

uing the operation of the department and to help provide a wider range of services to you.

Administration: **Director**
 Planner/Computer System Manager
 Administrative Executive Secretary
 Business Manager
 Accounting Technician

Operating Hours

The Health Department is open Monday-Friday, 8:00 a.m.-4:30 p.m. If you think emergency care is needed during weekends and evenings, make sure you call the Health Department at 827-6101. You will be referred to a 24-hour, 7-day-a-week answering service. A nurse or physician will call you back and tell you if you need to go to the Emergency Room. You must report any visit to the Clinic Nurse within 72 hours. If you do not call the answering services and report this visit you may have to pay for the cost of this visit.

Medical Services

A wide range of medical services are provided at the Health Department by a full time Family Practice Physician, 3 Nurse Practitioners, and 2 Nurses.

Medical Services provided include, but are not limited to:

- Annual Physicals
- All Routine Health Care
- Prenatal Care Including Deliveries
- Routine Gynecology, I.e. Pap Smears, Internal Examinations, Breast Exams, Birth Control Advice
- Well Child Care
- Immunizations
- Blood Pressure Monitoring
- Diabetes Detection and Control
- High Blood Pressure Screening
- Cancer Screening
- Hearing Testing
- Cholesterol Screening
- Small Growth Removal
- Testing and Treatment of Sexually Transmitted Diseases
- School Physicals/Sports Physicals

Podiatry services are provided at the Health Department by a local podiatrist.

treatment, plastic surgery, restorative surgery, organ transplants, elective cardiac surgery, pain control programs, gastric bypass surgery, and joint replacement.

Priority V: Excluded Services

Services and procedures that are considered experimental and have no proven medical benefit or are beyond the scope of the IHS direct care program. Payment for these services is not authorized.

Example: acupuncture, artificial hearts, food allergy testing and treatment, hair transplant, in-vitro fertilization, lung transplant, plastic surgery (purely cosmetic), sex-change operations, and tattoo removal.

4. The Director will notify you in writing of the decision
5. If you are still dissatisfied with the decision of the Appeals Committee you may appeal in writing to: Area Director, Nashville Area Office, PHS Indian Health Service, 711 Stewarts Ferry Pike, Nashville, TN 37214 TEL: (615)467-1500

There is a third level of appeal if you are dissatisfied with the decision of the Area Office. Please contact the Director for more information.

Emergency Care

The Health Department has a 24-hour, 7-day-a-week on-call system in place for medical and mental health services. If you feel you need medical or mental health services and the Health Department is closed, you must:

1. Call the Health Department at 827-6101. You will get a recorded message providing you with a number of the answering service.
2. Call the answering service. Provide your name, phone number, and problem. A physician or triage nurse will call you back.
3. If you are instructed to go to the emergency room, please go to Eastern Maine Medical Center.
4. Report this visit to the Health Department's **Clinic Nurse** within 72 hours of the visit.

If these steps are not followed, the cost of the care you received may not be paid by the Health Department.

Health Committee

Denise Mitchell, Chairwoman
 Ann I. Pardilla, Vice-Chairwoman
 Mark Mitchell, Tribal Council Representative
 Michael Sockalexis
 Betsy Tannian
 Vacancy
 Vacancy

Prevention programs are in place to accommodate the needs of children, diabetics, and prenatal patients. Prevention services include:

- School Fluoride Rinse Program
- Sealant Program
- Mouth Guard Program

Off-site dental specialty services are available only by referral from the clinic's dentists.

Contact Person(s): Dental Assistant
 Dental Hygienist
 Contract Dentists

Counseling Services

Penobscot Nation counseling services provide alcohol and drug counseling as well as mental health counseling to Penobscot Indians and other eligible persons. These services are available 8:00 a.m.-4:30 p.m., Monday-Friday, and are provided by appointment. For after hours emergency services, please call 827-6101 and use the on-call answering service.

Services provided include individual counseling, family counseling, group counseling, crisis intervention, aftercare, substance abuse prevention, community education, and referrals.

Referrals for off-site care are generally made based on the recommendations of the Assessment Team. Payment for these services depend upon the urgency of the need for this care and the availability of funds.

The staff consists of 3 counselors, Counselor/Clinical Supervisor, and contract psychologist.

