








Southern Indian Health Council, Inc. serves a consortium of seven Federally recognized Tribes

-  Barona Band of Mission Indians
-  Campo Band of Mission Indians
-  Ewiiapaayp Band of Kumeyaay Indians
-  Jamul Indian Village of California
-  La Posta Band of Mission Indians
-  Manzanita Band of the Kumeyaay Nation
-  Viejas Band of Kumeyaay Indians

ALPINE CLINIC
4058 Willows Road
Alpine, California 91901

CAMPO CLINIC
36350 Church Road
Campo, California 91906

LA POSTA SUBSTANCE ABUSE CENTER
8 Crestwood Road
Boulevard, California 91905

(619) 445-1188
www.SIHC.org



Southern Indian
Health Council, Inc

Patient Centered Home

Wellness is Traditional

About Southern Indian Health Council, Inc.

Southern Indian Health Council began as a satellite operation of the Indian Health Council in Pauma Valley. In the beginning, we operated out of trailers on the Sycuan reservation, offering outreach and referral services to southern San Diego tribes. In November 1982, we incorporated as a nonprofit, public benefit corporation, and moved to the Barona reservation shortly thereafter. At Barona, we provided limited medical and dental services as an extension of the Barona House.

In late 1987, our Board of Directors acquired private land in Alpine, which was placed into “federal trust.” That land is the site of our present location. To begin building a permanent facility, SIHC secured several grants through HUD (Housing & Urban Development). Our initial operation revenue came through the Indian Health Service – under the Indian Self Determination and Education Assistance Act (Public Law 93 – 638).

SIHC has undergone tremendous growth over the years. Today, we serve a seven-member tribal consortium which includes Barona, Campo, Ewiiapaayp, Jamul, La Posta, Manzanita, and Viejas. We are an accredited and Federally Qualified Health Center operating out of a modern facility set on 10 acres of pristine countryside. With its Southwestern architectural motif, our spacious, handicap-accessible facility features ample parking and easy access from major freeways and bus routes. SIHC has a diversified funding base and provides a full spectrum of programs and services supported by Federal, State, and local dollars.

By the Numbers

- 103 Number of Employees
- 24 Number of Tribal Employees (non-Consortium)
- 5 Number of General Programs at SIHC
- 1,619 Average Number of Patients/Clients Seen Monthly
- 7,548 Number of Registered Patients/Clients
- 373 Number of Veterans We Serve
- 5 Number of Times We have Received AAAHC Accreditation

A Message From SIHC's

Chief Executive Officer

Thank you for making Southern Indian Health Council, Inc. your patient centered health care home. Your health and wellness are our priorities and we want to ensure you have a good experience while you are on your journey of life.

I want to take this opportunity to introduce you to the concept of a Patient Centered Medical Home (PCMH). This puts you and your family at the center of our integrated comprehensive quality care team. This team does not exist without you and the goal is to have you as the heart of your team. Your team can include staff from: pharmacy, nutrition, behavioral health, dental, optometry, and front desk staff. Your care team will help and support you with various aspects of your care: medication, exercise, stress, and much more.

The relationship between a patient and their provider is important, as is the relationship between a patient and anyone that may serve on their care team. Our SIHC family is committed to helping you achieve your health and wellness goals. For this to be successful, we need your involvement and commitment as well as for you to choose a provider that you are committed to seeing each time you visit us for regularly scheduled appointments.

I encourage you to take a moment to look through this book and think about how SIHC can fit into your wellness journey. It is important to us to look at all aspects of health: dental, medical, behavioral health, and community health. We want you to consider SIHC as your *home*. SIHC is committed to help improve coordination and continuity, improve access to care, and to provide health and wellness services that are patient/family centered, compassionate, and delivered in a culturally effective manner.

We are always open to feedback, suggestions, and comments.

Thank you and I look forward to seeing you at one of our locations,

Carolina Manzano

Chief Executive Officer

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Need Other Services?

- TANF (Temporary Assistance for Needy Families)
- Food stamps
- Housing
- Dealing with feelings or stress
- Healthy eating
- WIC (Women, Infants, and Children)
- Other support services

Let us know so we can help connect you to other services.

