

The Welcome Package is used as an informative guide to patients receiving healthcare from Kiamichi Family Medical Center. It describes clinic hours, contact information and availability of discounted services. It also explains what the patient should expect from the clinic and what the clinic expects from the patients in order to provide the best possible care. The attached package will also include the Sliding Fee Application, Patient Information, Oklahoma Notice to Patients, Oklahoma Advance Directive for Health Care as well as the Notice of Privacy Practices will be distributed to all new patients or upon request. These documents will also be available at [www.kiamichimed.org](http://www.kiamichimed.org).



## **TO OUR VALUED PATIENTS:**

Kiamichi Family Medical Center, Inc. is pleased you chose our clinic for your health care needs. We strive to provide high quality, affordable health care to the residents of our service area by utilizing Patient Centered Medical Home criteria and using evidence based protocols. Our doctors and staff are committed to keeping you and your family healthy at rates that you can afford. A list of services offered at Kiamichi Family Medical Center can be found on our website at [www.kiamichimed.org](http://www.kiamichimed.org). In addition, self-management tools and patient education materials are available through our secure patient portal, and printed materials can be provided during your office visit upon request.

The information included in this packet should be used as a reference tool. It will help you understand how to work with your health care team to receive the best possible care.

If you have insurance, our staff will file claims to your insurance company, Medicaid, or Medicare on your behalf. If you think you might be eligible for Medicaid (SoonerCare or SoonerSelect), our staff will be available to help you with the process.

**We are proud to offer a discount on most services. This discount is based on family income and size. For those who qualify, the nominal fee for medical and behavioral health services will be \$10 for each service performed. (Ex: Office visit, lab, counseling session, etc.) The nominal fee for dental is \$30 per basic service (exam, cleaning, filling, extractions) and \$10 for x-rays. Proof of income is required at the time of service.**

In order to continue with our current level of services, it will be necessary to collect the fee from all of our patients when services are received. This includes the co-pay from Medicare, Medicaid and private insurance, as well as the nominal fee.

You may contact our financial counselors if you have any questions regarding your fees:

Battiest: (580) 447-2910

Idabel: (580) 286-6688

Broken Bow: (580) 286-6688

Hugo: (580) 326-9555

Toll Free: (800) 982-9315

The staff of Kiamichi Family Medical Center is appreciative of your ongoing support of the health center, and we look forward to serving you and your family.

## **Signature of Chief Executive Officer**

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### **WELCOME**

**We want to make your experience with us as comfortable and convenient as possible.**

Kiamichi Family Medical Center, Inc. is a community health center providing primary health care for families and individuals of all ages, incomes and occupations in our community. The clinic is a deemed Public Health Service employee under 42 U.S. C. 233(a). This means all malpractice claims are covered under the Federal Tort Claims Act. Please contact Amy Gilbreath, CEO at (580) 286-6688 if you have any questions. Four sites are available for our patients' convenience.

#### **Battiest Site**

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**Address: 6026 Battiest Pickens Rd  
Broken Bow, OK 74728**

**Phone: 580-447-2910  
Toll Free: 800-982-9315**

|                      |                               |
|----------------------|-------------------------------|
| <b>Hours: Monday</b> | <b>8:00 a.m. to 5:00 p.m.</b> |
| <b>Tuesday</b>       | <b>8:00 a.m. to 5:00 p.m.</b> |
| <b>Wednesday</b>     | <b>8:00 a.m. to 7:00 p.m.</b> |
| <b>Thursday</b>      | <b>8:00 a.m. to 5:00 p.m.</b> |
| <b>Friday</b>        | <b>8:00 a.m. to 5:00 p.m.</b> |

#### **Idabel Site**

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**Address: 2809 NE Lincoln Rd  
Idabel, OK 74745**

**Phone: 580-286-6688  
Toll Free: 800-982-9315**

|                      |                               |
|----------------------|-------------------------------|
| <b>Hours: Monday</b> | <b>7:15 a.m. to 7:00 p.m.</b> |
| <b>Tuesday</b>       | <b>7:15 a.m. to 7:00 p.m.</b> |
| <b>Wednesday</b>     | <b>7:15 a.m. to 5:00 p.m.</b> |
| <b>Thursday</b>      | <b>7:15 a.m. to 5:00 p.m.</b> |
| <b>Friday</b>        | <b>7:15 a.m. to 5:00 p.m.</b> |

### **Hugo Site**

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**Address:** 3004 E. Jackson  
Hugo, OK 74743

