



*Fall 2019*

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FALLON TRIBAL HEALTH CENTER

# HEALTH MATTERS

**In Memoriam**

*Cheri Danyale Bowen*



Sadly, our Circles of Care Manager Cheri Bowen passed away on October 12, 2019 after a courageous six-week battle with pancreatic cancer. The Health Center sends its condolences to her family and recognizes with gratitude her service and commitment to our patients, clients, and the Tribe.

## REVENUE GENERATION SERVICES EXPLAINED

This quarter we are highlighting a program that may be behind-the-scenes most of the time but is responsible for helping generating about 50% of the Health Center's budget. The revenue cycle includes all the administrative and clinical functions that contribute to the capture, management and collection of patient service revenue. Here is what's involved in the revenue cycle:

- Rendering medical services into billable charges.
- Submitting claims of billable fees to insurance companies.
- Properly coding diagnoses and procedures.
- Determining patient balances and collecting payments. When visiting the Health Center, no copayments or deductibles will be collected.
- Collecting registration information, such as insurance coverage, before a patient arrives for services. Please be sure to bring a copy of your most recent insurance card to patient registration to ensure the correct information is on file.
- Information and documents collected during the registration

process are imperative to ensure your quality of care.

- Applying or rejecting payments through remittance processing (information sent from Medicare, Medicaid or the insurance company)
- Collecting payments from third-party insurers. Third-party would include Medicare, Medicaid or the insurance company responsible for payment.

Thank you for choosing the Health Center for your healthcare needs. If you have any questions please contact Michael Cunningham, Billing & Coding Manager.



## NEW FACES AT THE FTHC

We are excited to welcome the addition of a number of new staff members that have started here in the last three (3) months. Each of them look forward to working with you to address your health needs.

### BEHAVIORAL HEALTH SERVICES

**Brenda Hooper**, Behavioral Health Assistant: "I am enjoying my new position at the Health Center. It's pinenut season! I wish I had enough time to go to my homeland the Shoshone Mountain Range to gather more pinenuts. I love the outdoors".

**Martina Moss**, Substance Abuse Counselor: "I am from the Virginia City area and possess a deep appreciation for the complexities that comprise the human condition. I am eager to aid in the personal development of those I serves".

**Hannah Arthur**, Community Coordinator for the Circles of Care Project: "I am the new Community Coordinator. I am excited for this role and look forward to promoting mental health and serving this community. We as a people deserve to be healthy in our mental and



Behavioral health (left to right): Brenda Hooper, Martina Moss, Hannah Arthur



spiritual forms, just as we strive to be physically healthy".

### BUSINESS SERVICES.

**Tricha Hutchcraft** is the Associate Director of Business Services where she will oversee facility operations of Patient Revenue Cycle functions (e.g. scheduling, pre-registration, benefit verification, pre-authorization, admission/registration, financial counseling, etc.) to ensure daily operations are maintained according to standard and serve as the primary on-site to promote good customer relations with facility management medical providers and support staff. Tricha has worked in the healthcare industry for over 24 years working in business operations and project management. She recently worked at DXC Technology, Inc., the administrator for Nevada Medicaid, working as a Healthcare Manager. At DXC, she played an integral role in their new system implementation and working with the operations team to ensure workflow and processes were in place. Tricha has also worked in various positions with Hometown Health. Most recently, she was the Business Process Manager and was responsible for system configuration and claims adjudication. She also worked as the Claims Manager where she ensured claims were processed in accordance with federal, state and service level agreement requirements. She also

has experience with numerous audit programs, i.e., HEDIS, Medicare Payment, State, TPA, PERM, RADV, DRG, Care and Quality Review, and Five Star just to name a few. Tricha was born and raised in Fallon and is married with 2 children and 4 grandchildren. She likes to support her husband at Top Gun Raceway where they race their 1967 Chevrolet Camaro. She also enjoys outdoor activities, such as, hiking and camping.

**Ashlee Jackson** is the Medical Receptionist. Ashlee is responsible for general receptionist and administrative office support functions. Ashlee will greet, direct and otherwise assist visitors, answer and direct incoming telephone calls, as well as scheduling medical appointments. Ashlee is currently working on her Bachelors in Business for Healthcare Management through WGU. Before coming to the Fallon Paiute Shoshone Tribe she worked at New Frontier as the Intake supervisor. Before that she was a WIC Specialist for Lyon County Human Services. Ashlee grew up in Carson City and moved to Fallon in 2014. She has 3 kids, another on the way, and 2 step kids. In her spare time she is hanging out with her kids and boyfriend or somewhere near a race car.