Programs, Activities, and Events

- All Tribes in Recovery
- Men and Women’s Wellness Conference
- Native Youth Conference
- ‘NPACT Young Women’s Retreat
- Spring Gathering
- Women’s Wellness Fair

Southern Indian Health Council, Inc. has staff on hand who are ready to provide presentations, community education, or educational support for children, youth, or adults. We are excited to be a part of your program and support all efforts geared toward wellness.

Helpful Information

Clinic Closure Days:

- | | |
|-------------------------------|------------------------------|
| • New Year’s Day | • Labor Day |
| • Martin Luther King, Jr. Day | • Indian Day |
| • President’s Day | • Veterans Day |
| • Memorial Day | • Thanksgiving and Day After |
| • Independence Day | • Christmas Eve and Day |

Confidentiality and Privacy

To ensure confidentiality and privacy Southern Indian Health Council, Inc. is required by law to ensure the privacy of your health information and provide you with a Notice of Privacy Practices. This Notice is posted in each of SIHC's Clinics and is available as a separate hand out. This Notice describes how all health information about you may be used and disclosed and how you can get access to this information. Please make sure to review it on, at least, an annual basis. If you have any questions about this notice, please contact our Quality Management Coordinator at extension 304.

Health Information Records

- Completely fill out and sign an Authorization for Use or Disclosure of Health Information Form.
- There may be a fee associated when you request your health information records.
- The request may take up to 15 days to fulfill.

Advanced Directive

You have the right to give instructions about your own health care. You also have the right to name someone else to make health care decisions for you. The Advanced Directive form lets you do one or both of these things. Talk with the Medical Front Desk about completing an Advanced Directive.

Patient Feedback

Please fill out a Patient Feedback Form to capture any feedback, positive experiences, concerns, or any grievances.

Locations

- Main Facility: Alpine Clinic
4058 Willows Road, Alpine, California 91901
- Satellite Facility: Campo Clinic
36350 Church Road, Campo, California 91906
- La Posta Substance Abuse Center
8 Crestwood Road, Boulevard, California 91905
- Boys & Girls Club of Kumeyaay Nation Wellness
8 1/2 Crestwood Road, Boulevard, California 91905



Community Served

- Natives and Non-Natives
- Open to the general public

General Hours of Operation

Southern Indian Health Council, Inc. has many programs and services to meet your needs. General hours of operation are:

Monday-Friday 8:00AM-4:30PM

The Pharmacy opens one half hour later and stays open one half hour later:

Monday-Friday 8:30AM-5:00PM

SIHC has a Night Clinic for Medical and Dental appointments and Mental Wellness behavioral health access in Alpine, the 3rd Tuesday of each month until 6:00PM.

SIHC has many programs and events that take place during the evening, please visit the website at www.SIHC.org to see an updated calendar of events, activities, and programs.

Guiding Principles

Mission

Southern Indian Health Council is a Native American organization committed to protecting and improving the physical, mental, and spiritual health of our American Indian community. We provide a comprehensive range of wellness, professional health care, dental, and social services.

Vision

An innovative leader continually evolving to meet the comprehensive health care needs and desires of the communities we serve.

Values

- Quality Integrated Health Care
- American Indian Values and Traditions
- Customer Service
- Infinitely Striving

Quality Access to Wellness Services

Southern Indian Health Council, Inc. understands the importance of providing access to quality and integrated health care. SIHC is guided by providing services that link care to wellness. SIHC is open to hearing feedback, suggestions, and concerns. Our Quality Management department listens to what you have to share and provides an opportunity for you to document your experience. This is continually reviewed as we are always striving for improvement on all levels and want to ensure our services meet community needs. We welcome you to contact our Quality Management department. You may also visit our website at www.SIHC.org for access to other resources.

Provide Your Feedback Today (619) 445-1188

Alpine Clinic extension 304

After-hours Nurse Advice call (619) 445-1188 and dial 9

As a Patient I will:

- Adhere to SIHC's Patients Rights and Responsibilities
- Bring a picture ID and insurance card to all visits
- Be a responsible and active member of my care team
- Treat all staff with respect, honesty, and consideration
- Respect the commitment I have made to my healthcare and wellness journey
- Provide the information to my care team that is needed for treatment
- Learn all that I can about my condition
- Participate in decisions about my care
- Understand my care plan to the best of my ability
- Ask questions when I do not understand and write down questions that I have
- Communicate any problem I have with my care plan
- Tell my care team if something about my health changes
- Tell my care team if I have trouble communicating or have trouble reading
- Let my care team know if I have family, friends, or an advocate to help me with my healthcare
- Bring a current medication list of all medication and pill bottles of all medication to each appointment
- Repeat to my provider what was discussed to demonstrate I understand what I need to do before my next appointment
- Make sure I know how to reach my care team
- Fill out registration forms annually
- Inform my care team about my medications, visits to specialists, medical history, health status, recent test results, self-care information, and data from recent hospitalizations or ER visits