Contact Person(s): Counselor/Clinical Supervisor
 Counselor II
 Counselor II/Case Management Specialist
 Contract Psychologist

Medical Records Department

The Records Department is open during all normal operating hours of the Health Department. A full time Registered Health Information Technician (RHIT) and a full time Referral/Insurance Coordinator/RHIT Assistant are employed to insure that the medical, dental, and counseling records are maintained, completed promptly, and preserved in accordance with the records practices by the Indian Health Service and federal and state regulations.

Currently, the medical and counseling records are maintained in an electronic record system called Logician. This means that paper charts are no longer used and your most current medical and counseling information is maintained on an electronic system that is stored at the Health Department. Counseling records are separate from the medical record and are subject to stricter security measures. Counselors and the Medical Director are the only staff members who have access to the Counseling records. Security for the medical records is maintained through limited access to the Logician system and securing specific areas of the records. Also, access to all records can be tracked if necessary.

Dental records are still in a paper format and are maintained in the Records Department.

Other functions completed by the Records Department include:

- Releasing and requesting the release of health information on an “as needed” basis insuring that the patient’s right to privacy is protected at all time.
- Maintaining an active Cancer Registry that collects statistical information on all patients of the Health Department who have been diagnosed with cancer
- Tracking and reporting immunizations for children and adult

ALL RECORDS ARE MAINTAINED IN A CONFIDENTIAL MANNER

Contact Person: Registered Health Information Technician
Referral/Information Coordinator/RHIT Assistant

- You must apply for any insurance, Medicaid, or Medicare if you might be eligible, or the Health Department may deny contract health care to you
- You must provide all insurance, Medicare, or Medicaid information to the Health Department.

Contact Person: CMC Administrative Assistant

Eye Exams/Glasses

The Health Department does cover the cost of routine eye exams and eye-glasses under criteria approved by the Tribal Council. The current criteria is:

1. Eye exams and glasses will be covered once every 18 months
2. The maximum amount covered by the Health Department is \$225.00.

This criteria is for routine eye exams only. Other medical eye conditions such as diabetes or glaucoma are covered as medically indicated.

It is the patient’s responsibility to make appointments for eye exams and glasses after finding out if he/she is eligible. Please contact the Referral/Insurance Coordinator/RHIT Assistant regarding eye exams and glasses.

The above criteria may be changed periodically by Tribal Council.

Contact Person: Referral/Insurance Coordinator/RHIT Assistant

Contract Health Care Appeal

If you have been denied an off-site service, a denied payment for an off-site service, you have the right to appeal this decision. The following are the steps for the appeals process.

1. Contact the Director within 30 days of the date of your denial letter and request an appeal.
2. The Director will request that you fill out and sign an Appeals Form. This form provides you with a chance to state why the decision should be changed. Your signature authorizes the Director to research the appeal and to discuss your appeal with the Appeals Committee.
3. The Director will present the Appeal and all the documents to the Appeals Committee. The Committee will determine, based on the information provided, whether or not to change the decision.

- Notify, as appropriate, family members/caregivers who will be providing transportation to PNHD or other appointments of follow up appointments
- Assist patients in completing living wills and making sure these documents are in the patients' records.

Transportation Services

As part of the Community Outreach Program, transportation services will be provided on a limited basis (approximately 20 hours per week). Because the schedule for transportation services may change, the schedule will be posted in the Community Flier and at PNHD.

Transportation will be limited to the greater Bangor area and to and from PNHD. Transportation is limited to medical, counseling, and dental appointments only. All requests for transportation must be made at least 24 hours in advance. All scheduling for transportation is done by the Driver.

This program is designed to augment the care provided by PNHD. The program is not designed to replace the responsibility the patient and the family have toward providing care.

Contact Person: Clinic Nurse/Community Health Care Coordinator
Part time Certified Nurse Assistant
Part time Driver

Nutrition Services

Nutrition services are available Monday-Friday, 8:00 a.m.-4:30 p.m. Nutrition counseling services are offered by a Registered Dietitian (RD), licensed by the State of Maine. Clients may be referred to the RD by the physician, nurse practitioner, nurse, or counselor. People may also ask for services without a referral. Education is given for special diets, such as diabetes, restricted sodium, low cholesterol, and allergies, as well as for weight loss, prenatal nutrition, and prevention of chronic diseases.