(Continued on page 3)

## NEW FACES AT THE FTHC

*(Continued from page 2)*

**Crystal Hall** is a Patient Registration Clerk. Crystal is responsible for obtaining accurate patient records by interviewing patients to obtain identifying, demographic and insurance information for input into the RPMS. Crystal attended vocational school in Reno, where she was certified as a Medical Administrative Assistant, Billing and Coding Specialist, as well as an Electronic Health Records Specialist. Crystal was born in Arizona and moved to Nevada at a young age. She has been a part of the Churchill County community for many years as her mother has been working for the hospital for over half her life. Crystal's hobbies include riding horses, showing both horses and dogs (she currently has 5 long coated Chihuahuas and a German Shepherd), online gaming, and someday she hopes to add traveling to that list.

**Ron Gentile** is a Billing Technician/Coder. Ron is responsible for accurately coding the patient's record to be sent to billing for

processing. Ron also follows up on the process and resolution of all pending claims. Before joining FTHC, Ron worked for a non-profit alcohol and substance abuse agency in Lyon County, performing similar duties.

### CLINICAL SERVICES.

**Dana Kim** is a certified Family Nurse Practitioner. She holds a master's degree in nursing from Texas State University and a bachelor's degree from Brigham Young University. She has been practicing as an advanced practice provider in primary care since 2018. Dana loves spending her free time with family and friends.

**Nancy Conley** is a Registered Medical Assistant and Registered Phlebotomy Technician. She was born and raised in California, graduated from Career College of Northern Nevada in 2018 and has worked in the medical field since 2012. She is the Mother of 1 boy, 1 girl, and 4 fur babies. Her family is connected with The Hoopa Tribe in Northern California. She is a Navy Veteran and has traveled all over the United States from 2009-2011.

**Gracie Booth** has been a Medical Assistant for 8 years and worked in the medical field for over 10 years. She graduated with honors from The Career College



*Business Services (from left to right): Tricha Hutchcraft, Ashlee Jackson, Crystal Hall, Ron Gentile*

of Northern Nevada and comes to us from Carson City. She is a member of the Washoe Tribe of Nevada and California and also Mohave from the Colorado River Indian Tribes of Parker, Arizona. Gracie likes to travel, meet new people and loves Mexican food.

**Susan Bracamontes** is the Associate Director of Clinical Services where she will be responsible for the day-to-day clinical operations including medical, dental, optical, pharmacy, laboratory, nursing, diabetes prevention, and the wellness center. Her passion is patient satisfaction, continuity of care and the efficiencies of clinical operations. For the past 11 years Susan has worked at the University of South Florida, College of Medicine as a clinical operations manager and revenue cycle operations manager for the departments of Dermatology and Ophthalmology. Prior to her work at the University, Susan was a Pharmaceutical Representative for 8 years. Susan was raised in Fallon, Nevada. After being away for 25 years, she returned back to Fallon to be close to family. She is married with 1 son and spends most of her spare time in the mountains, hiking with her lab, Teddy.



*Clinical Services (from left to right): Gracie Booth, Nancy Conley, Dana Kim (NP), Susan Bracamontes*

## MOUTH GUARDS: SPORTS EQUIPMENT THAT PROTECTS THE SMILE

It's easy to take some things for granted until they're suddenly gone. Have you ever thought about how it would feel if you lost one or two of your front teeth? You'd probably avoid smiling. It would be uncomfortable talking with someone face-to-face. It wouldn't be easy pronouncing certain words. And how about eating an apple? Until your teeth are gone, you might not miss them.

Each year, thousands of teens get hurt on the playing field, the basketball court, or while skateboarding, biking or during other activities. Blows to the face in nearly every sport can injure your teeth, lips, cheeks and tongue.

A properly fitted mouth guard, or mouth protector, is an important piece of athletic gear that can protect your teeth and smile. You may have seen them used in contact sports, such as football, boxing, and ice hockey.

However, you don't have to be on the football field to benefit from a mouth guard. New findings in sports dentistry show that even in non-contact sports such as gymnastics, rollerblading, and field hockey, mouth guards help protect teeth. Many experts recommend that a mouth guard be worn for any recreational activity that poses a risk of injury to the mouth. There are three types of mouth guards:

- Ready-made, or stock, mouth guard
- Mouth formed — "boil and bite" mouth guard; and
- Custom-made mouth guard made by your dentist.

