health information, you have certain rights. This section explains your rights and some of our responsibilities to help you.

• Get a copy of your paper or electronic medical record: You can ask to see or get an electronic or paper copy of your medical record and other health information we have about you. Ask us how to do this. We will provide a copy or a summary of your health information, usually within 30 days of your request. We may charge a reasonable, cost-based fee.

• Correct your paper or electronic medical record: You can ask us to correct health information about you that you think is incorrect or incomplete. Ask us how to do this. We may say “no” to your request, but we'll tell you why in writing within 60 days.

• Request confidential communication: You can ask us to contact you in a specific way (for example, home or office phone) or to send mail to a different address. We will say “yes” to all reasonable requests.

• Ask us to limit the information we share: You can ask us not to use or share certain health information for treatment, payment, or our operations. We are not required to agree to your request, and we may say “no” if it would affect your care. If you pay for a service or health care item out-of-pocket in full, you can ask us not to share that information for the purpose of payment or our operations with your health insurer. We will say “yes” unless a law requires us to share that information.

• Get a list of those with whom we’ve shared your information: You can ask for a list (accounting) of the times we’ve shared your health information for six years prior to the date you ask, who we shared it with, and why. We will include all the disclosures except for those about treatment, payment, and health care operations, and certain other disclosures (such as any you asked us to make). We'll provide one accounting a year for free but will charge a reasonable, cost-based fee if you ask for another one within 12 months.

• Get a copy of this privacy notice: You can ask for a paper copy of this notice at any time, even if you have agreed to receive the notice electronically. We will provide you with a paper copy promptly.

• Choose someone to act for you: If you have given someone medical power of attorney or if someone is your legal guardian, that person can exercise your rights and make choices about your health information. We will make sure the person has this authority and can act for you before we take any action.

• File a complaint if you believe your privacy rights have been violated.

You can complain if you feel we have violated your rights by contacting us:

Barbara L. Thornton-Privacy Officer
Tanana Chiefs Conference Compliance Division
122 First Avenue, Suite 600
Fairbanks, AK 99701
Local number: (907) 451-6682 Ext. 3212
Toll-free in AK: 1-800-478-6682
Toll-free out of AK: 1-800-770-8251
barbara.thornton@tananachiefs.org

Or, you can file a complaint with the U.S. Department of Health and Human Services Office for Civil Rights by sending a letter to 200 Independence Avenue, S.W., Washington, D.C. 20201, calling 1-877-696-6775, or visiting www.hhs.gov/ocr/privacy/hipaa/complaints/. We will not retaliate against you for filing a complaint.
Your Choices

For certain health information, you can tell us your choices about what we share. If you have a clear preference for how we share your information in the situations described below, talk to us. Tell us what you want us to do, and we will follow your instructions.

You have some choices in the way that we use and share information as we. In these cases, you have both the right and choice to tell us to:

- **Tell family and friends about your condition:** Share information with your family, close friends, or others involved in your care.
- **Provide disaster relief:** Share information in a disaster relief situation.

**If you are not able to tell us your preference, for example if you are unconscious, we may go ahead and share your information if we believe it is in your best interest. We may also share your information when needed to lessen a serious and imminent threat to health or safety.**

In these cases we never share your information unless you give us written permission:

- **Provide mental health care:** Most sharing of psychotherapy notes.
- **Market our services and sell your information:** Marketing purposes, Sale of your information.

In the case of fundraising:

- **Raise funds:** We may contact you for fundraising efforts, but you can tell us not to contact you again.

Our Uses and Disclosures

How do we typically use or share your health information?

We typically use or share your health information in the following ways:

- **Treat you:** We can use your health information and share it with other professionals who are treating you.
  
  Example: A doctor treating you for an injury asks another doctor about your overall health condition.

- **Run our organization:** We can use and share your health information to run our practice, improve your care, and contact you when necessary. Example: We use health information about you to manage your treatment and services.

- **Bill for your services:** We can use and share your health information to bill and get payment from health plans or other entities. Example: We give information about you to your health insurance plan so it will pay for your services.

How else can we use or share your health information?

We are allowed or required to share your information in other ways – usually in ways that contribute to the public good, such as public health and research. We have to meet many conditions in the law before we can share your information for these purposes. For more information see: [www.hhs.gov/ocr/privacy/hipaa/understanding/consumers/index.html](http://www.hhs.gov/ocr/privacy/hipaa/understanding/consumers/index.html).

- **Help with public health and safety issues:** We can share health information about you for certain situations such as: Preventing disease, helping with product recalls, reporting adverse reactions to medications, reporting suspected abuse, neglect, or domestic violence, preventing or reducing a serious threat to anyone’s health or safety.

- **Do research:** We can use or share your information for health research.

- **Comply with the law:** We will share information about you if state or federal laws require it, including with the Department of Health and Human Services if it wants to see that we're complying with federal privacy law.
• **Respond to organ and tissue donation requests:** We can share health information about you with organ procurement organizations.

• **Work with a medical examiner or funeral director:** We can share health information with a coroner, medical examiner, or funeral director when an individual dies.

• **Address workers’ compensation, law enforcement, and other government requests.** We can use or share health information about you: For workers’ compensation claims, for law enforcement purposes or with a law enforcement official, with health oversight agencies for activities authorized by law, for special government functions such as military, national security, and presidential protective services.

• **Respond to lawsuits and legal actions:** We can share health information about you in response to a court or administrative order, or in response to a subpoena.

**Quality Management will also do periodic observations by staff members, interns, or evaluators. The consent for the observation is voluntary and the consumer may refuse observation at any time. Observation will not impact the level of care that is being received. The consent for observation will remain valid unless the signing party withdraws consent or the consumer is discharged from services. Observations may be done in the room with the provider present, via tele-health services or recorded.**

**If you receive alcohol or substance abuse services, the medical records that identify you as receiving those services are protected by HIPAA, 42 U.S.C. § 290ee-3 and the 42 CFR Part 2 confidentiality regulations. The Part 2 law and regulations provide additional safeguards to protect the privacy of alcohol or substance abuse records. For Part 2 records, TCC must obtain your written consent before disclosing these records, including before releasing information for payment purposes. Federal law does permit TCC to release these records without your consent in the following circumstance: Pursuant to an agreement with a qualified service organization or business associate; pursuant to a court order; or research, audit, or evaluation purposes; to report a crime against TCC personnel or on TCC property; to medical personnel in a medical emergency; to report suspected child abuse or neglect to appropriate authorities.**

**In Alaska, minors have a fundamental right to privacy regarding their medical care. In alignment with Alaska law and industry standards regarding teen health care and access to care TCC will allow minors between the ages of 13-18 years of age to consent to medical treatment for reproductive health and outpatient behavioral health services. One of the most significant changes will be with Athena’s patient portal. Teens will have the option to establish their own patient portals, and parents and legal guardians will no longer be able to access a patient portal or medical records regarding reproductive health and outpatient behavioral health for minors between the ages of 13-18 without the teen’s permission.**
Our Responsibilities

• We are required by law to maintain the privacy and security of your protected health information.
• We will let you know promptly if a breach occurs that may have compromised the privacy or security of your information.
• We must follow the duties and privacy practices described in this notice and give you a copy of it.
• We will not use or share your information other than as described here unless you tell us we can in writing. If you tell us we can, you may change your mind at any time. Let us know in writing if you change your mind.

For more information see: www.hhs.gov/ocr/privacy/hipaa/understanding/consumers/noticepp.html.

Changes to the Term of this Notice

We can change the terms of this notice, and the changes will apply to all information we have about you. The new notice will be available upon request, in our office, and on our web site.

This Notice of Privacy Practices applies to, but is not limited to, all Tanana Chiefs Conference facilities where patient care is provided, including Chief Andrew Isaac Health Center and our rural clinics.

Tanana Chiefs Conference
Compliance Division
122 First Avenue, Suite 600
Fairbanks, AK 99701

Local number: (907) 451-6682
Toll-free in AK: 1-800-478-6682
Toll-free out of AK: 1-800-770-8251
https://www.tananachiefs.org
Patient Registration

Patient Registration is responsible for collecting demographic information from patients at the time of check in for their visit (this includes dental, optometry, physical therapy and behavioral health services). 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 (i.e. private insurance, Medicare, Medicaid, Denali Kidcare or Veterans Administration). The Indian Health Service (IHS) also requires that you are periodically screened by Alternate Resource staff for possible enrollment in the alternate resources listed above. For your convenience, an alternate resource coordinator is available to assist you with required enrollment in eligible programs.

Verification of Eligibility
Of Alaska Natives and American Indian Beneficiaries

At Chief Andrew Isaac Health Center (CAIHC), the registration staff verify Alaska Native and American Indian heritage to determine if you are eligible to receive health care services. TCC will provide direct services at its Fairbanks facilities (CAIHC and the Chief Peter John Tribal Building downtown) and contracted services, as medically indicated, to persons of American Indian or Alaska Native descent who are:

- Members of a federally recognized tribe and are of American Indian and Alaska Native descent.
- Members of Alaska Interior Service Unit tribes that are not federally recognized and are also eligible for direct care only, i.e., Canyon Village, Lake Minchumina, Wiseman and Medfra,
- Non-Native women pregnant with an eligible Indian Health Service patient’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 patient stating responsibility as the unborn child’s biological father)
- Legally adopted non-Native children (up to their 19th birthday) adopted by an eligible IHS patient,
- Qualified American Indian/Alaska Native students residing in Fairbanks,
- Eligible students in areas outside the TCC region, if registered with Purchased/Referred Care (PRC). "Means if eligible students who are going to school outside the TCC region are registered with PRC, they can use contracted health services where they are located.
Proof of Eligibility Required for Services
If you cannot provide proof of your American Indian/Alaska Native heritage, you can be seen on a one time basis only when it is deemed an emergency by a health care professional. TCC is only authorized to provide services to eligible Indian Health Service patients. To be considered an eligible, 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 or a letter of descendancy issued by a federally recognized tribe
- Marriage certificate or affidavit of paternity from the child’s biological father (for care to non-Indian women)
- Proof of residency in the TCC region for Purchased/Referred Care.