Nutrition counseling is provided in a manner designed for the comfort of each client which will allow for the identification of problem areas and goal setting for gradual changes. The initial session lasts one hour, followed by fifteen or thirty minute follow up visits.

Contact Person: Registered Dietitian

Environmental Health Program

The Environmental Health Program works towards providing a clean, safe, high quality environment. The public health commitment is carried out by a comprehensive environmental health program which offers many services. The following is a list of some of the services available through the Environmental Health Program:

- Drinking Water Analysis
- Annual Rabies Clinic
- Provide Resource Materials on Home Safety
- Investigate Hazardous Environmental Conditions
- Material Resources on Environmental Concerns
- Injury Prevention Education
- Child Safety Seat Loan Program
- Lead Paint Analysis

Contact Person: Environmental Health Technician

Eligibility for Contract Health Care

The Health Department has very limited funding available to pay for health care services that **are not provided on-site**. A service that is received off site and paid for by the Health Department is called contract health care.

The Health Department may pay for contract health care provided:

1. You are eligible, as defined by Penobscot Tribal Council (see Eligibility Section),
2. The care is not available at the Health Department, and
3. The care is within the priority levels being covered by the Health Department (see Priority Section).

Because funding for contract health care is limited, the Health Department has adopted the Indian Health Service Priority System to define levels of health care. This system has been approved by Tribal Council.

To receive contract health care, a referral must be made by the Health Department. A referral may be requested by the patient if the patient gets his/her health care from a different doctor or by one of the Health Department's doctors, nurse practitioners, dentist, dental hygienist, or mental health counselor. All referrals requested by the patient must go through the Referral/Insurance Coordinator/RHIT Assistant.

After the referral is requested, either the physician, nurse practitioner, dental hygienist, or mental health counselor will determine the priority level of care based on the approved priority system. The referral will be presented by a health care provider to the Managed Care Committee. The Managed Care Committee will decide if there is enough funding to pay for the care. If the care is prioritized within the priority being covered by the Health Department then the referral will be approved for payment. If the care is within a priority not being covered, the referral will be deferred or denied.

Referred services are kept on a list and reviewed annually. If funds are left over at the end of the Health Department's funding year, these deferred services may be covered.

It is important to remember:

- All referrals must be requested in advance
- All referrals are good for **1 appointment only**
- You must request a referral for each and every appointment you have off-site
- All other insurances, Medicare, Medicaid must be used before the Health Department will pay for care

Diabetes Control and Prevention Project

This program offers all routine health services for diagnosis and treatment of diabetic clients. Prevention activities are provided for people 14 years and older through the Fitness Room staffed by a Fitness Coordinator. The fitness Room hours vary. Please contact the Fitness Coordinator for more information.

Contact Person: Certified Diabetes Educator
Fitness Coordinator
Clinic Nurse

Community Outreach Program

The Penobscot Nation Health Department (PNHD) Community Outreach Program is an extension of the clinical services provided by PNHD to monitor tribal members living on the Penobscot Indian Nation Reservation only. This program is specifically intended to target those community members with physical disabilities, those who live alone, and those with limited social supports from friends or in the community. The following is a list of services that will be provided, as appropriate:

- Vital signs and including weights and pulse oximetry
- Assist providers in identifying PIN members who are experiencing physical decline and facilitate timely clinic or emergency room evaluation
- Geriatric home screening to identify physical or safety issues that may require further evaluation, treatment or intervention
- Vision and hearing screenings
- Facilitate a patient's evaluation and care by Home Health Nursing, Occupational Therapy and Physical Therapy
- Facilitate patients obtaining equipment and devices when recommended by physician, physical therapy, and occupational therapy
- Provide occasional assistance to patients, who are currently receiving outreach services, and family members with -
 - picking up and delivering medications or equipment from PNHD when the patient or family members are not able to do so in a timely manner
 - assist family members/caregivers in some limited activities of daily living, i. e. bathing, dressing, as time is available.
- Assist the clinic nurse in working with the patients and families in organizing medications
- Assist patients in communicating with PNHD about questions or problems with medications

Pharmacy Services

Pharmacy services are available Monday-Friday, 8:00 a.m.-4:30 p.m. Patients eligible for care at the Penobscot Nation Health Department should bring all prescriptions to our pharmacy. The pharmacy responds first to the prescription needs of clients who are in the clinic for a visit with a provider. Prescription refills are completed as time permits within a 24-hour period. Please be sure to call or bring your refills in well before your medication runs out (at least 5 days).