All three mouth guards provide protection but vary in comfort and cost. The most effective mouth guard should have several features: it should be resilient, tear resistant and comfortable; it should fit properly, be durable and easy to clean; and not restrict your speech or breathing.

Generally, a mouth guard covers

only the upper teeth, but in some cases the dentist will instead make a mouth guard for the lower teeth. Your dentist can suggest the right mouth guard for you.

### **Caring for your mouth guard:**

- Before and after each use, rinse it with cold water or with an antiseptic mouth rinse. You can clean it with toothpaste and a toothbrush, too.
- When it's not used, place your mouth guard in a firm, perforated container. This permits air circulation and helps prevent damage.

- Avoid high temperatures, such as hot water, hot surfaces or direct sunlight, which can distort the mouth guard.
- Check it for tears, holes and poor fit. A mouth guard that's torn or in bad shape can irritate your mouth and lessen the amount of protection it provides.
- Have regular dental checkups and bring your mouth guard along so the dentist can make sure it's still in good condition.

Don't take your teeth for granted. Protect your smile with a mouth guard. Information reprinted from ADA (Feb. 12, 2018)

## WEEKLY GROUP MEETINGS: FTHC Behavioral Health



The Behavioral Health Program is offering weekly meetings to help our community move forward with inner healing. These sessions are offered throughout the week. Come & Heal.

- ◆ The **Medicine Wheel & 12 Step Group** is a culturally sensitive Program for Native Americans based upon Teachings of the Medicine Wheel.
- ◆ **Talking Circle** is a safe place where a group of individuals come together in a circle of support, to speak from the heart without interruptions, to listen, and to learn, respectfully.
- ◆ The **Matrix & Cognitive Behavioral Therapy** will show you how to apply mind over matter to promote empowering thoughts, emotional intelligence, and satisfied behavioral outcomes.
- ◆ The **Grief and Loss Group** is to help individuals cope with loss, by supporting healing, and nurturing physical and emotional well-being.

**Medicine Wheel & 12-Steps Group**  
Mondays @ 5:30-6:30

**Grief & Loss**  
Tuesdays @ 5:30-6:30

**Talking Circle**  
Wednesdays @ 6:00-8:00

**Matrix & Cognitive Behavioral Therapy**  
Thursdays @ 5:30-6:30

FALLON TRIBAL HEALTH CENTER CIRCLES OF CARE BUILDING  
1001 Rio Vista Fallon, Nevada • 775.423.3634 ext. 228

## SAFE & HEALTHY FALL/WINTER

### *Drive safely as it gets Darker*

Daylight Saving Time ends every year on the first Sunday in November. This means it starts to get darker earlier. Be on the lookout for people working out / running in the early evening. Also be on the lookout for animals in the road.

When you change your clocks, it's also a great time to check the batteries in your smoke alarms and carbon monoxide detectors.

### *Cold Weather*

Cold weather brings an entirely different set of challenges. Do not take risks when it comes to safety; the consequences aren't worth it. Cold weather can be dangerous for anyone who spends time outdoors for work or pleasure. Be mindful of the risks. Excessive exposure to low temperatures, wind or moisture can cause two dangerous conditions: frostbite and hypothermia.

Before venturing outside in winter, be sure to:

- Check the temperature and limit your time outdoors if it's very cold, wet or windy.
- Bundle up in several layers of loose clothing
- Wear mittens rather than gloves
- Cover your head and ears with a warm hat
- Wear socks that will keep your feet warm and dry

### *Frostbite*

Even skin that is protected can be subject to frostbite. It's the most common injury resulting from exposure to severe cold, and it usually occurs on fingers, toes, nose, ears, cheeks and chin. If caught early, it is possible to prevent permanent



damage. If not, frostbite can cause tissue death and lead to amputation. Superficial frostbite affects the skin surface while the underlying tissue remains soft. The skin appears white, waxy or grayish-yellow and is cold and numb.

If the condition progresses to deep frostbite, all layers of the skin are affected and the outcome likely will be more serious. The skin will become completely numb, blisters may form and eventually the skin tissue dies and turns black.