An original birth certificate and a copy of the parents’ proof of eligibility may be substituted if you cannot obtain any of the above documents for a minor child. 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 for the minor child prior to being seen again.** The patient will be considered ineligible for both direct care treatment and TCC Purchased/Referred Care until such proof can be provided.

Denali KidCare
To apply for Denali Kidcare 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 at the Alternate Resources offices located next to the Patient Registration department on the first floor of Chief Andrew Isaac Health Center. If you live in a village, you may 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 or the fee agent can call Denali Kidcare for assistance at their toll free number: 1-800-318-8890. For patients living in Fairbanks, you can call the alternate resources coordinator for CAIHC at 451-6682, ext. 3023 or 1-800-478-6682, ext. 3023.
Business Office

The Business Office is responsible for billing health-related charges to alternate resources. The Business Office also provides technical assistance on billing matters for TCC health programs as needed. The Business Office works closely with the TCC cashier for receiving your payments for contact lenses, glasses and some dental procedures that require down payments. The TCC cashier is located on the second floor of the Chief Andrew Isaac Health Center. Hours are from 8 a.m. – 5 p.m., Monday – Friday, closed for lunch from 12:00 – 1:00 p.m. The Business Office is open during regular TCC hours and is there to serve your needs. Business Office staff can electronically access your account to provide you with the information you need to make informed decisions.

Payment & 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.
If you have a question on insurance coverage or on charges for dental or eye services, please call the Business Office at 1-800-478-6682 or 451-6682 ext. 3290.
Purchased/Referred Care

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

What is Purchased/Referred Care?
Purchased/Referred Care (PRC) is TCC Health Services referral care program that pays for health services that are not directly provided at Chief Andrew Isaac Health Center (CAIHC), or the Alaska Native Health Center (ANMC). Purchased/Referred Care is also the program within TCC Health Services that coordinates and manages the payments for referred eligible patients.

For TCC Health Services to pay for your purchased/referred care, it is important that you understand the process and your obligations.

Since funds are limited to pay for purchased/referred care, there are mandatory federal guidelines that must be followed and enforced.

Call us
The most important thing for you to know about Purchased/Referred Care is that you should call us before you receive services. We can help you to 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 Purchased/Referred Care. 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.

- In Fairbanks call: 451-6682, ext. 3613
- In-state toll-free: 1-800-478-6682, ext. 3613
- Out-of-state toll-free: 1-800-770-8251, ext. 3613

(PRCC does not have after-hours telephone coverage, please leave a voice mail message and we will return your call the next business day.)

Eligibility
Purchased/Referred Care is provided to eligible beneficiaries according to TCC Health Service’s eligibility policy. Generally, to be eligible for TCC 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.

To be eligible for Purchased/Referred Care you must also have been a permanent resident in Alaska for the previous 180 days (6 months) and a minimum of 30 days in the Interior Alaska Service Unit (IASU) with the intent to stay, and not have moved to the IASU because of a pre-existing medical reason.

Non-Native women pregnant with the child of an eligible patient are eligible for direct and Purchased/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 contract health services until the age of 19.
Documents accepted as proof of eligibility:
- Certificate of Indian Blood issued by the Bureau of Indian Affairs
- Tribal enrollment card or letter of descendancy issued by a federally recognized tribe

Documents required as proof of residency in the Interior Alaska Service Unit (IASU):
When moving to the IASU from another state:
- Proof of having received an Alaska Permanent Fund Dividend issued within the 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 from within Alaska to the IASU from another service area:
- Proof of maintaining a home in the IASU for 30 days with the intent to stay, (e.g., rent or mortgage payment receipts, utility bill receipts, etc.)
- Proof of employment in the IASU for 30 days (e.g., paycheck stubs, verification of employment letter, etc.)

Interior Alaska Service Unit
Communities / villages

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<thead>
<tr>
<th>Alatna</th>
<th>Evansville</th>
<th>Minto</th>
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<tr>
<td>Allakaket</td>
<td>Fairbanks</td>
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<td>Fort Yukon</td>
<td>Northway</td>
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<td>Ruby</td>
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<td>Stevens Village</td>
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<td>Delta Junction</td>
<td>Kantishna</td>
<td>Tetlin</td>
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<td>Denali Park</td>
<td>Koyukuk</td>
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<td>Dot Lake</td>
<td>Lake Minchumina</td>
<td>Venetie</td>
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<td>Eagle</td>
<td>Manley Hot Springs</td>
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Purchased / Referred Care & Alternate Resources

An alternate resource is a payment source other than Purchased/Referred Care that helps pay for your health care.

Common examples include:
- Medicaid
- Medicare
- Veterans Administration
- Workers Compensation
- Denali KidCare
- Motor vehicle insurance (for a motor vehicle accident)
- 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 (IHS) funds. These funds help us better meet your health care needs in Fairbanks and in the villages. Indian Health Services funds are appropriated by the federal government, just like Medicare and Medicaid.

Will Purchased/Referred Care (PRC) always pay for services received or requested?
No. Purchased/Referred Care will not automatically pay for your care received at non-TCC facilities. Federal regulations make TCC Health Services 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, Purchased/Referred Care is required to deny your request for payment. If patients are not eligible for alternate resources, Purchased/Referred Care 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 TCC’s beneficiaries. Purchased/Referred Care will withhold payment until you have applied for alternate resources and your application is either accepted or denied.

Can TCC Health Services help me apply for alternate resources?
Yes. TCC Health Services employees are available to help you apply for alternate resources. The Alternate Resource staff located at Chief Andrew Isaac Health Center will be happy to help you.

What about co-payments and deductibles?
For those patients that are approved for PRC funding who have private insurance with a co-payment or deductible, Purchased/Referred Care will pay those insurance co-payments and deductibles, subject to the other requirements of the Purchased/Referred Care program.
Emergency Care
Emergency care is defined in the Purchased/Referred Care Funds and Emergency Room Care Policy as “medical conditions for which immediate medical attention is necessary to prevent death or serious impairment of the health of an individual. For infants under the age of one and for elders, for onset of a sudden condition.”

If Chief Andrew Isaac Health Center (CAIHC) is open and available to provide the needed care, Purchased/Referred Care will not pay for services rendered in Fairbanks Memorial Hospital’s emergency department. Remember that CAIHC is now open in the evenings and on weekends. If CAIHC staff determine that you need specialized or hospital care, they will immediately refer you to Fairbanks Memorial Hospital.

What if an emergency happens while I’m traveling outside of the TCC region on vacation or business?
Purchased/Referred Care will pay for emergency care outside the TCC Region, according to the Purchased/Referred Care Funds Emergency Room Care Policy. You must notify, Purchased/Referred Care 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 Purchased/Referred Care Department.

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 Purchased/Referred Care pay for referrals made by non-TCC providers?
No. Purchased/Referred Care will not pay for services if a referral for service is not made by a TCC provider prior to your receiving care.

Does Purchased/Referred Care pay for ambulance service?
Yes. Purchased/Referred Care will pay for state-certified ambulance services that are medically necessary. Purchased/Referred Care Review Committee will review each case for medical appropriateness.
**Patient Travel**

**Does Purchased/Referred Care always pay for patient travel?**

No. Purchased/Referred Care 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 Chief Andrew Isaac Health Center 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.

**Lodging, meals, and taxis for patient/escorts**

1. **Purchased/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**: Medicaid does pay for lodging, meals and taxi for approved medical travels for both patient and escort (medically necessary). TCC Providers will submit a letter of medical necessity to Medicaid for escort’s approvals. Medicaid will pay for one escort (travel/meals/lodging) to help the patient. When the patient is admitted to the hospital, Medicaid pays his/her way back. When the patient is discharged from the hospital and the doctor approves, the escort’s way is paid to return and and take care of the patient until they are discharged and return home.
4. **Medevacs**: Escorts are not medically necessary on Medevacs because there is medical staff (EMTs) on board to take care of the patient’s medical needs. Relatives usually want to come with the patient but they do so at their own expense, with the understanding that TCC-PRC will not pay their way back to the village or provide lodging and meals for them while here in Fairbanks or Anchorage. We will pay for escort for a child.
5. **All medical arrangements** should be made by the village health aide before a patient comes to Fairbanks

**Do I need to use alternate resources for travel?**

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

**What if a patient needs to travel outside Alaska?**

Purchased/Referred Care will pay for travel to Anchorage. If a TCC Health Services patient 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.

