

Benteh Nuutah
Valley Native Primary Care Center



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**Your Guide to
Primary Care**



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Your Primary Care Team

_____, your primary care provider is the physician, physician assistant, or nurse practitioner who diagnoses conditions and prescribes treatment plans. A team coverage provider is available to see you if your primary care provider is out the of clinic.

_____, your case manager is a registered nurse (RN) who assists with care coordination, referrals, medication refills, test results, and much more. If you have clinical questions regarding your health care, you can contact your case manager at any time. Contact your RN case manager at (907) 631-_____.

_____, your certified medical assistant (CMA) brings you to the exam room, checks your blood pressure, weight and height, and, if needed, draws blood and/or provides immunizations or screenings.

_____, your case management support (CMS) assists your case manager with scheduling appointments, following up on phone calls, and other administrative support duties. Contact your CMS at (907) 631-_____.

To make an appointment, please contact your case management support. If you have an emergency, please call 911.

Yagheli du! Welcome!



This booklet was developed to provide an orientation to Southcentral Foundation's Nuka System of Care.

This is your health care system. When Alaska Native people assumed responsibility for primary care services more than 20 years ago, the system was built from the ground up based on feedback from customer-owners. Your wants, needs, and values remain a priority today.

The Nuka System of Care is designed to focus on what is most important to you, and will work with you to address physical health and mental, emotional, and spiritual wellness.

The Nuka System of Care:

- Focuses on keeping the entire household and extended family with the same primary care provider team.
- Integrates partners in wellness such as pediatricians, behavioral health consultants, dietitians, and more.

At the *Benteh Nuutah* Valley Native Primary Care Center (VNPCC) you will be offered guidance on health care, nutrition, exercise, health screening, access to health education programs, and an integrated care team that will support you and your family in pursuit of wellness.

We hope this booklet will answer your questions about services and relationship-based system of care. For additional information, we encourage you to visit southcentralfoundation.com.

Shared Responsibility



Your primary care team is committed to getting to know you and understanding your goals for physical, mental, emotional, and spiritual wellness. Your team will work in partnership with you — and in partnership with each other — to ensure you are getting the tools, support, and resources you need to make decisions, and that your health needs are addressed. It is encouraged to ask your primary care team questions and share your concerns. Your team is there to listen to you and help set goals that make the most sense for you.

Shared responsibility also means taking responsibility for keeping and canceling appointments. If you are unable to keep your appointment, we ask that you contact your case management support so the team can offer that time to another customer-owner.

Shared Responsibility



Your team will:

- Partner with you
- Seek to understand
- Give options
- Provide resources
- Make it simple

As a customer-owner:

- Be active, not passive
- Take responsibility
- Be informed
- Ask questions
- Ask for options

Family Wellness



We encourage physical, mental, emotional, and spiritual wellness in the individual, family, and community.

Caring for the whole family

Many customer-owners choose to see the same primary care team as other family members in their household, including their parents, siblings, or children. The advantages include coordinated care for the entire family. While your care is based on your needs and values, family health history can be helpful in coordinating your care.

Preventive care

Your primary care team's goal is not just to resolve current health issues, but also to prevent future ones. Your team will remind you about annual check-ups, immunizations, and preventive screenings that can find and address potential problems early on.

Throughout this booklet, you'll see example scenarios from a fictional family, designed to illustrate how a family might experience health care as customer-owners.

Meet Sophie and family

Sophie, 29, is a single parent of 3-year-old toddler, Gavin, and 1-year-old, David.

“My name is Sophie. I just moved my family back to Alaska. We are living with Grandpa, who has agreed to watch my kids — he is a huge support!

We are new to Anchorage and Southcentral Foundation's Nuka System of Care. My kids and I are empaneled to the same primary care provider as Grandpa. I like that our primary care team knows our family and I feel they really care.”

Getting Started ...



A good first step toward reaching your overall health and wellness goals is to contact your primary care team to discuss the best ways to meet your needs. Often, your needs can be met over the phone. Examples of services that can be provided over the phone include:

- Referrals to a support clinic to get lab work or blood pressure checks.
- Referrals to specialty services such as Traditional Healing, Complementary Medicine, Behavioral Health Services, or others.
- Medication refills.
- Home self-care.

