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FIRST STEPS

CONTACT INFORMATION

Phone 907-335-7500
Fax 888-491-3360
Mailing address 508 Upland St. Kenai, AK 99611
Physical address 508 Upland St. Kenai, AK 99611

OPERATING HOURS

Service Hours: 8 a.m. to 5 p.m., Monday to Saturday
Building Hours: 7 a.m. to 6 p.m., Monday to Saturday
Activity Area Hours: 7 a.m. to 6 p.m., Monday to Friday

ACCESSIBILITY

Please let us know if you require an interpreter, transportation or have any accessibility needs prior to scheduling your appointment. We are committed to making our services easily accessible and will not discriminate against anyone.

To ensure communication is not a barrier, we will communicate in the manner that makes you most comfortable. Many of our building signs include Braille. Pen and paper are available as well if you wish to communicate with us through writing.

We also offer transportation to and from behavioral health appointments. Please let us know if you would like assistance with transportation.
Welcome to the Dena’ina Wellness Center! Chiqinik – thank you – for coming to us.

We are proud to offer a wide range of services beneath one roof, including medical, wellness, traditional healing, dental, optometry and behavioral health. These many services are part of our integrated approach to treatment, which we call the Dene’ Philosophy of Care. This philosophy takes a whole-person approach toward wellness – addressing physical, spiritual, emotional and social health as contributing factors to overall well-being. We place our un’ina, those who come to us, at the center of this philosophy and walk beside them on their health path.

We honor and respect those who come to us for care, and strive to establish long-lasting relationships. Our team is committed to coaching and guiding you toward your health goals. To us, your wellness is as much our responsibility as it is yours.

Again, thank you for coming to us. We look forward to assisting you on your path to wellness.

Sincerely,

Catherine Keene

Catherine Keene
Director of Health Systems
CUSTOMER SERVICE STANDARDS

We strive to deliver friendly, supportive and caring service based on traditional Kahtnuht’ana Dena’ina values. We are here to understand your needs and meet your expectations on your path to wellness.

Our service standards are modeled off the Kenaitze Indian Tribe’s traditional values circle, which includes 16 values. Five of those values, included here in Dena’ina with English translations, are the cornerstones of our approach to service:

- **Henu** (work, job, task) – cooperation, helpfulness, willingness to work
- **Ada** (care, concern, tenderness) – love, sharing, humility
- **Qiz’unch’** (the right way, the truth) – forgiveness, openness, honesty, trust
- **Yinihugheltani** (one’s spirit) – respect for yourself
- **Nagh’utdalts’ina** (our neighbors) – respect our neighbors and others

We want you to be happy with the service you receive and welcome your input and feedback. To let us know how we are doing, please consider filling out a comment card or customer survey. These are available throughout the building. We review all feedback and value it tremendously. If you have questions about this process, we are happy to assist you.

QUALITY STANDARDS

It is important to us that you receive quality care each time you visit the Dena’ina Wellness Center. In addition to delivering the highest level of service, we are committed to meeting health care industry standards across all our programs. We continually seek certification, accreditation and other achievement opportunities. In 2015, our Behavioral Health Program earned accreditation from the Commission on Accreditation of Rehabilitation Facilities (CARF). In 2017, our Laboratory earned Clinical Laboratory Improvement Amendments (CLIA) accreditation.
ELIGIBILITY

We look forward to partnering with you on your path to wellness. Our Behavioral Health Program and some wellness services, including arts and crafts, tobacco cessation and wellness coaching, are open to all members of the community. The rest of our programs and services are available to those meeting any of the following criteria:

• Members of a federally recognized tribe who are Alaska Native or American Indian, plus descendants.

• Non-Alaska Native or American Indian women pregnant with an eligible person’s child are eligible for care through six weeks post-partum.

• Children of eligible Alaska Native and American Indian people, including foster children, adopted children, stepchildren, legal wards and orphans, until age 19.

To establish your eligibility to receive services, please be prepared to furnish one of the following documents, in addition to your photo ID:

• Certificate of Indian Blood (CIB).

• Tribal enrollment card or an enrollment certificate from your tribal office.

• Marriage Certificate or Affidavit of Paternity from your child’s biological father if you are a non-Alaska Native or American Indian woman pregnant with their child.

• Original or certified copy of a birth certificate of both parents if you are seeking care for your child. If your child is adopted, an adoption certificate is required.

• Copy of Marriage Certificate if your spouse is not Alaska Native or American Indian, as they may be eligible for some services.