**Medical Escorts**

Sometimes patients need help when they travel to Anchorage or Fairbanks for medical services. Escorts help patients with travel, getting to and from appointments, obtaining food, and finding a place to stay. Purchased/Referred Care will pay for travel authorized by a physician for one escort for a minor or an elder who is frail, confused or has difficulty communicating. Alternate resources may also cover medical escort travel.
**Services Not Covered by Purchased/Referred Care**

Areas of commonly denied requests for payment by Purchased/Referred Care

- Services that are not covered or are excluded services include but are not necessarily limited to:
  - Abortion
  - Acupuncture
  - Artificial insemination
  - Burial of a deceased eligible patient
  - 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
  - Infertility evaluation and treatment
  - Kidney transplantation
  - Lodging
  - Meals
  - Drug and alcohol assessments or treatments
  - Court-ordered counseling
  - Surgery for obesity
  - Travel for routine dental care
  - Lab fees (in some cases)
  - Dental treatment not referred by a TCC 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/Referred Care.
- The patient is not registered in the TCC Health Services system.
- The patient did not notify Purchased/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 Fairbanks patients must first seek service at Chief Andrew Isaac Health Center.
- The patient received services not pre-authorized or referred by a Chief Andrew Isaac Health Center provider.
- The patient chose to go to a private provider outside the TCC Health Services or Alaska Native Medical Center system.
- A Chief Andrew Isaac Health Center provider did not authorize an inpatient admission to a hospital.
- The patient does not live in the Interior Alaska Service Unit.
Denials and Appeals

Can I appeal a denial of payment?
Yes. When Purchased/Referred Care denies your request for payment, you and your provider will be notified in writing of the reason 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 TCC Health Services to you and your family members.

What is the appeal process?
All appeals must be in writing and submitted within 45 days of the date you receive a denial of payment from Purchased/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 45 days?
Failure to send additional information or failure to request an appeal in writing within the 45-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 Health Finance Director will notify you by telephone or in writing of the review committee’s decision on the appeal within 30 days of receiving it.

Students Leaving the Interior Alaska Service Unit for School

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

Can I get dental services if I am a student?
Yes. TCC’s on-call dentist can authorize dental services, but you must obtain a preauthorization before you receive services. Call 1-800-770-452-8251, ext. 3200.

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 TCC Health Services to provide more services to a greater number of students.

Will Purchased/Referred Care authorize payment for medical or dental services provided through my school’s health program?
No. Purchased/Referred Care will not authorize payment for medical or dental services routinely provided through a school’s health program. You should always contact Purchased/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 patient you are encouraged to use available Indian Health Service facilities or other tribal facilities. If you find it necessary to use another facility call Purchased/Referred Care in advance. Without prior authorization, Purchased/Referred Care 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 Purchased/Referred Care with the following documents at the start of each school semester in order to be eligible for the student program: An official letter from the school’s registrar or office of admissions verifying full-time status. The letter must also say that your permanent residence is still in Alaska. Students must maintain their Alaska residency to be eligible for Purchased/Referred Care funding. Proof of eligibility and proof of Alaska residency must be on file at the Purchased/Referred Care office for the student and family members.

**Do I have to notify Purchased/Referred Care if I receive emergency services?**

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

**Do I need to receive authorization from Purchased/Referred Care if I need services that are not emergency services?**

**Yes.** If the service is not an emergency, you must receive authorization from Purchased/Referred Care before you start to receive care, even 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 Fairbanks before your departure or upon your return from school.
Chief Andrew Isaac Health Center

The center provides outpatient services to Indian Health Service beneficiaries in the Interior of Alaska. CAIHC specialties include family medicine, internal medicine, integrative medicine, orthopedics, pediatrics, obstetrics, women’s health, and urgent care.

When the clinic is open it is important that you receive your health care at the CAIHC.

<table>
<thead>
<tr>
<th>Service</th>
<th>Operating Days</th>
<th>Hours</th>
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<tbody>
<tr>
<td>Dental Clinic</td>
<td>Monday-Friday</td>
<td>7:45am-1:00pm</td>
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<tr>
<td>Eye Clinic</td>
<td>Monday-Friday</td>
<td>8:30am-5:00pm</td>
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<td></td>
<td>Friday’s Closed</td>
<td>11:00am-1:00pm</td>
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<tr>
<td>Family Medicine</td>
<td>Monday-Friday</td>
<td>8:00am-5:00pm</td>
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<tr>
<td>Immunizations</td>
<td>Monday-Friday</td>
<td>8:00am-5:00pm</td>
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<tr>
<td>Lab</td>
<td>Monday-Friday</td>
<td>7:30am-4:30pm</td>
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<tr>
<td>Orthopedics</td>
<td>Monday-Thursday</td>
<td>8:00am-4:30pm</td>
</tr>
<tr>
<td>Pediatrics</td>
<td>Monday-Friday</td>
<td>8:00am-5:00pm</td>
</tr>
<tr>
<td>Pharmacy</td>
<td>Mon, Tue, Thur, Fri Wednesdays</td>
<td>8:30am-6:00pm</td>
</tr>
<tr>
<td>Urgent Care Clinic</td>
<td>Monday-Sunday</td>
<td>8:00am-6:00pm</td>
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<tr>
<td>WIC</td>
<td>Monday-Friday</td>
<td>8:00am-4:00pm</td>
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<tr>
<td>Women’s Health</td>
<td>Monday-Friday</td>
<td>8:00am-5:00pm</td>
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</tbody>
</table>

The last patient is checked in 15 minutes prior to closing. Most departments are closed every Wednesday mornings from 8:00 am – 9:00 am for staff meetings.

CAIHC is also closed for the following holidays:
Thanksgiving • Christmas • New Years’ Day

CAIHC is limited to Urgent Care only on the following holidays:
• President’s Day
• Memorial Day
• Martin Luther King Day (observed)
• Independence Day
• Labor Day
• Alaska Day (observed)
• Veteran’s Day (observed)
Appointment Scheduling
An appointment is a time reserved for you. This includes updating registration information, nurse intake screening and being seen by your medical provider. The amount of time reserved depends on your needs. The appointment clerk will ask you about your needs so that she can schedule the right amount of time 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 to 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 provider.

Parental Consent for Care of Children
When your child comes to a TCC clinic for treatment, you must come with them. 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 CAIHC 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.
Fairbanks Memorial Hospital Emergency Room
The Emergency Room (ER) 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 Emergency Room (ER) can be very expensive. Some examples of non-emergency health needs are urinary tract infections, diarrhea/vomiting, colds, ear infections and minor rashes. If you use the Emergency Room for health care that is not an emergency, you may be responsible for the bill. For after-hours health care, contact the after-hours triage nurse at (907) 451-6682 or 1-800-478-6682.

For Emergencies:
Call 911 for Fairbanks Ambulance
or
Fairbanks Memorial Hospital Emergency Room
(907) 458-5555

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 a medical need arises and the clinic is closed.

After hours triage nurse:
If you have a medical need that cannot wait for the next clinic day, you may call the after-hours phone number at (907) 451-6682 or 1-800-478-6682. The Citrahealth answering service will take your name and phone number, and forward it to the triage nurse. The triage nurse will call you back, usually within 20 minutes. The triage nurse will listen to your problem in detail, provide advice and offer a recommendation for your care. You may be instructed on how to manage the illness or injury properly until the next clinic day, or the CAIHC physician on call may be contacted to provide you with further advice.

CAIHC Urgent Care Clinic
Patients with urgent/emergency needs who do not have an appointment with their primary care provider may be seen in the Urgent Care Clinic at CAIHC.

Examples of health care needs that are treated during the CAIHC Weekend Clinic are:
- Urinary tract infections
- Diarrhea/vomiting
- Ear Infections
- Minor rashes
- Lacerations
- Minor trauma

We do not provide routine health care like physical exams, pregnancy tests, refills of chronic medication (including pain management) or immunizations on the weekend.

Patients should request medication refills before holidays so they do not run out of medicine when the clinic is closed.
CAIHC Primary Care Teams
CAIHC Primary Care Teams have transformed its services to strengthen our ability to provide comprehensive health care for patients.

Patients are cared for by a dedicated team of doctors, physician assistants, care coordinators, clinical support staff, and case managers. 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 future appointments, which can be scheduled by contacting Central Scheduling Department 907-451-6682 EXT 1053 or 1-800-478-6682:

We have established three care teams. Please become familiar with your primary care provider and memorize his or her team. If you have any question or concerns about needing to be seen by a different provider, please contact your care coordinator.

Team Deneege (Moose) ext.1053
Team Tudi (Eagle) ext.1053
Team Teekona (Wolf) ext.1053

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 Physical
- Pap smears
- Pregnancy testing
- Referrals
- Breast exams
- Counseling for birth control, menopause, infertility, and sexuality
- Complete obstetric (pregnancy) care

Obstetric Care
Early and regular prenatal care reduces the risks of birth defects. Prenatal care is available at village and sub-regional clinics. OB appointments are available throughout the week with individual CAIHC providers or through our Centering Pregnancy program. Appointments are required for routine prenatal care; emergencies are seen whenever needed.

Pregnant women receive prenatal care at CAIHC until delivery. OB patients in villages need to come to Fairbanks four weeks before delivery. TCC will not pay for emergency Medevacs for patients who refused to come in for delivery at least two weeks before their due date.
Sterilization
Sterilization is a permanent method of birth control. It involves an operation called “vasectomy” for men or “bilateral tubal ligation” for women.

Anyone interested in sterilization should contact a health aide, a state public health nurse, or a community health nurse at CAIHC. By law, in order for Purchased/Referred Care or Medicaid to pay, a special consent form must be signed 30 days before the sterilization can be done.

Most sterilization is done on an outpatient basis at Chief Andrew Isaac Health Center, Alaska Native Medical Center in Anchorage or Fairbanks Memorial Hospital. Patients go into the hospital/clinic in the morning and are out later the same day.

Orthopedic Clinic
The Orthopedic Clinic offers screening and treatment for diseases and injury to the bones and joints.