Emergency prescriptions filled after clinic hours and on weekends may be approved for payment after the fact if it's an emergency and the prescription is filled at one of our contract pharmacies, Shop 'N Save in Old Town or Miller Drug in Bangor. Over-the-counter (OTC) drugs are generally not available at the Health Department and not paid for if purchased elsewhere.

One of our primary goals is patient education. The Pharmacist is available for consultation over the telephone at 827-6101 or in person in the privacy of the pharmacy. Information is available concerning prescriptions filled at the Health Department or elsewhere and OTC medication choices. OTC contraceptives are made available at any time in complete privacy.

Contact Person: Pharmacist
Pharmacy Technician

Dental Services

The dental clinic is open 8:00 a.m.-4:30 p.m., Monday-Friday. Services provided by a dentist, dental assistant, and dental hygienist are by appointment only. Dental services are provided by contract dentists on a part-time basis. Dental hygiene services are available during all normal clinic hours. A specialty clinic for orthodontia (braces) is available 1 day per month. Because of the limited time available for this service all patients are treated on the basis of need and children ages 14 years and under have priority.

New dental patients are scheduled with the dental hygienist for examination, X-rays and prophylaxis (teeth cleaning) before being scheduled with the dentist. All patients should arrive 10-15 minutes early to complete the registration at the front desk.

Children under the age of 18 must be accompanied by a parent or legal guardian. If a parent is unable to accompany their child during treatment, a release form must be signed by the parent or legal guardian before treatment can begin. Additional parental/guardian signatures are required for orthodontic services.

APPENDICES

Priority System for Medical Care

Priority I: Emergency/Acutely Urgent Care

Services which are necessary to prevent the immediate death or serious damage to the health of the individual and the diagnosis and treatment of injuries or medical conditions that, if left untreated, would result in possible critical outcomes.

Example: burns, eye injuries, delirium tremens (DTs), acute asthma, migraines, acute pneumonia, poisoning, kidney failure, suicide attempt, acute injuries, child birth, neonatal.

Priority II: Preventive Care

Primary and secondary care that is aimed at the prevention of a long term disability. Primary care is care that is proven effective in avoiding the onset of a disease. Secondary care is care that is proven effective in reducing the severity of the consequences of an illness or condition. Most of these services can routinely be performed on-site.

Example: hearing screening, cancer screening, family planning services, hypertension screening, immunizations, pregnancy care, routine pap smears, TB screening, vision examination, and X-rays.

Priority III: Primary and Secondary Care Services

Inpatient and outpatient care that involve the treatment of an existing disease or condition that may be postponed or delayed without increasing the loss of function or risk of loss of life, limb or senses.

Example: elective cardiac catheterization, cataract removal, eye glasses, routine exercise stress tests, hearing aids, hysterectomy, orthotics, physical therapy, podiatry (non-diabetic), psychiatric evaluations, tonsillectomy, and dermatology.

Priority IV: Chronic Tertiary and Extended Care Services

Inpatient and outpatient care that require sophisticated specialists or equipment and tertiary care facilities that are not essential to the initial/emergent diagnosis or therapy and are high cost and elective.

Example: skilled nursing home care, rehabilitation care, alcohol/drug

This service is available at limited times only, usually for 4 hours every month.

Specialty care that is needed and cannot be provided at the Health Department will be referred to the nearest specialty physician. Payment for this service by the Health Department will be determined by the Managed Care Committee based on the need for care and the availability of funds.

Medical Appointment

Patients are seen at the Penobscot Nation Health Department by appointment for all services. Plan to arrive 10-15 minutes early to register at the front desk.

We recommend you call in advance to schedule appointments. If you cannot wait for an opening, you will be advised if you should walk in to the clinic or go to the emergency room.

Patients are discouraged from walking in, unless it is an emergency. If you walk in for an appointment you will have to wait until the scheduled patients are seen. There may be a long wait. Coming in as a walk-in cuts down on the time the providers can spend with patients.