#### **If you suspect frostbite:**

- Move the victim out of the cold and into a warm place
- Remove wet clothing and constricting items
- Protect between fingers and toes with dry gauze
- Seek medical attention as soon as possible
- Warm the frostbitten area in lukewarm water (99 to 104 degrees) for 20 to 30 minutes only if medical care will be delayed and if there is no danger of the skin refreezing
- Do not use chemical warmers directly on frostbitten tissue
- Protect and elevate the frostbitten area

### *Hypothermia*

Hypothermia occurs when the body's core temperature drops below 95 degrees. Hypothermia is most associated with exposure to extreme cold, but it can also occur at higher temperatures if a person becomes chilled from being soaked with rain or submerged in water.

Severe shivering, one of the first signs of hypothermia, is beneficial in keeping the body warm. But as hypothermia progresses, shivering gives way to drowsiness or exhaustion, confusion, shallow breathing, irregular heartbeat, slurred speech, loss of coordination and, eventually, unconsciousness and death.

Paradoxical undressing is an extremely rare symptom of hypothermia. The victim undresses instead of bundling up. Researchers believe that in the final throes of hypothermia, victims may feel like they are overheating due to a rush of warm blood to the extremities.

#### **If you suspect hypothermia:**

- Check responsiveness and breathing, and call 911; except in mild cases, the victim needs immediate medical care
- Provide CPR if unresponsive and not breathing normally
- Quickly move victim out of cold
- Remove wet clothing.
- Warm the victim with blankets or warm clothing
- Only if the victim is far from medical care, use active rewarming by putting the victim near a heat source and putting warm (but not hot) water in containers against the skin
- Do not rub or massage the victim's skin
- Be very gentle when handling the victim
- Give warm (not hot) drinks to an alert victim who can easily swallow, but do not give alcohol or caffeine

## Pharmacy NEWS

### DISPOSING OF OLD MEDICATIONS

Is your medicine cabinet full of expired drugs or medications that you no longer use? Your medicine is safe for you, but what's safe for you might be harmful for someone else. It is especially important to keep children away from your medicine cabinet and medicines.

You can now dispose of your expired, unwanted, or unused medicines at the Fallon Tribal Health Center in our MEDSAFE Medication Disposal System. MEDSAFE is a comprehensive collection receptacle and disposal solution for expired medications, including controlled substances.

Just bring in your medications and drop them in the blue MEDSAFE receptacle that sits to the right of the Tribal Health Center Pharmacy.

## ARE YOU STARTING TO FEEL SICK?

Have you found yourself sick, strolling the aisles of the drug store looking for a medicine that might address the symptoms you have? It is confusing and unfortunately, there is no cure yet for the common cold. However, you may be able to shorten the amount of time you're sick and ease some of the symptoms by following a few of these over the counter remedies.

**Drink lots of liquids.** Of course, proper nutrition is important to your overall health, but did you know that certain foods and drinks can help treat a cold? They may not get rid of a cold but they could help ease some of your cold symptoms. Warm drinks can offer relief for your cough and sore-throat symptoms by stimulating salivation and secretions to help soothe and lubricate your throat. So when you're trying to treat a cold, hot herbal tea can be helpful.

**Get Some Rest.** Sleep is essential for your body to rest and heal. Sleep allows your immune system to fight off infections. Do your best to adjust your sleep schedule to get that extra rest that will help treat your cold. A humidifier or nasal decongestant can help you breathe better as you slumber.

If you are having trouble getting to sleep, Melatonin might be just what you need.

**Pain Reliever for Fever, Body Aches & Chills.** Doctors usually recommend acetaminophen. If you're taking another cold medicine, though, check that it doesn't already have acetaminophen in it. It's a common ingredient in many OTC remedies, but getting too much can be dangerous. So check the label and ask the pharmacist how much is safe to take at one time.

**Decongestant for Stuffiness.** This medicine shrinks blood vessels in your nose so your airways can open up. But the liquid or pill form may make you feel jittery. Using decongestant sprays and drops too much can cause more congestion, so don't use them for more than 3 days.

**Boost your Immune System.** Vitamin C is a strong antioxidant that can strengthen your body's natural defenses. So, it never hurts to add some extra vitamin C into your diet while you are not feeling so well.

Of course our best advice is to be proactive and stop by the Fallon Tribal Health Center to get your flu shot, before you get cold or the flu.