Services available at Orthopedic:
• Joint injections
• Splinting and Casting of Fractures
• Reduction of simple fractures
• Evaluation and referral to Orthopedic Surgeons

When surgery is needed a referral is made to the Alaska Native Medical Center (ANMC) in Anchorage, AK. All surgeries involving Orthopedics is sent down to ANMC, these include but are not limited to the following:
• Joint replacements
• Carpal tunnel
• Fractures that require surgical intervention
• Trigger fingers release
• Back and Neck

Pediatric Clinic
The CAIHC Pediatric Clinic team consists of pediatricians and a Physician Assistant who provide care and consultation to patients from birth to age 21.

Well-child visits may be scheduled throughout the week by appointment with individual CAIHC providers or through our Centering Parenting program.

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 visits at the following ages:
• 1 week
• 6 weeks or 2 months
• 4 months
• 6 months
• 12 months
• 15 months
• 18 months
• 2 years
• 4-6 years
• 11-14 years
Women, Infants and Children Program

WIC stands for the Special Supplemental Nutrition Program for Women, Infants and Children. WIC provides free healthy foods, nutrition information, counseling, health screening, and referrals.

You qualify for WIC if you:
• Are pregnant, recently gave birth (postpartum), or are breast-feeding, and/or have an infant or child under the age of 5, and
• Have a household income less than or equal to the annual guidelines, and
• Have a nutritional need

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.

WIC foods may include:
• Milk
• Cheese
• Eggs
• Tuna fish
• Fruit juice
• Infant formula
• Peanut butter
• Pink salmon
• Carrots
• Cereal
• Dried beans/lentils
• Fruits & vegetables

To receive WIC services you must:
1. Complete a family information form and WIC application every six months.
2. Provide proof of income with the application(s). Examples include a copy of one of the following:
   ◦ Proof of Medicaid (Medicaid sticker)
   ◦ Proof of food stamps (letter of acceptance)
   ◦ Proof of ATAP (the card)
   ◦ Proof of Denali KidCare (a letter or card)
   ◦ Check stub(s) from the past 30 days
   ◦ Alaska Native/American Indian income form
3. Provide proof of identification with the application. For adults, photo identification is required (such as a driver’s license). For infants and children, a crib card or immunization record is acceptable.
4. Have staff at your local village clinic or the WIC office complete the medical information, to include height, weight and hemoglobin.
5. Bring all the above information to the WIC office at CAIHC. If you live outside Fairbanks, mail the information to the address below.

   Attn: Women, Infant, & Children
   1717 West Cowles St.
   Fairbanks, AK 99701
6. Meet with a WIC staff member either in person or by telephone to review your application and receive nutritional counseling.
Diabetes Program
The diabetes educators and care coordinators provide diabetes self-management education through individual and/or group education classes. During education classes, they focus on the skills necessary to manage diabetes at home. The physical activity coordinator is also available to work with individuals, villages, schools or other community agencies to plan, help implement or improve physical activity or equipment available within the villages.

Alaska Native Medical Center Specialty Clinics
The following specialty clinics are operated at CAIHC by providers from the Alaska Native Medical Center (ANMC). To make an appointment you must be referred by a CAIHC health care provider.

Clinics are typically scheduled:

<table>
<thead>
<tr>
<th>Clinic</th>
<th>Frequency</th>
</tr>
</thead>
<tbody>
<tr>
<td>Audiologist</td>
<td>Every 3 months</td>
</tr>
<tr>
<td>Ear, Nose, Throat Clinic</td>
<td>Every 4 months</td>
</tr>
<tr>
<td>Hand Clinic</td>
<td>Every 6 months</td>
</tr>
<tr>
<td>Orthopedic Clinic</td>
<td>Every 3 months</td>
</tr>
<tr>
<td>Rheumatoid Arthritis</td>
<td>Every 4 months</td>
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</tbody>
</table>

Dental Clinic
TCC Dental Services, located on the second floor at Chief Andrew Isaac Health Center, has the responsibility to provide dental care to Indian Health Service beneficiaries residing in the Interior Alaska Service Unit. The TCC Dental team includes 14 dentists, three dental hygienists, two part-time dental specialists, 3 dental health therapist, 21 dental assistants, two receptionists, and a program assistant.

The Dental Clinic is closed for the following TCC holidays:
- New Years’ Day
- Presidents Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving
- Christmas

Emergency walk-in care
If you have a dental emergency you may walk in for emergency care Monday through Friday at 7:45 a.m. or 1:30 p.m. Morning hours are usually less crowded. Emergency patients presenting at these times are worked in as soon as possible on a first-come, first-served basis. However, those with obvious fever, infection or trauma will be seen first. The dental clinic is not staffed after regular clinic hours so emergency dental care is not available during this time. However, if you have an after-hours emergency, you may call the TCC answering service to consult with the on-call dentist.

Specialty dental care
Specialty dental clinics are scheduled several days per month on a recurring basis.
- orthodontics (braces)
- Prosthodontics (dentures, bridges, etc.)
- pediatric dentistry (young children with anxiety issues)
- complex oral surgery (difficult wisdom teeth extractions)

Appointments for dental services may be made in person or by telephone, 907-451-6682 ext. 3200 or 1-800-478-6682 ext. 3200
Itinerant/village dental care
Care for patients in the Yukon-Tanana, Upper Tanana and the Yukon-Koyukuk sub-regions and Anaktuvuk Pass is provided and coordinated by TCC Dental Clinic. Dental care for the Yukon Flats sub-region is coordinated and provided by the Yukon Flats Health Center and operated by the Council of Athabascan Tribal Government. Services provided in the villages are basic dental care, including exams, radiographs, dental hygiene/prevention, basic oral surgery (simple extractions), restoration of carious teeth with fillings, basic periodontics (treatment of diseases of the gums), and emergency care for toothaches and infection. Patients requiring therapy that is more complicated are referred to the Dental Clinic in Fairbanks.

Alaska law requires that a parent or legal guardian must provide informed consent for minors under the age of 18 for dental care. Treatment cannot be rendered without an informed consent signed by the parent or legal guardian. When you are receiving dental care in the Dental Clinic, you must provide someone to take care of your children. This is for the safety of your children, other patients and staff.

We know it is expensive and often difficult to travel in from the outlying villages for dental care. We make special efforts to see you while you are in town. Those without appointments may be seen on a standby basis. Standby patients are seen when someone cancels or fails to come in for an appointment. Once village patients start their regular treatment, special consideration is given to minimize expensive travel.

For the safety of our patients and staff, we will not treat any patient who has been drinking alcoholic beverages or abusing drugs before coming to the clinic.

TCC Dental Services believes in quality care and seeks feedback from our patients. If there are any conflicts, patients can address their concerns to the Dental Director or to the Patient Experience Department.

Basic dental care
Indian Health Service (IHS) provides basic dental care for eligible patients. These services include examinations, x-rays, dental hygiene (cleaning), sealants, restorations (fillings), basic oral surgery (extractions), and non-complex endodontics (root canals).

Non-basic care
Services not covered by IHS include orthodontics (braces), crowns, bridges, dentures, and complex endodontics (root canals). These services are provided at TCC Dental Clinics when possible but are charged to patients at TCC’s cost of providing these services. Patients must pay for these services prior to receiving them.

Broken appointment policy
(Established and approved by the TCC Executive Board of Directors)
In order to provide dental care to the greatest number of TCC/IHS patients, no new scheduled appointments will be made for one year if a person has two broken dental appointments within a one year period. Broken appointments are defined as failing to give 24 hour notice of cancellation, not presenting for the appointment or failure to arrive within 10 minutes of the scheduled appointment time. (However, dental emergency treatment and walk–in clinic are always available.)
Eye Clinic
The TCC Eye Clinic is located on the second floor of Chief Andrew Isaac Health Center.

Hours of Operation
8:30am – 5:00pm Mon-Fri, closed for lunch NOON- 1:00PM
Closed 11:00am – 1:00pm on Friday for Staff Meeting/Lunch.

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

Some of the services provided by the TCC Eye Clinic include:
• Comprehensive eye examinations
• Infant and children’s eye care
• Diabetic eye examinations
• Treatment and management of eye diseases
• Consulting and co-management of eye surgery
• Fitting and dispensing of eyeglasses and contact lenses

Routine eye care services are provided by appointment. Patients from out of town who are visiting Fairbanks on short notice can sometimes be fit into our schedule for routine examinations. New contact lens fitting requires an appointment. Urgent and emergency eye conditions are seen regardless of appointment. Medications, when needed, are dispensed by the CAIHC Pharmacy. When surgery is needed a referral is made to the Alaska Native Medical Center in Anchorage.

Our optical program has competitively priced eyeglasses available for purchase, as well as Medicaid and Denali KidCare eyeglasses. Cosmetic contact lens exams and fittings are available for adults who are good candidates for this kind of vision correction. Adolescents must have written consent from a parent or legal guardian. An initial fitting requires a follow up examination two weeks afterwards. An initial fitting fee ($100) and an annual examination fee ($75) are charged for contact lens examinations. Competitively priced contact lenses may be purchased through the TCC Eye Clinic. If vision correction is needed for driving, school or other occupational and safety reasons, back-up glasses are required in addition to contact lenses.

We have the ability to test the eyes and vision of infants and very young children even though they cannot respond to the regular eye charts. The eye doctor travels with an assistant to many of the TCC region villages to provide eye clinic services. Contact lens services are not available in our villages. Our goal is to help preserve the vision of our patients throughout their lives.