We ask that you call to cancel any appointment at least 24 hours in advance. This allows us to schedule someone else for the appointment time.

Please call **827-6101** for an appointment.

For an appointment contact: Secretary II/Patient Intake Specialist
Secretary III/Patient Intake Coordinator

Staff: Physician/Medical Director
Family Nurse Practitioners
Certified Registered Nurse/Maternal & Child Health Coordinator
Certified Registered Nurse/Community Health Care Case Manager
Podiatrist

Laboratory

Medical Laboratory Services are available at the Health Department 8:00 a.m.-4:30 p.m., Monday-Friday. A full time Medical Laboratory Technician is available to obtain the appropriate blood samples. For all laboratory tests, a specimen will be obtained and sent to a full service laboratory. Patients may be referred to another laboratory if necessary for the actual testing.

Contact Person: Laboratory Technician

**Priority System
for
Mental Health and Substance Abuse Services**

Priority I: Emergent and Life Threatening

Focus is on providing access to basic emergency services, stabilizing clients' symptoms and making appropriate referrals for follow up services. Type of follow up services will depend upon client's prior history and current functioning when stabilized. Determination of need for extended services following stabilization will be based on:

- An immediate threat to life
- A sufficiently unstable (immediate) potential course
- Uncertain but grave (immediate) probabilities of harm
- Clear deterioration of patient's immediate condition in which there should not be a delay in treatment.

Example: acute suicidal, homicidal or psychotic symptomatology, dangerous impulsive behavior that places client or others at significant risk of life or physical harm, victims of spousal or child abuse.

Priority II: Preventive Care Services

Primary Treatment—Pre-care services which will promote health and the avoidance of emotional or behavioral patterns that would lead to significant mental health/substance abuse disorders.

Secondary Treatment—(services provided on a limited, non-routine basis). Services which will provide early mitigation of emotional/behavioral distur-

ances to prevent development of life long habituated mental health/substance abuse disorders.

Example: primary focus is on youth as defined in P.L. 99-570. Hospital based or other off-site facility with time limited treatment programs for significant mental health and/or substance abuse problems. Residential treatment programs more than seven (7) days are generally no included.

Priority III: Acute and Chronic Primary and Secondary Treatment

Level of care involving treatment of complex social, behavioral and/or emotional conditions that may require expertise of mental health/substance abuse

Eligibility

On December 9, 1992, the Penobscot Nation Tribal Council approved a **revised eligibility criteria** to be used in determining whether an individual is eligible to receive services at the Health Department. The revised criteria was developed to more closely define the community served within the parameters of federal regulations.

Health Services provided at the Penobscot Nation Health Department are separated into two basic categories: **direct** and **contract** services.

You must meet basic requirements in order to be eligible for health services.

DIRECT OR ON-SITE

Services are available to all persons of Indian descent belonging to the Indian community served.

Factors that determine whether an individual belongs to the Indian community served include tribal membership or enrollment in a federally recognized tribe, residence on or ownership of reservation or trust property, or active participation in tribal affairs as evidenced by employment by the Nation or service as an elected or appointed official of the Nation.

Health Program Description

The Penobscot Nation Health Department is located on Indian Island in Old Town, Maine. The goal of the Penobscot Nation Health Department is to provide readily available, comprehensive, quality care to members of the Penobscot community, the Penobscot Nation, and other eligible persons. The Health Department is funded through various local, state and federal grants and contracts. A wide range of services is available including family medical care, family planning, prenatal, pharmacy, medical laboratory, dental, community health, home health care, nutrition counseling, health promotion and disease prevention, diabetes control and prevention, mental health counseling, substance abuse counseling and prevention, and environmental health services. In addition, specialty contract health services are available to those who meet the eligibility criteria.

All of the services provided at the Health Department are free to eligible persons. However, insurance companies, Medicaid and Medicare are billed for services provided at the facility. This is done to assist in contin-

Clients Rights and Responsibilities

Whenever a client requests and/or receives services directly or by referral, the rights and responsibilities of the client or patient will be recognized and communicated in these or equivalent terms.