Expectations from SIHC

- You are at the center of your care
- You have a health care team to take care of your needs
- You have access to your health care team when you need it
- You have support to take an active role in your care
- You have support and care to keep you out of the emergency room and hospital
- You will be asked to tell us about your experience at SIHC

SIHC's Commitment to You

- Listen to patients' questions and concerns to give appropriate response
- Uphold SIHC's Service Standards
- Make treatment plans understandable and manageable
- Ensure patients have a good understanding of all medications prescribed and their treatment plan and goals
- To refer patients as needed
- Make sure patients receive care when needed, when SIHC is open, and provide information about how to receive care when SIHC is closed
- Provide condition specific written educational materials to assist in self-management
- Respect patient's choice of provider
- Treat patient with respect, honesty, and compassion
- Hold ourselves to the highest quality and safety standards
- Be responsive and timely with our care and information to patients
- Help patients set goals for care and treatment plans
- Listen to patients and answer questions
- Provide information to patients in a way that is understandable
- Provide evidence-based care, patient education, and self-management support
- Respect patient rights to their own health information
- Respect privacy and the privacy of patient health information
- Communicate openly about the benefits and risks associated with any treatments
- Provide patient information to help patient's make informed decisions about care and treatment options
- Work with patients, and others involved in patient care, to coordinate and integrate the care received
- Use health records to review patient information to help make sure patients get the services needed

Working Together is the Foundation of a
Patient Centered Home and a Successful
Way to Achieve Health and Wellness.

Wellness Services

Southern Indian Health Council, Inc. is accredited through the Accreditation Association for Ambulatory Health Care, Inc. (AAAHC). SIHC is a Tribal health program serving Natives and non-Natives. SIHC is comprised of a seven member Tribal consortium: Barona, Campo, Ewiiapaayp, Jamul, La Posta, Manzanita and Viejas. SIHC is committed to protecting and improving the healthcare of patients by providing quality integrated services which include a comprehensive wellness program, acute and chronic healthcare, dental, and social services.

Southern Indian Health Council, Inc. is proud to provide direct services through offering medical, dental, pharmacy, community services, and Kumeyaay Family Services.

Each of these programs are designed to provide individualized care. Southern Indian Health Council, Inc. is committed to providing these services to protect and improve the physical, mental, and spiritual health of the community.

Wellness of the Spirit

In a way that is respectful of Native
American values & traditions

Scheduling an Appointment

- Medical extension 400 (Alpine) extension 700 (Campo)
- Dental extension 440 (Alpine) extension 740 (Campo)
- Mental Wellness extension 200 (Alpine) extension 720 (Campo)

Emergency Illness or Symptom

- The Clinic will see walk-ins on an availability basis
- If it is life-threatening please call 9-1-1 or go to your nearest emergency room
- If it is an urgent need please go to your nearest emergency room or urgent care

After-hours Care

- If it is life threatening please call 9-1-1
 - If you receive care at an emergency room, please let us know within 48 hours so we can assist you with follow-up care as needed
- If it is routine care, please call our **After-Hours Nurse Advice** line at (619) 445-1188 and dial 9

Cancelling Appointments

If you are unable to keep your scheduled appointment, please call SIHC as soon as possible and within 24 hours in advance to cancel.

Special Accommodations

- Wheelchair accessible.
- Interpretation services are available. Please inform the staff member making the appointment if you are in need so we can make proper arrangements.
- Feel free to bring a friend or family member to your appointment for assistance in understanding or remembering the doctors' instructions. Please note you may still be brought into the appointment alone and then the person accompanying you can be invited to join.