Eye emergencies
Eye emergencies are treated in the TCC Eye Clinic during regular office hours. No appointment is necessary for an eye emergency. For eye emergencies after hours, call CAIHC: 1-800-478-6682 or 451-6682
Laboratory
The laboratory, located on the first floor of the Chief Andrew Isaac Health Center, is a full service lab staffed by medical technologists/technicians and phlebotomists. Working hours are from 6:30 am – 7:00 pm, seven days a week. Patients are seen in the drawing room from 7:30 am – 4:30 pm, Monday – Friday and no appointment is necessary.

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 record. The laboratory computer system and the clinic system are electronically linked so that all results from the laboratory system are available to the medical provider. Providers can view laboratory results as soon as they are entered 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. Please contact your provider or the health information department for your test results.

Radiology/Medical Imaging Services
Radiology, which operates during clinic hours 8am-6pm daily, provides routine x-ray imaging. All radiology imaging requests require an order from a health care provider. Some specialized imaging such as ultrasound, mammography and Dexascans 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.
Pharmacy
The CAIHC Pharmacy provides comprehensive pharmaceutical services to all Alaska Natives and American Indians in the TCC region. Our pharmacists work closely with our doctors and mid-level practitioners to provide the most appropriate medications for patients at the clinic as well as in the villages. Our village health pharmacy technicians work hard to keep the village clinics well stocked with medications. Our private consultation rooms provide patients with privacy when discussing their medication with a pharmacist.

The pharmacy is not open on weekends or on TCC- observed holidays.

The CAIHC Pharmacy is also closed for the following holidays:
- Thanksgiving
- Christmas
- Labor Day
- New Year’s Day
- Memorial Day
- Independence Day
- Other holidays designated by TCC

Patients should request medication refills before the holidays so that they don’t run out of medicine when the pharmacy is closed.

When a health care provider sees you, they may prescribe medicine for you. The pharmacist will review your chart and make sure the medicine prescribed is the best and safest one we have available for your condition. The CAIHC Pharmacy no longer fills prescriptions originating from outside TCC Health Services unless they are from the Fairbanks Memorial Hospital Emergency Room, another Indian Health Service facility, hospital discharges, or if the patient was referred out for the care that led to the prescription. Prescriptions from outside TCC must be available in the CAIHC Pharmacy for them to be filled. Before you leave the pharmacy, the pharmacist will discuss the following with you:
- The name of your medicine and what it is supposed to do
- When, how and 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 medicines

Medication refills
If you need to take medicine for a long-term (chronic) condition, your doctor may order refills on your medicine. The pharmacy can then 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. Use the Pharmacy prescription smartphone App called RefillPro. This App can be easily added to your Apple or Android Smartphone. Instructions on how to install and use this app are included on page 40.
   or
2. Use the ScriptPro web-based refill portal by visiting www.tananachiefs.org. Once there, click on the “Health” tab on the top banner, then on the Pharmacy section. Once in the Pharmacy section of the website, click on the “CAIHC Pharmacy Refill Patient Portal” link on the left side of the page. Creating an account is fairly straightforward from here, but if you have any questions, CAIHC Pharmacy staff can help you out by calling 459-3807, then option #4.
   or
3. Call the automated prescription refill line at 459-3807, and then select option 1. You will need to know your prescription number(s) to use the automated refill line. Your prescription number is at the top left of your prescription label and it follows the “Rx #.” Leave out any letters that appear at the beginning or end of your prescription number.

or

4. Bring the bottle or prescription for your current medicine to the pharmacy. If you choose to wait for your prescription, your request will be processed in the order it was received, along with prescriptions for other patients choosing to wait. Remember that prescriptions for patients seen by a doctor on a given day are prioritized before refills.

or

5. Call the pharmacy at least two days before you run out of your medicine with your name, chart number and the name of the medicine you need refilled. All of this information is printed on your prescription label. Then come directly to the pharmacy to pick up your refill. It takes two days to have medication refills ready and waiting for you to pick up. If you need your medication sooner, we are always happy to process your prescription when you arrive at the pharmacy, but you may have to wait a little longer without a 48-hour advance request. If you need your medicine sooner, please inform the pharmacy staff and we will try to expedite your request.

When you arrive to pick up your prescription or refill, the pharmacy staff will put your prescription in line, in the order you arrived, and it will be handed out by the next available pharmacist, which may entail waiting 5 – 15 minutes. Waiting time is typically less in the mornings than in the afternoons or evenings.

If you have no refills remaining or your prescription is expired, your request will be forwarded to your team pharmacist. The team pharmacist will review the requested prescription refill (that is either expired or out of active refills) and forward the request to your primary care provider. 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 in certain circumstances. If the prescription is only renewed for one month, the patient will need to make an appointment with his/her 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**

CAIHC 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 directly to you from CAIHC Pharmacy. We ask that village-based patients no longer request their prescription refills through their health aides.

Please allow approximately one week when requesting a refill from the village. We generally can serve you much more quickly than that, but we do not have control over bad weather and runway conditions that may delay the mail. All refills are currently mailed directly to our village patients, and not to the village health aide. Please supply us with your correct mailing address when you call to request refills.
CAIHC Pharmacy’s Refill Pro Guide
The Refill Pro app can be easily downloaded on an iPhone, Android, or iPad by visiting the App Store or Google Play Store. The provides a simple way to request refills of your medication by entering the RX number or by simply scanning the barcode on your bottle.

**HOW TO USE:**

**STEP 1:** Select the pharmacy by entering the phone number 907-459-3807, this will take you to the Refill Pro TCC home page.

From here, you have four selections: Order refills, Call Pharmacy, Get Directions and Store Info.

To order refills select ‘order refills’ button.

**STEP 2:** Enter the prescription number located on the medication bottle highlighted in yellow. Ignore any letters in the RX number.

You can also scan the prescription bottle label barcode as shown.

**STEP 3:** There will be a green checkmark if the prescription is refillable. If the prescription is not active it will indicate that with a red x and give you details on why the prescription is not refillable.

**STEP 4:** Be sure to indicate whether you would like the prescription mailed or picked up.

You can leave a comment on the order.
Behavioral Health Services
Behavioral Health Services provides a comprehensive, continuous system of behavioral health care in the TCC region. Our service areas have been developed to facilitate collaboration with other service area providers and avoid duplication of services. The TCC Behavioral Health division believes in a “no wrong door” approach to services. This means we strive to provide a seamless continuum of care for our patients who seek mental health or substance abuse services. We have integrated our programs so that we are dual-diagnosis capable and we address co-occurring mental and substance-related disorders in our policies and procedures, assessment, treatment planning, program content and discharge planning. Services are provided in the Fairbanks office, with periodic travel through our village-based Behavioral Health Aides, and via itinerant staff and through Telehealth connections, located in 22 communities.

TCC Behavioral Health provides services within a trauma-informed system of care, which means that services are not specifically designed to treat symptoms or syndromes related to trauma, but they are informed about and sensitive to trauma-related issues present in clients. Services at Behavioral Health are also focused around wellness. TCC Behavioral Health provides services that promote hope, healing, and wholeness. We believe that each person is entitled to holistic care that addresses emotional, mental, spiritual, and physical needs. We strive to form partnerships with our clients and create individualized treatment plans with services that focus on client needs. We have identified and implemented evidence-based practices that are aligned with the trauma-informed treatment, wellness and culturally appropriate care.

Outpatient Clinical Services
Outpatient clinical services are available for youth, adults and families who experience behavioral health issues ranging from general mental health to severe and persistent mental illness. Crisis intervention; psychiatric assessment and medication monitoring; individual, family and group therapy; and individual and group substance abuse counseling are available at the main office on First Avenue. Case management is also available for clients who need additional support beyond their primary therapist. Itinerant and village-based providers connect clients in the rural areas needing psychiatry to the Fairbanks office.

Psychiatry Services
Our two psychiatrists provide psychiatric evaluations, crisis services, and medication management and consultation services. A case manager is available to psychiatry patients to assist with needs outside of regularly scheduled appointments. They work closely with the psychiatry department at Fairbanks Memorial Hospital to coordinate in-patient services.

Paul Williams House
As an adjunct to the office-based TCC Behavioral Health Services, supported living services are provided to up to 11 adults who experience severe and persistent mental illness at the Paul Williams House program. The Paul Williams House is staffed around the clock by residential care coordinators who provide apartment management, client supervision and recipient support services. This facility can also provide emergency and/or temporary housing to the severely mentally ill population and to individuals from the villages seeking psychiatric emergency services in Fairbanks.

Itinerant Services
Behavioral health clinicians, behavioral health aides and prevention counselors provide services to the villages for crisis intervention, assessment, therapy, prevention and other outreach services.
Behavioral Health Aide Program
Behavioral health aide positions are currently located in Allakaket, Minto, Anaktuvuk Pass, Huslia, Ruby, Nulato, Kaltag, Nenana, Circle, Chalkyitsik, Koyukuk, Galena, Dot Lake, Tetlin, Tanacross, Eagle Village, and Northway. Behavioral health aides provide prevention and outreach services to the communities and work closely with clinicians and counselors in the sub-regional clinics and Fairbanks office. Behavioral health aides who have progressed to a level III and Practitioner are able to provide counseling services, as well.

Behavioral Health Services at the Upper Tanana Health Center
Based in Tok, Behavioral Health staff provides outpatient mental health, crisis intervention, outpatient substance abuse services and prevention education to Tok and the surrounding villages of Dot Lake, Tetlin, Healy Lake, Tanacross, Eagle Village, and Northway.

Behavioral Health Services at the Edgar Nollner Health Center
Services in Galena consist of outpatient mental health, crisis intervention, substance abuse services and prevention education for Galena and the surrounding villages (Huslia, Koyukuk, Nulato, Kaltag, and Ruby).