TRANSFORM YOUR FRUIT BASKET INTO AN ARRANGEMENT OF SPOOKY TREATS FOR A SWEET SNACK MINUS THE SCARY SUGAR. KIDS CAN GET CREATIVE IN THE KITCHEN WITH THIS SUPER-EASY, NO BAKING-REQUIRED RECIPE!

YOU'LL NEED: CLEMENTINE'S, BANANAS, A SHARPIE, MINI CHOCOLATE CHIPS, REGULAR CHOCOLATE CHIPS

DIRECTIONS: GIVE YOUR KIDS UNPEELED CLEMENTINE'S AND LET YOUR LITTLE MONSTERS GET CREATIVE BY DRAWING ON PUMPKIN FACES. MEANWHILE, PEEL BANANAS AND CUT THEM IN HALF CROSSWISE. HAVE YOUR KIDS PRESS TWO MINI CHOCOLATE CHIPS INTO THE SIDE OF THE BANANA FOR EYES AND A REGULAR-SIZE CHOCOLATE CHIP FOR A GHOST MOUTH.

## DETECT DIABETIC RETINOPATHY EARLY

Diabetes is the leading cause of new-onset blindness in working age adults, yet millions of patients do not receive the regular, recommended eye care they require. Lack of access to eye care specialists, the need for pupil dilation and the frequent lack of symptoms when retinopathy is initially presented, are among the factors contributing to poor rates of annual eye examinations for people with diabetes.

Often diabetic retinopathy has no symptoms, but with regular screenings, you can catch and treat problems before vision loss occurs. If you have noticed a

change in vision, don't wait until your next appointment to tell your eye doctor. Visit your Optometrist right away and have a JVN screening.

The JVN screening is a series of 4 pictures, with no dilation needed, and takes only about ten minutes. These pictures allow your doctor to identify specific levels of Diabetic Retinopathy and provide appropriate treatment options. With early detection and appropriate treatment, vision loss can be prevented. Call and schedule a JVN appointment at the Health Center, your eyes will thank you.

## 9 HABITS OF SUPER-HEALTHY PEOPLE

**Have Breakfast.** It's important for a bunch of reasons. It jump-starts your metabolism & stops you from overeating. Plus, studies show that adults who have a healthy breakfast do better at work, and kids who eat a morning meal score higher on tests. If a big plateful first thing isn't for you, keep it light with a granola bar or a piece of fruit. Just don't skip it.

**Plan Your Meals.** It'll help you save time and money in the long run. Block out time, sit down & consider your goals and needs. Do you want to lose weight? Cut back on sugar, fat, or carbs? Add protein or vitamins? Meal prep keeps you in control. You know what you're eating and when. A bonus: It'll be that much easier to skip those doughnuts at work.

**Drink Plenty of Water.** It can do so many good things for you. Staying hydrated is at the top of the list, but it may also help you lose weight. Another reason to go for H<sub>2</sub>O? Sugary drinks are linked to obesity and type 2 diabetes. If you aren't a fan of plain water, add some flavor with slices of orange, lemon, etc.

**Take Exercise Break.** Don't just grab another cup of coffee - get up & move. Do some lunges or stretches. It's great for your body and mind. Just 30 minutes of walking five times a week can help (if you can't it all at once, short bursts help).

**Learn Something New.** New skills help keep your brain healthy. Sign up for the Diabetic Class & expand your knowledge for better health.

**Don't Smoke.** If you light up, quit. It's a big move toward better health. Your body repairs itself quickly. As soon as 20 minutes after your last cigarette, your heart rate and blood pressure drop. Why wait? Kick the habit, today.

**Sleep Well.** There are almost too many benefits to list. A good night's sleep keeps you in a better mood, sharpens memory and focus, and helps you learn new things. In the long term, it lowers your risk of heart disease and helps you keep trim. Aim to get 7 to 9 hours a night. Do it on same schedule every day.

**Train Your Muscles.** Strength training helps your body trade fat for muscle mass. That means you'll burn more calories even when you're a couch potato. But these workouts can also help you slim down, strengthen your heart, and build up your bones. Do strength-training exercises at least twice a week.

**Head Outdoors.** A few minutes in the sunshine raises vitamin D and that's good for your bones, your heart, and your mood. Plus, being outside means you're more likely to move your body instead of parking it in front of the TV or computer.