Client or Patient Of The Penobscot Nation Health Department, Has The Right To:

- Treatment with competence, respect, consideration, and dignity.
- Confidentiality of what is told any service provider, and of the records of treatment; and, except when required by law, the opportunity to refuse their release; and to refuse to participate in experimental research.
- Expect service providers to communicate in understandable language the information needed to understand a health condition and give informed consent to any plan of treatment proposed. If condition or legal status prevent informed consent, then a person responsible to act on behalf of the patient will give informed consent.

Client Or Patient Has the Responsibility To:

- Give accurate and complete information about the conditions for which they seek treatment and to report promptly any changes in his/her condition during treatment.
- Make his/her best effort to understand his/her condition, and to follow through on treatments, including compliance with written agreements or instructions to which he/she has consented.
- Follow published procedures in seeking off-site (subcontract) health services for which he/she expects the Department to pay. Always call the Health Department before making an appointment for such services. In case of accident or emergency, the Clinic Nurse must be notified with 72 hours.
- Be considerate of the rights, privacy and confidentiality of fellow clients and of those who provide his/her treatment.

professionals outside of those provided by Indian Health Service. Services might include individual, family, marital, or group outpatient treatment for professionals outside of those provided by Indian Health Service. Services might include individual, family, marital, or group outpatient treatment for situational or chronic mental health and substance abuse disorders.

Example: complex eating disorders, attention deficit hyperactivity disorders, sexual disorders, group therapy for victims of sexual abuse, severe depression or panic disorder.

Priority IV: Acute and Chronic Tertiary Care

Services not primarily preventive in nature, that require specialist, procedures and comprehensive medical, mental health and/or substance abuse care that are not available through Indian Health Services programs. These are services which are not essential for diagnosis or treatment in emergency situations.

Example: hospital or other off-site based mental health or substance abuse rehabilitation/treatment programs.

Priority V: Excluded Mental Health/Substance Abuse Services

Services and procedures that are considered experimental in nature, have no proven benefit, or are beyond the scope of the IHS direct care program. Payment for this type of service is not authorized.

Example: primal therapy, rebirthing, rolfing, argone therapy, new age procedures.

Priority System for Dental Care

Level I: Emergent/Urgent Services

Emergency dental services are those which are necessary to relieve pain or control acute oral conditions, i.e. serious bleeding, maxillo-facial fractures, severe pain, swelling or other signs of infections.

Example: Treatment of infections
Treatment of injuries and/or trauma
Difficult endodontic treatment, i.e. molars with crooked roots
Pedodontic treatment for children requiring sedation
Symptomatic soft tissue impaction

Level II: Preventive Services

Preventive dental care is aimed at the prevention of dental disease. It is care that is proven effective in avoiding the onset of disease and is effective in reducing the severity of the consequences of the disease. Most of these services can routinely be performed on-site.

Example: Examination and diagnostic services
Palliative or temporary care

Level III: Limited Rehabilitation

Rehabilitative care is that which restores oral structures to an improved condition and form. Limited rehabilitation is defined as those dental procedures which involve more advanced disease conditions and are more complex to treat.

Example: Complex restorations and buildups
Cast crowns/onlays
Maryland bridges
Deep root planing
Denture relines

Level IV: Rehabilitation

Rehabilitative care is that which requires more clinical chair time, additional knowledge and skill of the care provider, and is elective and high cost.

Example: Molar endodontics

MISSION STATEMENT OF THE PENOBSCOT NATION HEALTH DEPARTMENT

The mission of the Penobscot Nation Health Department (PNHD) is to promote health and wellness, prevent disease, and treat disease within the Penobscot community. As an organization, we are committed to working in partnership with the community to support health and wellness and provide care for individuals and families in the physical, mental, emotional, and spiritual healing process. The Penobscot Nation Health Department will promote a healthy environment and provide the highest quality care by

- * maximizing all available resources,
- * honoring Penobscot traditions,
- * respecting the dignity of each person,
- * and observing the highest possible moral and ethical standards

Adopted by
Penobscot Nation Tribal Council
12/12/91

Clients Rights and Responsibilities

Whenever a client requests and/or receives services directly or by referral, the rights and responsibilities of the client or patient will be recognized and communicated in these or equivalent terms.