Old Minto Family Recovery Camp
The Old Minto Family Recovery Camp is a residential treatment program that provides a therapeutic community and integrates traditional Athabascan culture into the treatment regimen. The Recovery Camp program is certified by the State of Alaska DHHS Division of Behavioral Health to provide intermediate residential and aftercare services and has been providing services since 1989. The program is a minimum of 35-day treatment program at the Recovery Camp site, an uninhabited Athabascan village located 30 miles from the nearest road. The camp has a current capacity to serve 16 clients during each treatment cycle. This program also offers open-enrollment, which means clients are admitted and discharged on a weekly basis, as availability allows.

Addiction Services
Behavioral Health provides outpatient substance use treatment services by telehealth for clients living outside of Fairbanks. Counselors are currently based in Tok and Fairbanks. For other service areas we work in partnership with Fairbanks Native Association. Treatment is centered on a recovery oriented curriculum which assists clients with the skills to develop and maintain long-term recovery. Out substance use treatment programs are intended to treat adults. We provide Level 0.5 Prime for Life, Level 1.0 Outpatient, and Level 2.1 Intensive Outpatient. Clients who have successfully completed treatment may engage in continued care, typically in a group format for up to 6 months.

GRAF Rheeneerhaanjii
Graf Rheeneerhaanjii Program (The Graf Healing Place) provides residential youth substance abuse treatment (ages 12 to 18) as a joint venture with Fairbanks Native Association. Up to 12 youth can be served in a cohort model which allows for a supportive, positive peer group and team-building atmosphere. Youth and their parents can participate in the three-day orientation program and again at the end of the 14-week treatment. Continuing care is provided. Youth receive up to 4.5 credits toward high school requirements. There is a strong cultural component to these services.
Community Health Aide & Community Health Center Programs

TCC provides community health aide/practitioner, staffing in 23 villages.

- Alatna
- Allakaket
- Chalkyitsik
- Circle
- Dot Lake
- Eagle Village
- Evansville
- Galena
- Healy Lake
- Hughes
- Huslia
- Kaltag
- Koyukuk
- Manley Hot Springs
- Minto
- Nenana
- Northway
- Nulato
- Rampart
- Ruby
- Stevens Village
- Tanacross
- Tetlin

Community health aide/practitioner(s) are a unique provider 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 TCC training supervisors and coordinator instructors. The number of health aide positions depends on the number of patients treated and village population. Clinics are staffed six hours per day.

**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 ethics including observing confidentiality and patient rights.

**Supervision and how to address concerns**

Health aides have three components of supervision: the village council designee, the designated coordinator instructor, or C/I, and a referral physician from CAIHC. 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 C/I’s 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 Experience Department.

**After hours coverage & medical emergencies**

An on-call schedule with contact information is to be posted at the clinic. In some circumstances, providers other than the CHA/P may be on call. After hours medical response is for emergencies only. Misuse of this service will result in burnout and is a contributing factor in why many CHA/Ps quit their jobs. In an emergency, the on-call CAIHC physician is consulted. With physician approval, an urgent charter or emergency evacuation can be authorized.
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, CAIHC or to a specialist. When needed, the CHA/P, community health representative, or CAIHC travel can assist with making an appointment and the required arrangements with Medicaid or Purchased/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 for the escort is 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.

Praise makes a difference
The community health aide role is a vital link in the TCC 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 TCC thank-you card at your village clinic. Positive reinforcement is always appreciated.

Community Health Center Services
Community Health Center grants funding supplements IHS services and expands our ability to provide primary care to all community members, including non-IHS patients. Required services include primary care, behavioral health, dental and vision, screening regardless of ability to pay. These services do not reduce or replace TCC IHS funding levels.

Current TCC Community Health Center clinics include:
- Alatna
- Allakaket
- Chalkyitsik
- Circle
- Dot Lake
- Eagle Village
- Evansville
- Galena
- Hughes
- Huslia
- Kaltag
- Koyukuk
- Manley Hot Springs
- Minto
- Nenana
- Northway
- Nulato
- Rampart
- Ruby
- Stevens Village
- Tanacross
- Tetlin
- Tok
Physical Therapy and Integrative Care
Physical Therapy, Acupuncture and Chiropractic services are located at the Chief Peter John Tribal Building 201 1st Ave, 1st floor

Hours and contact information:
TCC Physical Therapy clinical hours are 7:45am – Noon & 12:45pm - 5:00pm Monday-Friday.
Phone (907)451-6682 ext. 3139

Physical therapy provides examination, evaluation, diagnosis, prognosis, intervention, and care management for a wide variety of physical conditions including musculoskeletal, neuromuscular, cardiovascular/pulmonary, and integumentary. Care is provided by physical therapists or may be provided by assistants and aides under the direction of a physical therapist. Physical therapists interact and collaborate with a variety of professionals; as well as directly with patients to address risk factors, provide consultation, education, manage and conduct specialty clinics, perform department supervision, and general administration. Physical therapy serves a major role in primary care, secondary and tertiary care as well as in prevention and the promotion of health, wellness and fitness.

For patients in the interior villages served by Tanana Chiefs Conference, Physical Therapy may be delivered through village visits by the therapist or by live video-teleconferencing (tele-medicine).

Physical therapy interventions include:
• Therapeutic exercise
• Balance and gait training
• Physical agents and mechanical modalities
• Electrotherapeutic modalities
• Dry Needling
• Orthotic prescription and prosthetic management
• Manual therapy techniques including mobilization/manipulation
• Pain Management
• Functional Activity Training
• Patient and family education

Acupuncture
Acupuncture is now being offered at TCC. Acupuncture is a form of Chinese medicine that has been practiced for centuries. It’s based on the theory that energy, called qi or chi (say “chee”), flows through and around your body along pathways called meridians. Acupuncturists believe that illness occurs when something blocks or unbalances your qi. Acupuncture is a way to unblock or influence qi and help it flow back into balance. Acupuncture is done by putting very thin needles into your skin at certain points on your body. This is done to influence the energy flow. Sometimes heat, pressure, or mild electrical current is used along with needles.
People most often use acupuncture to relieve pain but it can be used to treat many health conditions. Acupuncture enhances recuperative power and immunity to promote natural healing. It also improves physical and emotional health and overall wellbeing. Acupuncture can be used for many common issues including, but not limited to, the following:

- Anxiety
- Depression
- Hypertension
- Stress
- Sinusitis and Asthma
- Common Cold Symptoms
- Sciatica
- Chronic Fatigue Syndrome
- Arthritis
- Irritable Bowel Syndrome
- Migraine and Headache
- Sports Injuries
- Weight Loss
- Neck/Low Back/Body Pain
- Fibromyalgia
- Digestive Problems
- Infertility
- Premenstrual Syndrome

**Chiropractic**

Full-time chiropractic services are offered at Physical Therapy and Integrative Care. Field trips are made to Galena and Tok. Services are offered through referral from a TCC provider or by self-referral.

Chiropractic is used to treat a variety of conditions included, but not limited to:

- Neck pain
- Back Pain
- Extremity Pain
- Headaches
- Pregnancy-related pain

**Fitness Center**

The TCC Fitness Center is located in the basement of the Chief Peter John Tribal Building. They are open from 7:00am-6:30pm Monday-Friday, and are closed the same holidays as other TCC programs.

The fitness center features:

- Cardio Equipment
- Nautilus machines
- Free weights
- Studio area for group classes
- Yoga
- Kickboxing
- Zumba
- Elder exercise classes
- Pound fitness

The fitness center is staffed by an Exercise Specialist and Exercise Technician who can instruct in safe equipment use and help develop individual exercise plans. They also work closely with the Physical Therapists, Chiropractic and Acupuncture Providers.

No cost to any beneficiary. Incentives offered for attendance.
Division of Wellness and Prevention Programs

The vision of the Division of Wellness and Prevention is to enhance the health and safety of the people we serve with trust, respect and dignity. Programs include Home Care, Community Health Representatives, Health and Safety Education, and Prevention.

Home Care Program
The program coordinator/RN and case managers travel to the villages once or twice yearly to visit elders and adults with disabilities to assess home care services and provide education as needed. A comprehensive assessment identifies the Elder’s or caregiver’s needs to help pin point goals that are important to the Elder and/or caregiver. The goals are achieved through steps to ensure the health, safety, spiritual needs, and wishes of the Elder are met. This process helps develop a Plan of Care to guide the Providers and Care Coordinator to follow the advice and direction from the Elder and/or Caregiver. Home Care staff work closely with Tribal Administrator’s, Community Health Aides and staff at Chief Andrew Isaac Health Center, village staff, and other service providers to carry out and monitor the plan of care for the clients.

Populations Served
The populations Home Care serves are elders and adults with disabilities in the 42 villages in the TCC region. Programs specifically meet objectives developed in grants from the State Division of Senior Services and Title VI.

Home Care Services include:
• Home & Community Based Waiver Program
• Consumer Directed Personal Care Services
• Family Caregiver
• Respite
• Chore
• Care Coordination

Home & Community Based Waiver
Many elders want to stay at home but need help in order to achieve their goal. The Home & Community Based Waiver program through special Medicaid services can provide: respite, specialized medical equipment, chore services and environment modification for their homes. This waiver also provides an option to receive assisted living or nursing home care.