If you are unable to provide the appropriate documentation, we may be able to serve you on a one-time basis if it’s deemed an emergency by a health care professional. Any subsequent visits, however, may be denied. Please let us know if you have questions or concerns about documentation. We are happy to assist you and want to ensure you have a smooth visit.
Each time you arrive for an appointment, we will collect your demographic information during check-in. It’s important to keep your mailing and physical addresses current so we can communicate with you in a timely manner. In addition to updating your address, we also will review your insurance information. Routinely, we will screen you for eligibility in Medicare, Medicaid, Denali KidCare, Veterans Health Administration or private insurance.

It is best to schedule an appointment well in advance. If you are unable to keep an appointment, please let us know and we’ll reschedule at your convenience.

Call 907-335-7500 to make an appointment. It is best to schedule an appointment well in advance. If you are unable to keep an appointment, please let us know and we’ll reschedule at your convenience. You may also schedule appointments on a same-day basis with your provider. If you are new to the Dena’ina Wellness Center, you will be assigned a provider. Several same-day appointments are available to treat chronic and urgent issues, though we cannot guarantee availability.
The Dena’ina Wellness Center is a fully integrated medical facility offering a holistic approach to care. We call our customers “un’ina,” meaning “those who come to us.” As an un’ina, you receive access to a wide range of services beneath one roof. This includes medical, dental, behavioral health, optometry, chemical dependency, wellness, physical therapy, pharmacy support and traditional healing. We also offer a gym, classroom space and wellness kitchen. Alaska Native and American Indian people have access to all our services. Programs that receive state funding – primarily behavioral health – are open to the entire community.

Primary care services are delivered by teams of physicians, advanced nurse practitioners, certified physician assistants, medical assistants and case managers. You receive your own care team. Our primary care services are accessible to all Alaska Native and American Indian people.

- Adult and pediatric
- Lifestyle coaching/risk factors
- Disease prevention
- Disease management
- Screening for early detection of disease
- Immunization
- Acute illness/injury care (non-emergent)
- Chronic disease management, including:
  - Diabetes, hypertension and asthma
  - Hyperlipidemia, COPD and chronic pain
- Telemedicine
- Minor procedures, including:
  - Fracture care
  - Wound care
  - Skin excisions and biopsies
  - Joint injections
  - Nail removal
  - Sutures
- Women’s health
- Behavior health consultation
- Some specialty care on a referral basis as needed
Our Wellness Department works in conjunction with programs across the Dena’ina Wellness Center. Our goal is to help you achieve good habits and a healthy lifestyle. Diabetes prevention and management, nutrition, tobacco cessation and fitness are just a few of our services. All wellness services are open to Alaska Native and American Indian people. Some are open to the entire community.

- Arts and crafts
- Wellness coaching – diabetes prevention, nutrition and fitness counseling
- Diabetes self-management education
- Chronic disease prevention
- Activity area (gym) – fitness classes and personal training
- Health promotions – resources, demonstrations, workshops and harvesting
- Loving Native Foods potlucks and workshops
- Physical therapy
- Tobacco cessation
- Traditional healing
- Medical nutrition therapy

With an emphasis on education and prevention, our Dental Department offers a wide range of services promoting oral health. We provide routine, emergency and specialty treatments. We also make referrals to the Alaska Native Medical Center. Dental services are open to all Alaska Native and American Indian people.

- Preventive and restorative services
- Comprehensive exams
- Recall exams
- Emergency exams
- Digital radiography
- Cleanings
- Periodontal scaling and root planning
- Periodontal maintenance
- Endodontics (root canals)
- Extractions
- Biopsies – soft and hard tissue
DENTAL
Continued

- Prosthetics – for a fee
  Crowns
  Bridges
  Fixed, removable and partial dentures
  Fixed and removable space maintenance for mixed dentition
- Kenaitze Head Start annual exams/biannual fluoride
- Education and outreach
- Orthodontics – for a fee

OPTOMETRY

Our Optometry Program provides a range of services promoting eye health. Whether you need a routine check-up or help managing diseases such as diabetes or glaucoma, we can help. In addition to in-house care, we also make referrals for emergency and specialty treatment. Optometry services are available to Alaska Native and American Indian people.

- Comprehensive exams
- Contact lens fitting
- Eye disease management
- Special testing
- Surgical referrals
- Diabetic exams

BEHAVIORAL HEALTH

Many behavioral health services are available at the Dena’ina Wellness Center. We work with adults, adolescents and children of all backgrounds. Our behavioral health services are open to Alaska Native and American Indian people and the general community. Referrals to other tribal programs and local agencies also can be included in your treatment plan.