Important Questions

There are many good questions to ask your provider during an appointment. Sometimes it is difficult to remember everything to ask. Below are some questions to ask during your upcoming medical appointment:

- How can I reduce my risk for heart disease?
- How can I reduce my risk for cancer? What are things I should look for?
- What medications can I stop or minimize?
- What type of lifestyle changes can I change to positively impact my condition?
- What suggestions do you have to help maximize the quality of my life?
- If you have had something on your mind, such as stress, anxiety, depression, let your provide know. Your provide can refer you to some care to help increase the quality of your life.
- What are the preventative screening that someone my age should receive?
- Am I at risk for any specific condition, such as diabetes, high blood pressure, cancer, etc.?
- What can I do to keep my hear and blood vessels healthy?
- Are there any labs I should get done today during my visit so I can make sure you have all my newest health information?

Care Team Members

- **Behavioral Health:** licensed clinical social worker or marriage and family therapist with the goal of supporting you in your mental wellness journey to identify thoughts, feelings, or behaviors that are preventing you from living a happier, healthier, more productive life
- **Dentist:** supports you in your oral health and wellness
- **Diabetes Registered Nurse:** coordinates diabetes care team
- **Medical Assistant:** works alongside the primary care provider and begins your appointment by taking blood pressure, temperature, and other vitals prior to seeing your primary care provider
- **Optometrist:** supports you in your eye care and vision needs
- **Primary Care Provider:** physician or physician assistant to support you in your physical health journey
- **Receptionist:** supports you with scheduling your appointments and updating registration information
- **Registered Dietitian:** supports your journey in identifying how to eat healthy and purchase nutritious food
- **Registered Nurse/Licensed Vocational Nurse:** supports you in providing medical advice and triage support when your primary care provider is unavailable
- **Registered Dental Assistant:** works alongside the dentist and begins your appointment prior to seeing your dentist

- In order for your provider to call you, particularly if you have tests and lab work done, please tell the Front Desk of any changes in your phone number, address, or insurance plan.
- Please tell your care team the reason for your visit.
- If you need a form signed:
 - Please allow at least three (3) days for your provider to complete the form and return to you if it is dropped off.
 - Please note an appointment may be required depending on the form requirements.

Making It a Good Experience

- Plan to arrive 15 minutes prior to your appointment schedule time.
 - Plan to arrive 60 minutes early if you are a new patient
- It is very important that you keep all of your appointments to ensure good quality of care.
- For every appointment, please bring:
 - Your current insurance card
 - Your identification card
 - A list of your current medications (including over the counter) and pill bottles with:
 - Current dosages
 - How medications are taken
 - Names and purposes for other providers that you have seen (please make sure their SIHC has received your visit notes)
 - Any recent hospitalization information and discharge paperwork
 - A list of questions you would like to discuss with your Care Team
- If you arrive 10 or more minutes late for your appointment, we will make every effort to see you as time allows, but may need to reschedule your appointment.

Wellness of the Mind

Prevention, Early Detection, and Wellness

Patient Portal and Access

- See lab results
- View health information
- Communicate with your health care team

Patient Portal Enrollment

Patient Access Improvement... Coming Soon

Payment Information

- Payment is expected and due at the time of service
- Your co-payment is collected when you check-in.