Consumer Directed Personal Care Attendant Services
Personal Care Attendant services provide help to elders and adults with disabilities with their activities of daily living which include bathing, eating, grooming, dressing and activities, such as light housekeeping or laundry, that the elder needs help doing. In order for the elder to receive this service an application must be completed and sent to the state. A visit by the state nurse is required; the state nurse will complete an assessment called the Consumer Assessment Tool. The State of Alaska Personal Care Unit will inform the supervising nurse or case manager of the services the elder is eligible for.

Family Caregiver
TCC receives two grants to support Family Caregivers: Title III which is state funded and Title VI which is federally funded. These programs help family caregivers supporting elders diagnosed with Alzheimer’s or related dementia, or elders who are frail. Family Caregiver grant offers: information assistance, counseling referrals, caregiver training, support groups, and respite.
**Respite Care**
Respite Care provides temporary relief to family member(s) or informal caregiver who are caring for an elder with Alzheimer’s or related dementias, and persons 60 years of age and older with physical disabilities. Home Care providers offer companionship and supervision for the elder while giving a short break 5 days a week for the caregiver.

**Chore Services**
This program provides light housekeeping services to frail elders and elders with Alzheimer’s and related dementias to maintain the elder’s home as a clean, safe environment. Chore service may include taking out trash, walking with the elder to social functions, shopping, sweeping, mopping, vacuuming, washing dishes and doing laundry. This service can only be provided when neither the elder nor anyone else in the household is able to perform the service.

**Care Coordination**
Care Coordination under the Home & Community Based Waivers can help through the process of applying and maintaining waiver services. The Care Coordinator can help explore goals as well as coordinate community and natural supports to achieve the goals of the elder or adult with disability. Exploring goals for an independent, healthy spiritually and physically is used to develop a Plan of Care. The Plan of Care is used to guide the care for all service providers to meet the needs of the elder or adult with physical disability.

Call our office 907-451-6682 ext. 3440 or 1-800-478-6682 ext. 3440 for more information on any Home Care Services or if you would like to become a Home Care provider in your village.

**Community Health Representatives**
A Community Health Representative (CHR), is a paraprofessional preventive health provider trained in the basic concepts of health care, disease control, and health planning.

CHRs can provide many services in their community including: home visits, travel, patient advocacy and patient education. The CHR provides these services on a referral basis from the primary health care provider in their respective villages. CHRs are also available on an emergency basis to assist elders with transportation to medical facilities and can escort the elders when family is not available.

CHRs are located in five villages and are supervised by their village council staff and the TCC Home Care director.

<table>
<thead>
<tr>
<th>Village</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Allakaket</td>
<td>968-2248</td>
</tr>
<tr>
<td>Galena</td>
<td>656-1366</td>
</tr>
<tr>
<td>Huslia</td>
<td>829-2204</td>
</tr>
<tr>
<td>Northway</td>
<td>778-2224</td>
</tr>
<tr>
<td>Tok</td>
<td>883-5181</td>
</tr>
</tbody>
</table>
Health and Safety Educators

Village members within the TCC region can request presentations or materials on many different subjects to support them in their decisions to lead healthy lifestyles. TCC supports one health and safety educator for all of our communities. The Health and Safety Educator visits each village when requested. Training is available by request from the school or village.

Village members or schools can request presentations or materials on the following topics:

### Health

- Alcohol
- All drugs
- Cocaine
- Decision making
- Diabetes/sugar awareness
- Ear/hearing
- Family planning
- Fetal Alcohol Spectrum Disorder (FASD)
- Hepatitis A, B & C
- Heroin
- Human development
- Human reproduction
- Inhalants
- Marijuana
- Nutrition
- Personal hygiene
- Prescription drugs
- Sex education
- Sudden Infant Death Syndrome (SIDS)
- Smoking and chewing
- Sexually Transmitted Diseases (STDs)
- Steroids
- Stress/anger management
- Teeth/dental

### Safety

- First Aid and CPR certification
- All-Terrain Vehicles (ATV)
- Babysitting safety
- Bike safety
- Electrical safety
- Fire safety
- Gun safety
- Home safety
- Electrical safety
- Fire safety
- Gun safety
- Home safety
- Poisoning safety
- Road safety
- Water safety
- Winter safety & Survival

### Prevention

We help the community identify their needs, especially with regards to suicide prevention, substance abuse and addiction prevention and injury prevention.

Wellness and Prevention staff is available Monday – Friday, from 8:00 am – 5:00 pm. The staff consists of the senior manager, elder home care coordinator, tobacco prevention grant manager and two tobacco prevention staff, suicide prevention grant manager, suicide post prevention grant manager, 2 planning and infrastructure grant managers, 4 prevention coordinators, a health and safety educator, a program assistant, office manager. As of 2016, we offer the following wellness and prevention opportunities:

- The Tobacco Prevention Program provides services throughout the TCC region to implement and enforce tobacco-free and smoke-free policies, promote local smoke-free or tobacco-free campuses within health care centers, tribal work places & environments, and provide prevention education at all school and public events. TCC Tobacco Prevention also works to promote and support comprehensive tobacco free school campuses within local interior school districts.
- Garrett Lee Smith project can provide the following suicide intervention training’s: Question, Persuade, Respond (QPR), SafeTalk, Applied Suicide Intervention Skills Training (ASIST). Additionally, there opportunities for communities to receive youth life skills trainings and sources of strength trainings.
- Wellness and prevention services and opportunities may change from year to year depending on available funding. Please contact the TCC Wellness and Prevention Manager to learn more about what services and opportunities are currently available.
Office of Environmental Health

The Office of Environmental Health (OEH) is a comprehensive program that monitors and responds to environmental health issues in the villages and at TCC’s Fairbanks based facilities with the overall goal of protecting public health. OEH staff travel extensively and provide both routine and project-related environmental health services. Our customers include Tribal Councils, village sanitation utility owners and operators, and TCC partner programs among others. OEH also manages a robust Training Program.

To accomplish this, OEH provides assistance in the following areas: drinking water protection, sanitation management, solid waste management, food safety, infection control, emergency response and preparedness, healthy homes, bed bug control, hazardous materials management and more. In addition, they provide education on various environmental health topics and travel routinely to provide on-site environmental health technical assistance.

Bertha Moses Patient Hostel

The Bertha Moses Patient Hostel provides temporary housing to village patients within the TCC region when in Fairbanks for medical or dental appointments. Priority goes to clients who are elders with chronic disease, or 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 TCC vouchers.

The Bertha Moses Patient Hostel has 10 individual rooms. 3 are full handicap accessible with a full kitchen, full bed, couch with twin sleeper, basic television; all located on first floor. We have 7 efficiency units. 2 are located downstairs and 5 upstairs. The efficiency units all have a kitchenette with microwave, small refrigerator with freezer (no stove), full beds, couch with sleepers, basic television. We do have a common area for guest to socialize and attend small church gatherings once a week. Also, a community kitchen for guest to use, it has a full kitchen stoves, full size refrigerator/freezer, coffee pot and all the cooking utensils for our to guest use.

BMPH is designed for High rest patients and elders (pregnant woman, elders and end of life care) we recommend escorts as needed per individual. All others are encouraged to stay at Willow House Hotel.

Hostel Rules
1. The privacy, dignity and cultural values of residents will be respected.
2. Alcohol, cigarettes, illegal drugs and firearms are not permitted in the hostel.
3. No minor is allowed in the hostel without adult supervision. Childcare is not available at the hostel.
Children under age 18 (with escort) may stay at the hostel only if they have appointments and are referred by the health provider in the village or CAIHC.

4. Residents must be able to care for their own needs or be accompanied by someone who can care for them.

5. Residents will share chore responsibilities of the patient hostel. These include cleaning their rooms, cleaning the kitchen, washing their own clothes, and cleaning and straightening the common area. Guests are responsible for cleaning their apartment before checking out.

6. Residents paying cash do not receive a meal ticket. The residents are responsible for their own meals or can cook in their kitchen.

7. No pets are allowed in the hostel.

8. Residents will receive 24 hours’ notice if their room is needed for a priority resident.

9. Do not bring personal items of value. TCC cannot be responsible for lost or stolen items.

10. Residents who are unable or unwilling to follow house rules will be asked to leave the hostel immediately.

Hospitality Support staff on duty 24 hours a day, 7 days a week with a number of on-call staff.

TCC and CAIHC provides routine security checks for the safety of our patients.

Visiting Hours  8:00 am – 10:00 pm
Check out time:  11:00 am
Check in Time:   3:00 pm

BMPH is a tobacco, drug and Alcohol free Facility.

Willow House

The Willow House located at 1521 Cushman provides clinic and hospital patients a safe, quiet and comfortable place to recover while away from home. For guest staying on a Medicaid voucher, no out of pocket money is required. Escorts staying on a Medicaid may stay in the same room at no cost. If a separate room is required for the escort and approved by Medicaid the $89.00 rate applies for the additional room. All room guests must be identified on the Medicaid voucher.

If a tribe is paying for the hotel stay, a tribal authorization needs to be faxed to the Willow House Manager prior to the stay. Fax number is 907-459-3842.

For Willow House guests, patients and escorts approved by Medicaid meal vouchers will be provided for redemption at the Fairbanks Memorial Hospital Cafeteria. TCC provides a courtesy shuttle service between Willow House and the Chief Andrew Isaac Health Center on a set schedule. Reservations may be made 24 hours a day by contacting 907-459-2500.
Other Community Services

Many other services are available in Fairbanks including alcohol treatment, emergency housing and food, nursing home care, services for the mentally ill, hospice, respite care, legal services, etc. Some of these are listed in the telephone directory at the end of this handbook. The Patient Experience Department can help patients to identify community services that may be of assistance.