- Screening/referral for appropriate services
- Crisis intervention
- Integrated assessments
- Case management, counseling and consultation
- Individual, group and family psychotherapy/counseling
- Psychiatric assessment and medication management
- Sobriety support and recovery activities
  Drumming
  Cafe 13
- Interactive play therapy
- Individual service providers for youth in local schools
- Youth summer program
- Transition/discharge planning
- Suicide prevention and awareness
Outside the Dena’ina Wellness Center the Kenaitze Indian Tribe delivers an abundance of additional programs and services that promote the wellness of our people and the community. These services include Elders support, social and family services, education and career development, early childhood education, and more.

**Yaghanen Youth Programs**
A prevention and early intervention program, Yaghanen is a safe place where youth come to develop life skills, learn culture, make friends and stay on track academically. It offers:
- After-school activities
- Summer camps
- Study hall
- Winter programs
Contact: 907-335-7290

**Early Childhood Center**
The center strives to enhance academic achievement through culturally-based curriculum for children ages 3 to 4, placing an emphasis on family and nutrition, including:
- Head Start program
- After-school program
- Summer camp
Contact: 907-335-7256

**Tyotkas Elder Services**
The Tyotkas program is dedicated to ensuring the health and wellness of our Elders, offering:
- Transportation assistance
- Daily lunch service
- Crafts and activities
- Caregiver support
- Home visits
- Abuse and neglect prevention
- Advocacy
Contact: 907-335-7280

**Na’ini Social Services**
Na’ini provides help for individuals who have immediate needs, along with individual planning to help people meet longer-term goals for self-sufficiency, including:
- Energy assistance
- Child protection
- Childcare assistance
- Welfare assistance
Contact: 907-335-7600

**Na’ini Family Services**
- Domestic violence and sexual assault
- Child protection
- Adult protection
- Indian Child Welfare Act (ICWA)
- Foster care
- Preservation
Contact: 907-335-7600

**Education and Career Development**
- Scholarships
- Internships
- Job training and placement
- Tutoring
Contact: 907-335-7600

**Housing**
The Housing program ensures qualified Alaska Native and American Indian people receive safe, sanitary and affordable housing, offering:
- Rental units for income-qualified individuals
- Snow-plowing and sanding
- Student housing
- Emergency assistance
- Transitional housing
Contact: 907-335-7200

**Tribal Government Affairs**
This division manages government-to-government consultations and is involved in a range of tribal member affairs, including:
- Educational Fishery
**UN’INA STANDARDS OF CARE**

**YOUR RIGHTS**

- To be treated with respect, consideration and dignity.
- To be provided appropriate privacy.
- To be free from all forms of abuse, harassment and discrimination.
- To be provided, to the degree known, complete information concerning your diagnosis, evaluation, treatment and prognosis. If it is medically inadvisable to share this information with you, we will provide it to a legally authorized representative or a designated person of your choice.
- To have your protected health information disclosures and records treated confidentially.
- To receive a copy of your personal health information. You may request changes be made to correct errors in your records or to add information if any has been omitted. You may also request a list of any disclosures made to your personal health information.
- To participate in decisions regarding your health care, except when participation is not advisable for medical reasons.
- To have your rights posted in a visible location and made available upon request. This posting will include the name, address and telephone number of a representative in the state agency to whom you can report complaints, as well as the website for the Office of Medicare Beneficiary Ombudsman.
- To request a change to your care team.
- To place a suggestion, complaint or grievance by requesting that a staff person take verbal feedback. You will be free from any form of retaliation from making a compliant.

As our un’ina, you have many rights that we will uphold and also some responsibilities that we hope you will uphold. It is important to us that you feel fairly treated and that you understand your rights and responsibilities.
YOUR RESPONSIBILITIES

• To provide complete and accurate information about your health, including the use of any medications, over-the-counter products and dietary supplements, as well as any allergies.
• To follow your treatment plan.
• To arrange reliable transportation to and from the Dena’ina Wellness Center if it is required under your treatment plan.
• To inform us of any living wills, medical power of attorneys and other directives that could affect your care.
• To inform us of any changes to your registration information, including your address, phone number, legal name and eligibility of health insurance coverage.
• To provide private insurance information or an alternate resource enrollment (Medicare, Medicaid, Denali KidCare, Veterans Administration or private insurance); and to use those resources when receiving treatment at the Dena’ina Wellness Center.
• To understand your insurance plan and coverage. We are happy to help if you have any questions about your plan.
• To understand our financial policy and accept financial responsibility for any and all portions of your treatment not covered by your insurance or Indian Health Service to include, but not limited to, co-pays, deductibles and co-insurance.