**Phone:** 580-326-9555  
**Toll Free:** 800-982-9315

|               |                  |                               |
|---------------|------------------|-------------------------------|
| <b>Hours:</b> | <b>Monday</b>    | <b>7:00 a.m. to 5:00 p.m.</b> |
|               | <b>Tuesday</b>   | <b>7:00 a.m. to 5:00 p.m.</b> |
|               | <b>Wednesday</b> | <b>7:00 a.m. to 6:00 p.m.</b> |
|               | <b>Thursday</b>  | <b>7:00 a.m. to 5:00 p.m.</b> |
|               | <b>Friday</b>    | <b>8:00 a.m. to 5:00 p.m.</b> |

### **Broken Bow Site**

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**Address:** 510 S. Park Dr.  
Broken Bow, OK 74728

**Phone:** 580-286-6688  
**Toll Free:** 800-982-9315

|               |                  |   |
|---------------|------------------|---|
| <b>Hours:</b> | <b>Monday</b>    | <b>7:00 a.m. to 12:00 p.m.</b><br><b>1:00 p.m. to 5 p.m.</b>    |
|               | <b>Tuesday</b>   | <b>7:00 a.m. to 12:00 p.m.</b><br><b>1:00 p.m. to 5:00 p.m.</b> |
|               | <b>Wednesday</b> | <b>7:00 a.m. to 12:00 p.m.</b><br><b>1:00 p.m. to 7:00 p.m.</b> |
|               | <b>Thursday</b>  | <b>7:00 a.m. to 12:00 p.m.</b><br><b>1:00 p.m. to 5:00 p.m.</b> |
|               | <b>Friday</b>    | <b>7:00 a.m. to 12:00 p.m.</b><br><b>1:00 p.m. to 5:00 p.m.</b> |

Our clinic offers 24-hour coverage. A recorded message on the phone numbers above will include the number to call during hours the clinic is not open.

***Absolutely NO SMOKING is allowed in any of the Health Center Buildings.***

## **REGISTRATION**

### **MAKING APPOINTMENTS**

We like to know you are coming to see us! In order to make your visit with us as smooth and quick as possible, it is necessary for you to call us for an appointment. If your appointment is for a routine or follow-up visit, you will speak with a receptionist.

If you are calling for an urgent situation, you will be connected to our Nurse so that your health needs may be assessed quickly, and your appointment may be made according to your needs.

**If you get sick when the health centers are closed**, call KFMC at any of the numbers listed above and our answering system will give you the number to call in an emergency.

### **EXTENDED HOURS**

Need to schedule an appointment but don't want to miss work or school? Kiamichi Family Medical Center has extended hours on some days in order to better serve our patients. The hours for each site can be found on page 2 of this packet.

### **APPOINTMENT REMINDERS AND HEALTH INFORMATION**

Life is busy....did you remember your appointment? Kiamichi Family Medical Center offers a number of ways to receive information from our providers and staff. During the registration process you will be asked if you prefer voice or text messages reminding you of your appointments. Please make sure you listen or read the messages and respond accordingly to confirm or cancel your appointment. This will help our staff be prepared for you when you arrive for your appointment. KFMC will also send periodic health reminders by voice or text messaging.

Do you have a smartphone? We are pleased to offer Healow to our patients. Healow is an "app" to assist in your health care. Some of the information available includes lab results, appointment visit summaries and upcoming appointment dates and times. You can also record and track blood pressure readings, blood sugar readings and your activity to report to your provider at your next appointment. KFMC may also send health reminders through the app. Ask our staff members how to get started.

Please **DO NOT** contact your provider or any KFMC staff members via social media regarding health care questions or needs. KFMC staff are not allowed to respond due to privacy concerns. Thank you for understanding.

\*\*\*Standard text messaging rates and data charges may apply. Contact your carrier for details.\*\*\*

### **RESCHEDULING or CANCELLING APPOINTMENTS**

We understand things happen. Please call us to cancel or reschedule your appointment as soon as possible if you are unable to keep it. Failure to call **at least 24 hours** in advance could result in a charge to you. **If you do not show for more than 3 visits in a six month period and do not call in the acceptable amount of time, you may be dismissed as a patient. Dismissed patients will not be able to receive health services from KFMC.**

### **WHAT TO BRING TO YOUR APPOINTMENT**

Please make sure to bring the following items to your appointment:

1. Identification card or driver's license
2. Immunization records (especially for children)
3. Medication bottles of all current medicines prescribed by another doctor
4. Insurance card(s) if applicable
5. A sliding fee application (included in this packet or find it on our website) and at least one form of proof of family income if applying for a discount.  
Acceptable forms of proof of income include
  - a) Prior year tax return
  - b) 3-4 pay stubs
  - c) Benefit letter if receiving assistance (SNAP, WIC, etc.)
  - d) A copy of any benefit checks (Social Security, Pensions, Disability, etc.)