Telephone Directory

**Fairbanks Health Care Telephone Numbers**

<table>
<thead>
<tr>
<th>Service</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Breast Cancer Detection Center</td>
<td>479-3909 or 1-855-475-5530</td>
</tr>
<tr>
<td>Fairbanks Clinic, 1919 Lathrop Street; Suite 100</td>
<td>452-1761</td>
</tr>
<tr>
<td>Fairbanks Memorial Hospital, 1650 Cowles Street</td>
<td>452-8181</td>
</tr>
<tr>
<td>Fairbanks Regional Health Center, 1025 W. Barnett</td>
<td>452-1776</td>
</tr>
<tr>
<td>Ralph Perdue Center</td>
<td>452-6251</td>
</tr>
<tr>
<td>Rescue Mission – Men and Women</td>
<td>452-5343</td>
</tr>
<tr>
<td>Salvation Army</td>
<td>452-5005</td>
</tr>
<tr>
<td>Tanana Valley Clinic, 1001 Noble Street</td>
<td>459-3500</td>
</tr>
</tbody>
</table>

**Social Services**

<table>
<thead>
<tr>
<th>Service</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>TCC Family Services</td>
<td>451-6682 ext. 3362</td>
</tr>
<tr>
<td>TCC Stop Violence</td>
<td>451-6682 ext. 3132</td>
</tr>
<tr>
<td>Fairbanks Native Association</td>
<td>452-1648</td>
</tr>
<tr>
<td>State Office of Children Services (OCS)</td>
<td>451-2650 or 1-800-353-2650</td>
</tr>
<tr>
<td>Medicaid – Div. of Public Assistance</td>
<td>451-2850 or 1-800-478-2850</td>
</tr>
<tr>
<td>Denali KidCare</td>
<td>1-888-318-8890</td>
</tr>
<tr>
<td>Day Care Assistance</td>
<td>452-8251 ext. 3365</td>
</tr>
<tr>
<td>Careline</td>
<td>1-877-266-4357</td>
</tr>
<tr>
<td>Housing First</td>
<td>451-6682 ext. 5501</td>
</tr>
<tr>
<td>Interior Alaska Assoc. for Non-violent Living</td>
<td>452-2293 or 1-800-478-7273</td>
</tr>
</tbody>
</table>

**Support Groups**

<table>
<thead>
<tr>
<th>Service</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adult Children of Alcoholics</td>
<td>456-6458</td>
</tr>
<tr>
<td>Al Anon &amp; Alateen</td>
<td>456-6458</td>
</tr>
<tr>
<td>Fairbanks Counseling &amp; Adoption</td>
<td>456-4729</td>
</tr>
<tr>
<td>Interior AIDS Association</td>
<td>452-4222</td>
</tr>
<tr>
<td>Narcotics Anonymous</td>
<td>1-866-258-6329</td>
</tr>
<tr>
<td>Resource Center for Parents &amp; Children</td>
<td>452-4588</td>
</tr>
<tr>
<td>Interior Alaska Center for Non-Violent Living</td>
<td>452-2293 or 1-800-478-7273</td>
</tr>
</tbody>
</table>

**Airlines**

<table>
<thead>
<tr>
<th>Service</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alaska Air Lines</td>
<td>1-800-252-7522</td>
</tr>
<tr>
<td>Evert’s Air Alaska</td>
<td>450-2351 or 1-800-434-3488</td>
</tr>
<tr>
<td>Ravn Alaska</td>
<td>450-7200 or 1-866-336-3131</td>
</tr>
<tr>
<td>Tanana Air Service, McGrath</td>
<td>524-3330</td>
</tr>
<tr>
<td>Wright’s Air Service</td>
<td>474-0502 or 1-800-478-0502</td>
</tr>
<tr>
<td>Warbelows</td>
<td>474-0518 or 1-888-459-6250</td>
</tr>
<tr>
<td>40-Mile Air</td>
<td>474-0018</td>
</tr>
</tbody>
</table>
**Hotels in Fairbanks**

AAAA Bed & Breakfast – 557 Fairbanks St.  479-2447  
Alaska Motel – 1546 South Cushman St.  456-6393  
La Quinta Inn & Suites – 4920 Dale Road  328-6300 or 1-800-455-8851  
Best Western Chena River Lodge – (Medicaid, L only)  328-3500  
Comfort Inn – 1908 Chena Landings Loop  479-8080  
Extended Stay Deluxe – 458 Old Airport Road  457-2288  
Golden North Motel – 4888 Airport Way; (Medicaid, L only)  479-6201  
Golden Nugget Hotel – 900 Noble St.; (Medicaid, L & M).  452-5141  
Hampton Inn & Suites – 433 Harold Bentley Avenue  451-1502  
Holiday Inn Express – 400 Merhar Avenue  328-1100  
Princess Hotel – 4477 Pikes Landing Road  455-4477  
Regency Hotel – 95 10th Avenue  452-3200  
Seven Gables Inn – 4312 Birch Lane; (Medicaid, L only)  479-0751  
Sophie Station Hotel – 1717 University Ave.  479-3650  
Spring Hill Suites by Marriott; (Medicaid, L only)  451-6552  
Super 8 Motel – 1909 Airport Way  451-8888  
TCC Bertha Moses Patient Hostel; (Medicaid L & M)  452-8241  
Towne House Motel – 1010 Cushman St.  456-6687  
Westmark Hotel – 813 Noble St.  1-800-544-0970 or 456-7722  
Willow House  1534 Lacey St  459-2500  

*L-Lodging, M-Meals*

**Fairbanks Ground Transportation**

Bus  459-1011  
Van Tran  459-1010  
Eagle Cab/Yellow Cab  455-5555  
King Alaska Cab  452-2222
<table>
<thead>
<tr>
<th>Service</th>
<th>Extension</th>
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</thead>
<tbody>
<tr>
<td>Administration, Health Services</td>
<td>3140</td>
</tr>
<tr>
<td>Administration, CAIHC</td>
<td>3780</td>
</tr>
<tr>
<td>Admissions or Registration Desk</td>
<td>3601</td>
</tr>
<tr>
<td>Alternate Resources</td>
<td>3617</td>
</tr>
<tr>
<td>Behavioral Health</td>
<td>3800</td>
</tr>
<tr>
<td>Bertha Moses Patient Hostel</td>
<td>3350</td>
</tr>
<tr>
<td>Business Office</td>
<td>3290</td>
</tr>
<tr>
<td>Central Scheduling</td>
<td>1053</td>
</tr>
<tr>
<td>Clinic FAX</td>
<td>459-3811</td>
</tr>
<tr>
<td>Community Health Aide Program (CHAP)</td>
<td>3400</td>
</tr>
<tr>
<td>Division of Wellness &amp; Prevention</td>
<td>3440</td>
</tr>
<tr>
<td>Denali KidCare Assistance</td>
<td>3023</td>
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<tr>
<td>Dental Clinic</td>
<td>3200</td>
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<tr>
<td>Dental Clinic</td>
<td>3200</td>
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<tr>
<td>Diabetes Program</td>
<td>3768</td>
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<tr>
<td>Environmental Health</td>
<td>3433</td>
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<tr>
<td>Eye Clinic</td>
<td>3220</td>
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<tr>
<td>Family Medicine: Team Deneege (Moose)</td>
<td>1053</td>
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<tr>
<td>Family Medicine: Team Teekona (Wolf)</td>
<td>1053</td>
</tr>
<tr>
<td>Family Medicine: Team Tudi (Eagle)</td>
<td>1053</td>
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<tr>
<td>Health Information Management Services</td>
<td>3241</td>
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<tr>
<td>Home Care Services</td>
<td>3440</td>
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<tr>
<td>Housing First Program</td>
<td>5501</td>
</tr>
<tr>
<td>Immunization /Special Needs Nurse</td>
<td>3767</td>
</tr>
<tr>
<td>Lost &amp; Found (Security)</td>
<td>3338</td>
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<tr>
<td>Medical Secretary</td>
<td>3982</td>
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<tr>
<td>Nutrition Services</td>
<td>3766 or 3777</td>
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<tr>
<td>Obstetric (OB) Care</td>
<td>1053</td>
</tr>
<tr>
<td>Old Minto Family Recovery Camp</td>
<td>3225 or 3097</td>
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<tr>
<td>Patient Experience Manager</td>
<td>3143</td>
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<tr>
<td>Patient Navigators</td>
<td>3792</td>
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<tr>
<td>Patient Hostel</td>
<td>3831</td>
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<td>Patient Travel</td>
<td>3711</td>
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<tr>
<td>Paul Williams House</td>
<td>3352</td>
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<tr>
<td>Pharmacy</td>
<td>3620</td>
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<tr>
<td>Physical Therapy</td>
<td>3139</td>
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<tr>
<td>Privacy Officer</td>
<td>3320</td>
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<tr>
<td>Purchased/Referred Care FAX</td>
<td>459-3860</td>
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<td>Purchased/Referred Care</td>
<td>3613</td>
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<tr>
<td>Quality Management</td>
<td>3035</td>
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<tr>
<td>Release of Information/Health Records</td>
<td>3630</td>
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<tr>
<td>Upper Tanana Health Center</td>
<td>883-5185</td>
</tr>
<tr>
<td>Well Child Clinic</td>
<td>1053</td>
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<td>WIC Program</td>
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Vision
Healthy, Strong, Unified Tribes

Mission
Tanana Chiefs Conference provides a unified voice in advancing sovereign tribal governments through the promotion of physical and mental wellness, education, socioeconomic development, and culture of the Interior Alaska Native people.