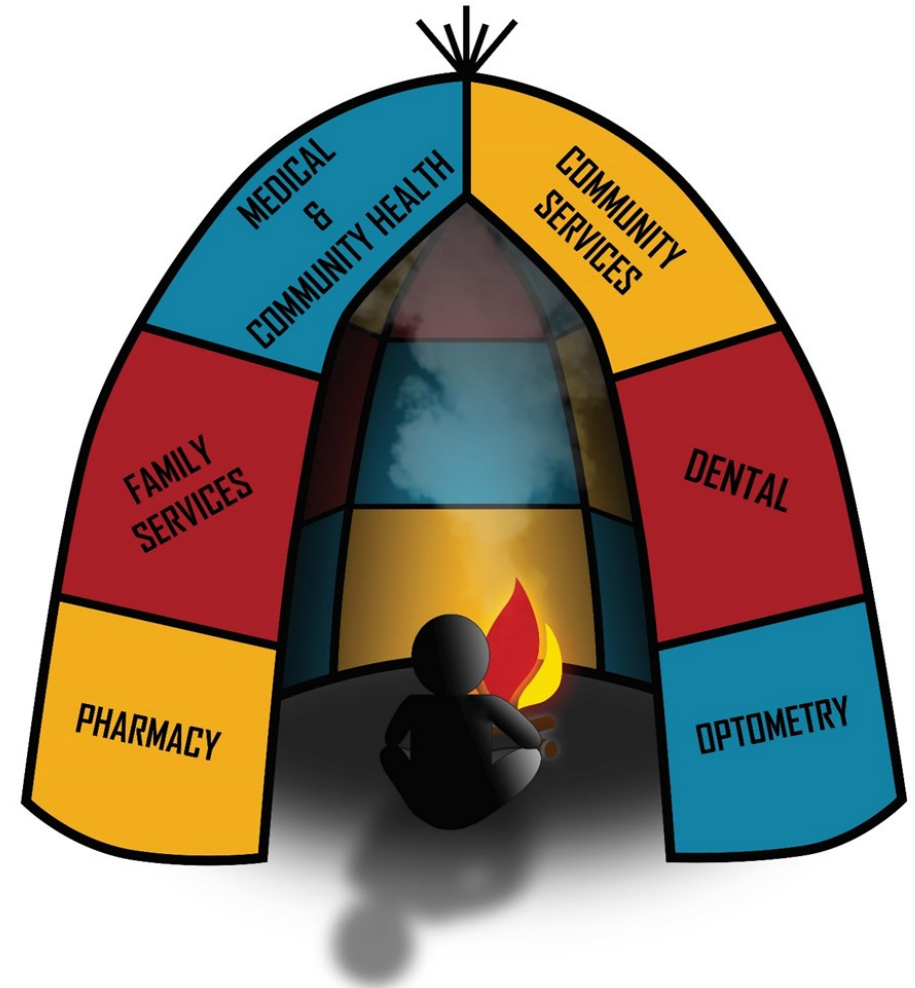
Payment

We participate in most insurance plans. If you don't have insurance, our Patient Advocate will assist you in applying for MediCal, Covered California, and Medicare. To apply, some additional information is needed from you:

- Photo identification (state ID or driver's license)
- Proof of residency
- Income verification (if no income, Statement of Support is sufficient)

Wellness of the Body

Protecting the Health of our Native
American Communities



Quality and Accessible Care

Patient Centered Home

A Patient Centered Home is a new concept of health and wellness care and services. This concept is focused on the patient and family with the goals and purpose of providing integrated, comprehensive, and quality care through a team approach.

It is called a “home” because we want SIHC to be the first place you think of for your health and wellness needs. We have established care teams to help improve coordination and continuity to improve access to care, and to provide care that is patient and family centered, compassionate, and delivered in a culturally effective manner. Please join us on this refreshing journey and new approach to care delivery.

• Key Features of the Patient Centered Home

- Patient-centered: partnerships among providers, patients, and their families ensures that decisions respect patients’ wants, needs, and preferences, and that patients have the education and support they need to make decisions and participate in their own care
- Comprehensive: a team of care providers is accountable for patients’ physical and mental health care needs, including prevention and wellness, acute care and chronic care
- Coordinated: care is organized across all elements of the broader health care system, including specialty care, hospitals, home health care, community services, and support
- Accessible: patients are able to access services with shorter waiting times, with after-hours care, 24/7 electronic or telephone access, and communication through health information technology
- Committed to quality and safety: staff enhance quality improvement to ensure that patients and families make informed decisions about their health

• Accreditation

- Southern Indian Health Council, Inc. is accredited through the Accreditation Association for Ambulatory Health Care (AAAHC).

• Accreditation Purpose

- Southern Indian Health Council, Inc. has met nationally recognized standards for the provision of quality care set by AAAHC. As an organization we strive for the highest level of quality care possible for our patients.

Pharmacy

A patient must be an established patient at SIHC prior to receiving prescriptions at the SIHC pharmacy.

Prescription Refill

Call three (3) days prior for all refills

- Pharmacy extension 430 (Alpine) extension 730 (Campo)

Services

• Medical

- Specialty: Family Practice
- Specialty: Pediatrics
- Specialty: Optometry
- Specialty: Podiatry
- Specialty: Psychiatry
- Community Health

• Dental

• Pharmacy

• Community Services

• Kumeyaay Family Services

- Indian Child Social Services (ICSS)
- La Posta Substance Abuse Center (LPSAC)
- Rally to Empower Victims Impacted by Violence through Education (REVIVE)
- Mental Wellness/Prevention and Early Intervention (PEI)

• Boys & Girls Club of Kumeyaay Nation Wellness

• Purchased and Referred Care (*for eligible Consortium Tribal Members*)

• Referrals

- Assistance with various applications (insurance, CalFresh, etc.)