Another resource is MyHealth, a free online health management tool for customer-owners. Your primary care team can help assist with registration. Once you have registered, MyHealth can be accessed anywhere with internet. Through MyHealth, you can send secure messages to your primary care team, request appointments and view labs, and health records. Talk to your primary care team to sign up for MyHealth.



Access MyHealth on your smartphone by downloading the HealthLife app.

If you need to schedule a visit with your primary care team, here are some helpful hints:

- Contacting your case management support's direct phone number is the fastest way to schedule an appointment. This can be found on page one.
- Mornings tend to be less busy than afternoons.
- Clinic hours are 8 a.m.-6:30 p.m., Monday through Friday.
- Arriving 15 minutes early for appointments allows for important screenings.
- Remember to bring your insurance information.

Additional Partners in Primary Care



Your primary care provider, registered nurse case manager, certified medical assistant, and case management support are your primary care team, but you also have access to many other health professionals who make up your wider integrated care team.

A pediatric support team is available for families during routine visits and will be available for scheduled appointments. With integrated pediatricians, children stay empaneled to their primary care provider and have access to pediatric experts alongside their primary care teams.

A certified nurse midwife is available to provide a range of women's health services including gynecologic and family planning services, preconception care, and care during pregnancy, childbirth, and postpartum. Talk to your primary care provider about a referral.

A behavioral health consultant partners with you to address stress, depression, anxiety, child development, grief, addictions, and many other everyday issues. You will have access to a BHC during routine visits to primary care and have the option of scheduling separate appointments.

A registered dietitian is a nutrition professional who partners with you to address food-related issues. You will have access to a registered dietitian during routine visits to primary care and have the option of scheduling separate appointments.



Additional Partners in Primary Care



“Gavin just turned 3 and I am taking him to VNPCC for his well child checkup. I am concerned about some of his fine motor skills, so I’ll talk to our primary care provider.”

“UPDATE: At my son’s scheduled primary care appointment, my provider suggested including our integrated pediatrician to address the concerns I had about my son. I was so pleased to have access to a pediatrician so quickly during the same appointment. I learned my son is right on track for his age!” ~ Sophie

More members can be added to your team as your health needs change. For example, your integrated care team can refer you to:

- Physical therapy
- Occupational therapy
- Certified nurse midwives
- Home visit team
- Behavioral services
- Complementary medicine



Needs referrals

You can make appointments with registered dietitians, exercise specialists, and behavioral health consultants without referrals. Please contact your primary care team for details.

- Registered dietitians
- Health educators
- Behavioral health consultants
- Exercise specialists
- Pharmacists
- Lactation consultants
- Integrated pediatric support team
- Community resource specialist



No referral needed

Additional Partners in Primary Care



“I am so thankful for the care and support we received from our primary care team and integrated pediatric support team at VNPCC. I have been able to see both our primary care provider and pediatric support team during the same visit for both kids. It is wonderful to have a specialized team who connects with my kids and makes them feel comfortable during their vitals, immunizations, and exams. The visit is not any longer than normal and I love having more expertise caring for my children.” ~Sophie

Third-Party Insurance Eligibility



Family Health Resources

SCF provides world-class health care through government funding and other important resources. When you use your personal insurance, Medicaid, Medicare, or Denali KidCare, you provide important resources and strengthen the Alaska Native health care system for everyone.

SCF's Family Health Resources representatives check your eligibility for other insurance coverage during a quick screening. In addition to private insurance, there are other resources you may qualify for, such as Medicaid, Denali KidCare, Prenatal Denali KidCare, Social Security, Medicare, and disability benefits.

If you are eligible, they will provide assistance with the enrollment application. There is no cost to you. FHR representatives are also available to assist in the re-enrollment or renewal process.



Commitment to Quality



Customer Service

Employees at SCF want to make sure they are providing care for you and your family. All employees are committed to providing care and attention while listening to and addressing your important feedback. Feel free to leave feedback, concerns, or compliments with any employee. SCF uses a feedback tool that collects data and so that SCF can respond to feedback you have about your experience.

If your care experience can be improved, you can talk to your primary care team directly, or, if you would like to discuss opportunities for improvement with someone outside of your team, please ask to speak to the manager in the clinic or customer service.