FAMILY HEALTH RESOURCES

We encourage you to enroll in alternate resources such as Medicare, Medicaid, Denali KidCare and private insurance. These alternate resources are important because they can assist with costs associated with your care that are not covered by the Indian Health Service, which provides a significant portion of our funding. Our Family Health Resource Technician can screen you for eligibility, help with the application process and answer any questions. The Family Health Resource Technician is located on the first floor near the reception area. The technician also can be reached by calling 907-335-7563.
There may be instances when we refer you to another medical provider. When this happens, the treatment you receive can sometimes be covered by “purchased and referred care.” Purchased and referred care is available to Alaska Native and American Indian people and their children who meet specific eligibility requirements. It also is available to non-Alaska Native or American Indian women pregnant with an eligible person’s child.

Additional eligibility requirements include:
- You must reside in the Kenaitze Indian Tribe’s service area for at least 180 days, with intent to stay.
- The Dena’ina Wellness Center must be your primary care provider.
- Screening for alternate resources must have been completed within 12 months of the referral date. Alternate resources include Medicare, Medicaid, private insurance, and more.

Services not covered under purchased referred care include, among others:
- Acupuncture
- Chiropractic care
- Routine dental services
- Behavioral health and psychiatric services
- Any non-emergent medical care

Any emergency services where the tribe reasonably believes that drugs and/or alcohol may have contributed to the emergency room visit may result in a denial of PRC payments.

To learn more about purchased and referred care, please ask a staff member or call 907-335-7537 or 907-335-7574.
EMERGENCY SERVICES

Proceed directly to the local emergency department if you face a medical emergency. If you are unsure if your symptoms represent an emergency, you can call us at 907-335-7500 during regular business hours. We will help you find the appropriate care.

We define an emergency as any medical condition for which immediate medical attention is necessary to prevent the death or serious impairment of an individual’s health.

If the Dena’ina Wellness Center is open and available to provide the care you need, Purchased and Referred Care will not pay for services rendered elsewhere. This includes the Central Peninsula Hospital emergency department. When you receive emergency care at a non-I.H.S. facility without prior authorization, you must notify us within 72 hours to be eligible for Purchased and Referred Care. The conditions/symptoms must also qualify as emergency care. This notification can be made by you or a representative. Notification within 30 days is acceptable if you are older than 65.

NON-EMERGENCY SERVICES

Non-emergency services include, but are not limited to:
- Prescription drug refills
- Upper respiratory infections
- Minor cuts and bruises
- Urinary tract infections
- Colds
- Ear infections
- Sinus infections
- Minor rashes
- Fever
- Some diagnostic testing
COLLECTION POLICY

To help keep you on track with payments, our Billing Department will send you a monthly statement showing your account balance. We also can create a payment plan if you are unable to pay the full amount, or prefer to pay it over time. As a last resort, your account will be sent to an outside collections agency if we do not hear from you after sending four billing statements followed by a Final Notice Collection letter. If your account is referred to an outside collections agency, we can continue to care for you only if you pay upfront for services. A Billing Services Advocate will be happy to assist you if you have any questions. The Billing Department can be reached by calling 907-335-7500.

RECORDS and PRIVACY

It is important to us that your care and treatment remain a personal and private matter. We will protect your right to privacy. In addition to keeping your medical and non-medical information confidential, here is what you can expect from us:

- We will not release your information to any person or entity outside the Dena’ina Wellness Center without your authorization, unless it is a medical emergency.
- We will exercise confidentiality whenever your care is discussed.
- Care team members actively involved in your treatment may access your records. Staff members who are not involved in your care may not access these records.

Although health records are considered property of the Dena’ina Wellness Center, the information contained in them is privileged between you, your provider and other health professionals participating in your treatment. If you would like to request a copy of your medical records, please let us know and we will assist you. Our Health Information Management Department processes these requests, which may take up to 10 days.

Please don’t hesitate to ask a staff member if you have questions or concerns about privacy.
Our top priority is to ensure the safety of you and our staff. We expect everyone inside the building to avoid threatening and intimidating behavior. If a situation becomes unsafe or we think you or a staff member is in danger, we must take immediate action. Our policy is not to use seclusion or restraint in health services, and we will explore all opportunities to continue your care in a safe environment.

Please do not bring unauthorized weapons, including firearms, explosives, stunners, MACE and large knives, into the facility. If you are found in possession of these items, we will ask you to return them to your vehicle. As a last resort, we will contact our safety and security officer or the police department.

The Dena’ina Wellness Center is part of a tobacco-free campus. We ask that you please do not use tobacco products inside our facility or near any outside walkways. Chiqinik! Thank you!