## PRE-DIABETES CLASSES

**WHO SHOULD ATTEND:**  
Those persons who have been diagnosed as pre-diabetic

**WHERE:**  
Fallon Tribal Health Center  
Conference Room

**WHEN:**  
New class series starts  
November 5, 2019  
from 3:00 pm to 4:00 pm

**WHAT:**  
This Class will be held every Tuesday for six months. The class is taught by Wendy Dexter LD, RD and includes a workbook along with weekly assignments. Those completing the entire class will receive a completion incentive.

**LIMITED TO  
THE FIRST 15  
TO SIGN UP**

**Call (775) 423-3634  
to register for classes**

**Ask for Sherry Taylor  
RN,BSN or Diane  
Locanas, Diabetes  
Assistant, to register**



## REGISTRATION TIPS

### Registration Documents

- American Indian/Alaska Native Verification
  - ◊ Tribal Enrollment Card/ID Card
  - ◊ Certificate of Indian blood (CBI); or
  - ◊ Proof of Descendancy
- Social Security Card
- Birth Certificate
- Driver's License or other form of Picture ID
- If you are a minor, a parent or guardian must accompany you
- Any Insurance Cards (Medicaid, Medicare, private insurance, etc.)
- Proof of guardianship (if applicable)

### Eligibility Requirements

- Patients must be a member or descendant of a federally recognized tribe in order to be seen
- There are some limited exceptions to these requirements (ask registration for more info)

### Registration Process Time

- If you are a new patient be here one hour prior to your appointment time.
- If you can't complete the process before the appointment, you may need to wait or be rescheduled.

## A IMPORTANT MESSAGE FROM THE FTHC BENEFITS COORDINATOR

### Less than one month 'til 2020 Marketplace Open Enrollment!

You have less than one month until you can enroll in a 2020 Marketplace health insurance plan. Here are important dates to remember and some things you can do to get ready.

### Key dates & deadlines

The 2020 Open Enrollment Period runs November 1–December 15, 2019. This means you have six weeks to enroll in or renew a plan. Plan coverage starts January 1, 2020.

### Enroll at HealthCare.gov

You can apply for or re-enroll in your Marketplace coverage by visiting HealthCare.gov or by calling the Marketplace Call Center at 1-800-318-2596. TTY users can call 1-855-889-4325.

### Are you ready for Medicare Open Enrollment 2020?

Medicare Open Enrollment starts October 15 and runs until December 7. During the annual enrollment period (AEP) you can make changes to various aspects of your coverage. You can switch from original Medicare to Medicare Advantage, or vice versa.

For information on alternative resources or other benefit programs please Denise Harrison, Benefits Coordinator, at (775) 423-3634, ext. 270.

STATE HEALTH INSURANCE ASSISTANCE PROGRAM (SHIP)





WHAT WE DO

WHERE TO GET MEDICARE COUNSELING

- CALL US AT **1.844.826.2085**
- MAKE AN APPOINTMENT
- WALK INTO OUR OFFICE (4001 S. Virginia St., Suite F)
- VISIT [WWW.NVSHIP.COM](http://WWW.NVSHIP.COM)

**ABOUT SHIP**

Since its inception in 1993, SHIP has become known as a trusted source for unbiased information about Medicare and related insurance providers, fraud and abuse, and consumer assistance.

Our staff and volunteers operate throughout the state providing services to Nevada's beneficiaries.

- 1

**EDUCATION**

Provide unbiased information to Medicare beneficiaries, their families, and caregivers about Medicare and related health insurance benefits.
- 2

**ASSISTANCE**

Help with enrolling or changing Medicare Part D.
- 3

**HERE TO HELP YOU**

We cannot sell anything—we only provide information on your Medicare options.
- 4

**OUTREACH**

We offer presentations at Senior Centers, Health Fairs, agencies and many other outreach events.
- 5

**VOLUNTEER OPPORTUNITIES**

SHIP needs enthusiastic volunteers who want to learn about Medicare and help others. There are a variety of ways you can participate, no experience necessary! All volunteers are provided with free training. In as little as four hours a month, you can make a difference.

GIVE US A CALL TODAY!

1.844.826.2085

## INFORMATION ABOUT YOUR MEDICAL RECORDS AND ACCESS

Your medical records contain the basics, like your name and your date of birth. Your records also have the results of medical tests, treatments, medicines, and any notes doctors make about you and your health. Medical records aren't just about your physical health. They also include mental health care. The Privacy Rule gives you, with few exceptions, the right to inspect, review, and receive a copy of your medical records and billing records that are held by health plans and health care providers covered by the Privacy Rule.

