

Black Hawk Health Center Pharmacy Grand Re-Opening



Pharmacy Grand Re-Opening: (From Left) Marilyn Thurman, Administrative Assistant; Clarissa Littlehead, Health Director; Janie Rich, Pharmacist MGR; Camaron Snider, Pharmacist; Glenda Carver, Ward Clerk and Raymond Massey, Pharmacy Tech. (Staff Photo)



BLACK HAWK HEALTH CENTER OPEN ACCESS PROCEDURES

OPEN ACCESS TIMES:

8:00 am – 3:00 pm
Monday thru Friday

The clinic will be closed at 12:00 on the 3rd Thursday of each month for staff meetings and trainings.

* You must establish a chart to be seen as an open access. If you do not have a chart on file, it may take a few hours to establish one. It will depend on how busy the clinic is.

* If you are requesting medications or procedures that were not ordered by a Black Hawk provider, you must bring medical records with you when you come in.

The following services are not provided on an open access basis and will require you to make an appointment:

1. Routine check ups
2. Routine medications/refills
3. Chronic pain management
4. Immunizations
5. Physical Exams
6. Forms for the doctor or nurse to fill out.

The open access clinic is for sick patients only! If you have a life or limb threatening emergency, go to the nearest IHS hospital or your local emergency room!!

* Any patient that comes to the clinic without an appointment during non open access times, will be asked by the front desk clerk to make an appointment, or be referred to another facility.

All patients that come in to the clinic without an appointment during open access times will sign in at the front desk and be given an open access sheet to fill out. The chart will be pulled by medical records and delivered to the open access box located in the nurse's station. The patient will then be seen at a later date. The triage nurse may elect to consult with the open access doctor and/or the director of nurses before making the decision. Patients with regularly scheduled appointments will be seen first, unless the medical staff deems it necessary to see an open access patient first.

A patient should only use the open access clinic when they are in need of immediate, urgent care, example:

- Minor allergic reactions
- Minor asthma attacks
- Nausea/Vomiting/Diarrhea
- Sudden onset of illness
- Fever of greater than 101
- Minor cuts that may require stitches or tetanus shot
- Minor burns
- Sore throat
- Bone or joint injuries
- Abdominal pain
- Emergency room or hospital stay

follow-ups

KEEP IN MIND THAT IMMEDIATE CARE IS NOT THE SAME AS EMERGENCY CARE

Emergency care is needed when the patient's situation may be life or limb threatening. For example: signs/symptoms of a heart attack, stroke, severe bleeding, amputations, severe asthma attacks, major head injury, ingestion of poison, snake bites, severe abdominal pain, etc. If it is an emergency, the patient's first attempt will be to go to the nearest IHS hospital and second choice will be to go to the nearest emergency room. Don't forget to have the patient report the ER visit to Contract Health Services within 72 hours of the visit!

Regular diabetic visits, chronic pain visits, routine health visits, immunizations, physicals, routine or pain medications refills, follow-up appointments with a specialist, or visits to have the physicians fill out paperwork, require the patient to make an appointment.

Strict adherence to this policy should decrease the waiting time for the regularly scheduled patients and allow for more thorough patient care.

Elders Advisory Committee Meeting
Wednesday, January 9, 2012
Sac and Fox Multi-Purpose Center
Stroud, Oklahoma
10:00am to 2:00pm
Potluck & Bingo
Election of Officers
All elders age 55 and over are welcome

BLACK HAWK HEALTH CENTER OPEN ACCESS GUIDE



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OPEN ACCESS VISITS

For immediate, urgent care:

- Minor allergic reaction
- Minor asthma attack
- Nausea/Vomiting/Diarrhea
- Sudden onset of illness
- Fever greater than 101°
- Minor cuts requiring stitches/tetanus shot
- Minor burn
- Sore throat
- Bone/joint injury
- Abdominal pain
- Emergency room/hospital stay follow-up

SCHEDULED APPOINTMENTS

Non-emergent situations, requires appointment:

- Regular diabetic visit
- Routine check-up
- Routine medication/refill
- Chronic pain management
- Immunization
- Physical Exam
- Forms for doctor/nurse to complete

IMMEDIATE, URGENT CARE IS NOT THE SAME AS EMERGENCY CARE.

WHAT CONSTITUTES EMERGENCY CARE?

- Signs/symptoms of heart attack/stroke
- Severe bleeding
- Amputation
- Severe asthma attack

- Major head injury
- Poison ingestion
- Snake bite
- Severe abdominal pain

The open access clinic is for sick patients only! If you have a life or limb threatening emergency, go to the nearest IHS hospital or your local emergency room!!