Client or Patient Of The Penobscot Nation Health Department , Has The Right To:

- Treatment with competence, respect, consideration, and dignity.
- Confidentiality of what is told any service provider, and of the records of treatment; and, except when required by law, the opportunity to refuse their release; and to refuse to participate in experimental research.
- Expect service providers to communicate in understandable language the information needed to understand a health condition and give informed consent to any plan of treatment proposed. If condition or legal status prevent informed consent, then a person responsible to act on behalf of the patient will give informed consent.

Client Or Patient Has the Responsibility To:

- Give accurate and complete information about the conditions for which they seek treatment and to report promptly any changes in his/her condition during treatment.
- Make his/her best effort to understand his/her condition, and to follow through on treatments, including compliance with written agreements or instructions to which he/she has consented.
- Follow published procedures in seeking off-site (subcontract) health services for which he/she expects the Department to pay. Always call the Health Department before making an appointment for such services. In case of accident or emergency, the Clinic Nurse must be notified with 72 hours.
- Be considerate of the rights, privacy and confidentiality of fellow clients and of those who provide his/her treatment.

Penobscot Nation Health Department

Medical

William J. Breen, III, M. D.
Timothy Lentz, Family Nurse Practitioner
Meredith Bruskin, Family Nurse Practitioner
Phoebe Gause, Family Nurse Practitioner
Laura Smith, Medical Laboratory Technician
Andrea Mietkiewicz, RN/Maternal & Child Health Educator
Tanya Miller, RN/Community Health Care Manager
Patrick Almenas, Certified Nurse's Assistant/CHR
Leslie Ohmart, III, Pharmacist
Winona Nicolar, Pharmacy Technician
Jennifer Pete, Pharmacy Technician
Lisa Mitchell, Driver/Pharmacy Technician
Madeleine Martin, Diabetes Coordinator/Registered Dietitian/Community Health Educator
Carla Fearon, Fitness Coordinator

Mental Health/Substance Abuse Counseling

John Yasenach, Ed.D., Counseling Services Coord./Clinical Supervisor
Marie O. Mitchell, Counselor II/ Case Management Specialist
Dale Lolar, Counselor II
Elizabeth McConnon, Counselor II

Dental

Mary Lee Stewart, Dental Hygienist/Program Director
Edith Mitchell, Dental Assistant

Administration

Patricia E. Knox-Nicola, Director
Emma M. Nicolar, Administrative Executive Secretary
Thomas Hickey, Business Manager
Patricia Martin, Accounting Technician
Carol Jackson, CMC Administrative Assistant
Evelyn Leonard, Secretary III/Billing Technician
Newell Lewey, Planner/Computer System Manager
Denise Pehrson, Secretary II/Patient Intake Specialist
Maria Girouard, Administrative Secretary
Susan Cummings, Registered Health Information Technician
Referral/Insurance Coordinator/RHIT Assistant
Dale Mitchell, Sr., Environmental Health Technician

PENOBSCOT NATION HEALTH DEPARTMENT

HANDBOOK

Ruth Attean Davis Health Building

5 River Road, Indian Island

Old Town, Maine 04468

(207) 827-6101

Or

(207)827-7400

April 29, 2002

TABLE OF CONTENTS

	<u>Page</u>
Mission Statement	i
Clients Rights and Responsibilities	ii
Eligibility	1
Health Program Description	1
Operating Hours	2
Medical Services	2
Medical Appointments	3
Laboratory	3
Pharmacy Services	4
Dental Services	4
Counseling Services	5
Medical Records Department	6
Diabetes Control and Prevention Project	7
Community Outreach Program	7
Transportation Services	8
Nutrition Services	8
Environmental Health Program	9
Eligibility for Contract Health Care	10
Eye Exams/Glasses	11
Contract Health Care Appeal	11
Emergency Care	12
Priority System for Medical Care	Appendix A
Priority System for Mental Health and Substance Abuse	Appendix B
Priority System for Dental Care	Appendix C

Removable dentures

- Fixed bridges
- Most bony impaction
- Prosthetic surgery

Level V: Complex Rehabilitation

Complex rehabilitative care is that which requires more time, skill, and cost than the rehabilitative procedures classified under the previous levels. Most of this care would require referral to a specialist for complex treatment. These services may not predictably improve the overall prognosis of many patients.

- Example:
- Periodontal surgery
 - Complex surgery (TJM)
 - Maxillary and mandibular resection surgery