### Access

Only you or your personal representative has the right to access your records.

A health care provider or health plan may send copies of your records to another provider or health plan only as needed for treatment or payment or with your permission.

The Privacy Rule does not require the health care provider or health plan to share information with other providers or plans.

HIPAA gives you important rights to your medical record and to keep your information private.

### Charges

A provider cannot deny you a copy of your records because you have not paid for the services you have received.



However, a provider may charge for the reasonable costs for copying and mailing the records. The provider cannot charge you a fee for searching for or retrieving your records.

### How to request Medical Records?

To request a copy of the records the Health Center has, please contact our Medical Records Office at 775-423-3634, ext. 258. You will need to complete a signed authorization form.

### Death Records

When a loved one dies, the last thing you want to think about is paperwork. When you experience a death in the family, you may be asked for a lot of information about yourself and the deceased when making financial transactions. Keep these documents on hand:

- Social Security number and certified copies of death certificate
- Document with the deceased's signature
- Estate planning documents, including wills and powers of attorney
- A folder with the most recent bills and financial statements/transactions on all accounts (including credit cards, mortgage, bank accounts and investments, taxes, etc.)

The Health Center will need a copy of the death certificate or obituary for any member that has passed to include in the medical record. Please send to:

Fallon Tribal Health Center  
1001 Rio Vista Dr.  
Fallon, NV 89406  
Attn: Medical Records



## COMMUNITY HEALTH REPRESENTATIVES

The mission of the CHR Program is to provide outreach health care services, health promotion/disease, prevention services to eligible Native American patients on the Fallon Tribe and in Churchill County.

The Health Center offers the following services under the CHR Program listed by priority (services may be limited based on availability of funds & resources).

### Patient Transportation.

CHR's transports patients/clients to the Health Center as well as other health facilities, when necessary and only when no other means of transportation is available. Transports prescribed equipment and medications by picking up orders/prescriptions and delivering to patients/clients and any other reasonable requests approved by the CHR Supervisor.

### Monitor Patients/Clients in the Community.

CHR's monitors patient blood sugar levels, blood pressure, weight and medications as requested by the patient and approved by their primary care provider, and can make home visits with diabetes & hospital discharge patients.

For scheduling services, please call the CHR Program at 775-423-3634, ext. 238

At A Glance: **Renown TeleHealth**

Renown  
**TeleHealth**

improves the health of everyone in the region by using secure video conferencing technology to give you access to the best care possible – no matter where you are

**SERVICES**

- Support groups
- Distance learning
- Virtual visits
- Clinic telemedicine
- Hospital telemedicine
- Remote monitoring

Renown TeleHealth provides consultations with  
**Reno-based providers**

who are also available for in-person follow up with patients, if necessary, providing continuity of care – an important advantage in reducing readmissions



**Available HERE!**  
**AT THE FALLON TRIBAL HEALTH CENTER**  
**CALL US TODAY AT 423-3634 FOR MORE INFORMATION**

Renown TeleHealth currently serves California and Nevada with **30+ Specialties**

**What does it do?**

TeleHealth connects patients and healthcare providers to **specialists** via safe and secure high speed data lines and video technology



**Benefits:**

- Increases access to care
- Saves transportation time and costs
- Improves patient outcomes