You will be asked for updated information at each appointment.

**Please make sure to call one of our offices if your address or phone number changes.**

### **KIAMICHI FAMILY FOUNDATION – [www.kfmcfoundation.org](http://www.kfmcfoundation.org)**

Kiamichi Family Medical Center is proud to partner with Kiamichi Family Foundation. The foundation's mission is to eliminate monetary burdens that hinder our patients from receiving excellent, specialized and non-specialized care. Funding is available to established KFMC patients based on household income. You can learn more about this wonderful organization on their website, [www.kfmcfoundation.org](http://www.kfmcfoundation.org), or by calling (580) 612-5363.

## MEDICATION REFILL

You should call your pharmacy to find out if your medication can be refilled. If there are no refills on the medication, the pharmacist may request a refill from your provider. The nurse at Kiamichi Family Medical Center will review the request from the pharmacist and forward it to the provider. Please talk to your provider regarding the availability of discounted medications through the 340b drug pricing program.

For medication refills, please follow these instructions:

1. Call the pharmacy and request a refill.
2. If no refills are available, the pharmacist may request a refill from your provider.
3. It is up to the provider as to whether or not your needs will be best served by calling in a prescription or whether you need to come in to be re-evaluated.
4. Be sure to call **at least 3 business days** before you run out of your medication. Please don't wait until you are out of your medicine.
5. Be sure to allow extra time for weekends and holidays. If you should run out of medication on a weekend or holiday, there will be a delay in filling your prescription until the center re-opens.

## PATIENT RIGHTS AND RESPONSIBILITY

KFMC strives to offer you the highest quality health care in a courteous and timely manner. We want you to know your rights and responsibilities as a patient. We encourage you to talk openly with the people caring for you.

| <b>YOU HAVE A RIGHT TO</b>  | <b>YOU HAVE RESPONSIBILITY TO</b>   |
|---|---|
| 1. Be treated with courtesy, dignity, respect, and receive services that are necessary for your care without regard to race, color, creed, national origin, sex, age, sexual preference or disability.  | 1. Treat other patients and health center staff with courtesy, respect and dignity.   |
| 2. Select an available primary care provider (PCP) to be responsible for your health care. If you call to make an appointment and your PCP is out, you will be given the option to see another KFMC provider or wait until your PCP returns.        | 2. Communicate any changes or issues to your PCP and/or your health care team. We want you to have the best experience as well as the best outcomes when it comes to your health. |
| 3. Know the name of the health care providers and other people caring for you.  | 3. Provide upon request necessary records for registration, billing, proof of income for discounts and authority to consent for treatment.  |
| 4. Be told what your condition is, treatment recommended, how to expect your condition to change and follow up care.  | 4. Provide a correct and complete medical history, including information about past illnesses, medications, hospitalizations, or other related information.                       |
| 5. Know the reason for tests, treatment, and understand the benefits and risks and discomforts of any procedures or treatment and to participate in decisions regarding your care.  | 5. Ask questions if you do not understand papers you are asked to sign, or information given to you.  |
| 6. Refuse to sign a consent form until you understand it.   | 6. Take part in your care and cooperate with the treatment plan that you and your provider have agreed upon.  |
| 7. Refuse treatment and understand the medical results of your refusal.   | 7. Accept the results if you refuse treatment or do not follow provider instructions.   |
| 8. Know that KFMC participates in educational activities and be notified that supervised professionals may provide health care.   | 8. Pay for care when received.  |
| 9. Confidentiality of all communications and information. The health provider will not reveal confidential information without your consent, unless provided for by law or by the need to protect the welfare of the individual or public interest. | 9. Tell our staff when you are not pleased with our care.   |
| 10. Examine and receive an explanation of your bill.  | 10. Keep appointments and be on time for them.  |
| 11. Continuity of healthcare. The health provider will cooperate in the coordination of medically indicated care with other health providers involved in your care.   | 11. Provide names and phone numbers for specialists or other providers involved in your health care to maintain continuity of care.   |
| 12. Security for yourself and belongings.   | 12. Keep your personal belongings in a safe place.  |



**Should you fail to comply with the above stated responsibilities, Kiamichi Family Medical Center reserves the right to reschedule your visit, refer you to another practice, or dismiss you from our practice.**

**TO MAKE A COMPLAINT**

**If you are dissatisfied in any way with your care, please call our Administrative Offices at (580) 286-6688.**