**The customer-owner
feedback hotline can also be
reached by calling
(877) 837-4251**

“Good news! Grandpa has wanted to quit smoking since we moved in with him. He knows about Gavin’s asthma and really wanted to quit for his sake. So he joined the VNPCC Quit Tobacco Program and has been tobacco free for two weeks.

He wanted to leave feedback on how helpful the tobacco team has been so he asked to leave a compliment at the front desk. The administrative staff ensured us the compliment would be input into their feedback program and directed to the appropriate staff.”

~ Sophie

Learning Circles



What are learning circles? Learning circles are opportunities for people to connect and build relationships through a variety of wellness activities. There are many learning circles offered at the VNPCC and some are offered virtually. For more information, please visit southcentralfoundation.com.



“Grandpa is practicing physical distancing to keep himself and others safe from COVID-19, so he isn’t traveling unless absolutely necessary. Having access to virtual learning circles gives him the opportunity to connect with others in the community while physical distancing.”

~Sophie

Your Partners in Wellness



VNPCC has a variety of programs available to assist you in your journey to physical, mental, emotional, and spiritual wellness.

Audiology (907) 631-7640

Audiology provides comprehensive hearing evaluations and counseling for hearing loss and prevention, special diagnostic procedures, newborn hearing screening and follow-up, hearing aid evaluations, and fittings using state-of-the-art technology.

Behavioral Health (907) 631-7670

Comprehensive behavioral health services are available at VNPCC. Unlike behavioral health consultants who are available at any primary care appointments, behavioral health appointments require referrals and offer a wide range of services including screenings, assessments, medication management, and outpatient individual, group, family and play therapy.

Your Partners in Wellness



Complementary Medicine.....(907) 631-7388

VNPCC Complementary Medicine provides care for acute illness or injury as a complement to the primary care model of wellness by offering acupuncture, chiropractic therapy, and clinical massage therapy. **Customer-owners interested in VNPCC Complementary Medicine must first receive a referral from their primary care team.**

Dental.....(907) 631-7690

VNPCC Dental is open Monday-Friday, 7:30 a.m.-6 p.m. Services include examinations, cleanings, and fillings. All specialty services are referred to Southcentral Foundation Fireweed Dental or Alaska Native Medical Center Dental in Anchorage. VNPCC Dental focuses primarily on dental care for adults and children ages 7 and older. Pediatric dental services are offered on Wednesdays for children ages 6 and under.

Obstetrics and Gynecology.....(907) 631-7800

Specialists in the OB-GYN clinic offer labor and delivery services for pregnant women who have risky or complicated pregnancies. OB-GYN provides a full spectrum of women's health services for customer-owners including breast and cervical health, treatment of sexually transmitted diseases, and family planning. **Customer-owners interested in OB-GYN services must first receive a referral from their primary care team.**

Optometry.....(907) 631-7640

Optometry provides eye care services that include comprehensive examinations, contact lens fittings, eye disease management, special testing, surgical referrals and a full-service optical shop that provides eyeglasses, eyeglass repairs, and contact lenses.

Pharmacy.....(907) 631-7660

Refill Hotline.....(907) 729-2117

Curbside Pickup.....(907) 631-7660

Pharmacists are located by the main lobby of the VNPCC. For your convenience, you can choose to have your medications mailed directly to your home. Prearranged curbside pickup can be scheduled at (907) 631-7660.

Your Partners in Wellness



Wellness Center (907) 631-7630

VNPCC Wellness Center is open Monday through Friday, 7 a.m.-6 p.m., and offers group exercise classes, workshops and exercise equipment such as treadmills, elliptical machines, free weights, strength training equipment, physical therapy and more.

The VNPCC Wellness Center is staffed by physical therapists, health educators, exercise specialists, technicians, and more. Together, they work with customer-owners and their primary care teams to provide health education and services that are focused on wellness, exercise, prevention, and treatment.

Customer-owners interested in physical therapy must first receive a referral from their primary care provider. For a full list of Southcentral Foundation's services, please visit southcentralfoundation.com.



Additional Information



Notes



Your Guide to Primary Care

Vision

A Native Community that enjoys physical, mental, emotional and spiritual wellness.

Mission

Working together with the Native Community to achieve wellness through health and related services.



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