# Toi-Ticutta Wellness Center 5K Run/Walk Turkey Trot

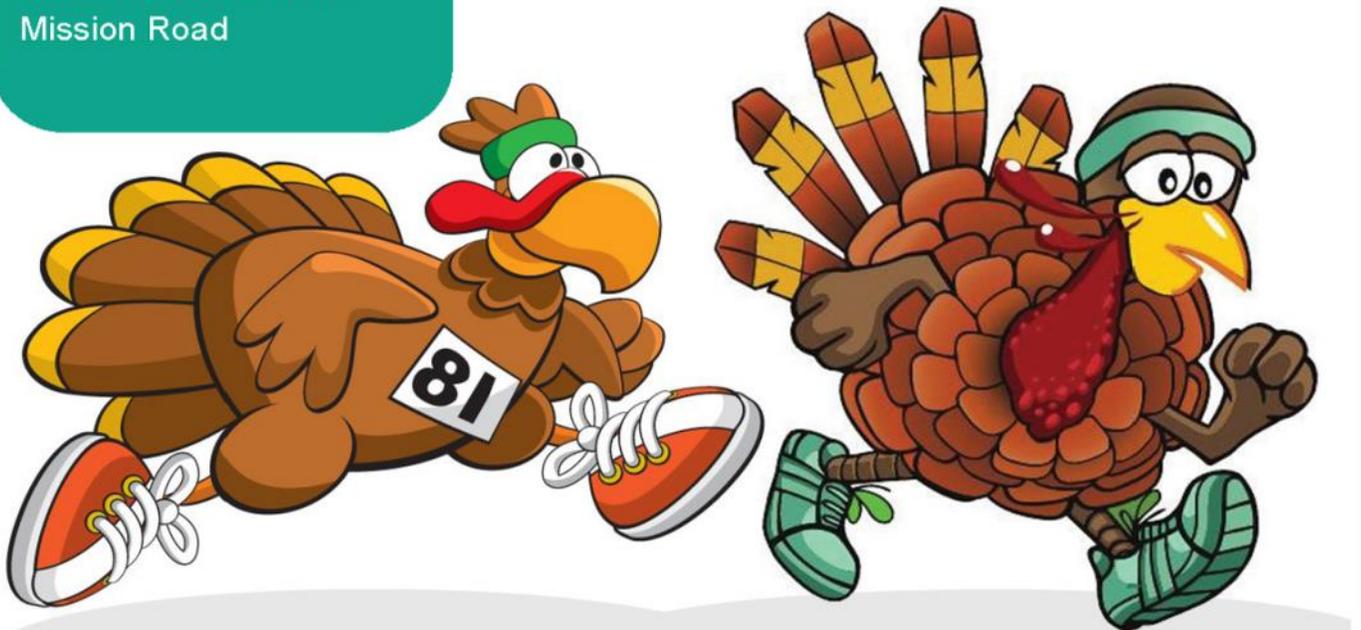
November 16th at 10am

**Call 423-2220 to Register**

**SIGN IN:** 9:30am

**TROT STARTS:** 10:00AM

**LOCATION:** Toi-Ticutta  
Wellness Center 8929  
Mission Road



**T-Shirts Prizes Medals Fun for All**

## Important Events: November/December 2019, January 2020

EVENT NAME	DATE
Veteran's Day - all FTHC and FPST Offices Closed	Monday, November 11, 2019
Thanksgiving - all FTHC and FPST Offices Closed	Thursday, November 28, 2019
Nevada Family Day - all FTHC and FPST Offices Closed	Friday, November 29, 2019
Christmas - all FTHC and FPST Offices Closed	Wednesday, December 25, 2019
New Year's Day - all FTHC and FPST Offices Closed	Wednesday, January 1, 2020
Martin Luther King, Jr. Day - all FTHC and FPST Offices Closed	Monday, January 20, 2020

### Mini-Summit for Healthy Aging & Well-Care

Coming in Spring 2020 the Fallon Tribal Health Center would like to invite all Elders, their families, and Care Providers to a Mini Summit on Aging. The focus will be to assist attendee's in understand the relationship between medication, the heart, and diabetes and how these all work together for a healthier brain as we grow older, as well as, assist Care Providers with resources that are available. Please watch for more information to come.

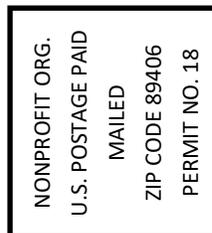


**FACEBOOK Page.** We now have a Facebook Page (look for "Fallon Tribal Health Center" and will be using this site to post information about events, activities, as well as our newsletter. This site will also be used to inform individuals about closures at the Wellness Center due to sickness or other unforeseen issues that arise.

#### FTHC NEWSLETTER GOING TO DIGITAL/ONLINE FORMAT.

We are transitioning our quarterly newsletter, starting with the next issue, to a digital format which will be available on our Facebook page (look for "Fallon Tribal Health Center") and on the Fallon Tribe's website ([www.fpst.org](http://www.fpst.org)). We will continue to have copies in the Health Center facilities as well.

- **ATTN: Patients/Clients.** If you would like to continue to receive a printed copy of our newsletter, please contact Shelby Harrison, Receptionist, at (775) 423-3634 or email at [clinicfrontdesk3@fpst.org](mailto:clinicfrontdesk3@fpst.org) and ask her to put your name and mailing address on our newsletter mailing list.



Fallon Paiute-Shoshone Tribe  
Fallon Tribal Health Center  
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ADDRESS/RETURN SERVICE REQUESTED



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