

Community Newsletter



Introducing New Patientcare Services at PPHC

ConferMED—our providers can now access a virtual network of nearly 300 expert specialists for guidance and advice to meet patients' needs efficiently and effectively. Providers will receive a consult note back within 2 business days. This service will reduce the number of referrals needed by many patients.

HealthInfoNet—links an individual's health information from unaffiliated healthcare facilities to create a single, electronic health record so that providers can work together to make informed decisions about patient care, especially in emergencies and transitions. Providers already share health records via fax, email, and mail. So HealthInfoNet makes sharing methods easier, faster, and safer via its secure computer system.

- Only those involved in your health care are authorized to access your record.
- Sensitive information is only included if you say it's okay, or in the case of an emergency.
- PPHC is only RECEIVING information from other facilities. We are NOT SHARING health information with other facilities.
- You retain control over your information and can easily opt-out of having a HealthInfoNet record through a simple phone call or an online form.

MedWand—multi-sensor medical device used to collect vitals data and enhance remote patient evaluations through telemedicine. It allows remote clinicians to provide a high-quality assessment of their patients regardless of location, thereby saving time, increasing quality of care, and decreasing concern.

Expanding Services and Staff

Over the last year and beyond, the Health Center has drastically increased our services and staff. We have hired a dentist, hygienist, community health nurse, clinical nurse, nurse practitioner, podiatrist, medical assistant, lab tech, Behavioral Health professionals, contractors for diabetes services, and administrative and support staff.

Below is a list of our most recent hires over the last several months.

- Tiffany Martinez, PMHNP-BC, Psychiatric Nurse Practitioner (Telehealth)
- Daleen Bowen, Medical Assistant
- Tyler Francis, Purchased & Referred Care coordinator
- Jodi Warmack, referral specialist
- Tom Libby, Maintenance
- Pauline “Sunshine” Lola, Lab Tech & Phlebotomist

We are working hard to create additional efficiencies within the clinic—to streamline appointments, generate additional revenue, see more patients, and improve the quality of patient-care.

Upcoming Elder Luncheon

On May 7th, from 12 - 3 pm, the Health Center will host an elder luncheon at the Elders’ Meal Site. During this event, we will demonstrate some of our new medical technology, as well as provide an opportunity for the elders to give feedback and communicate with the Health Center Director and select staff. The community drumming group, *Cipehlaq Ehpicik*, will also perform at the event.

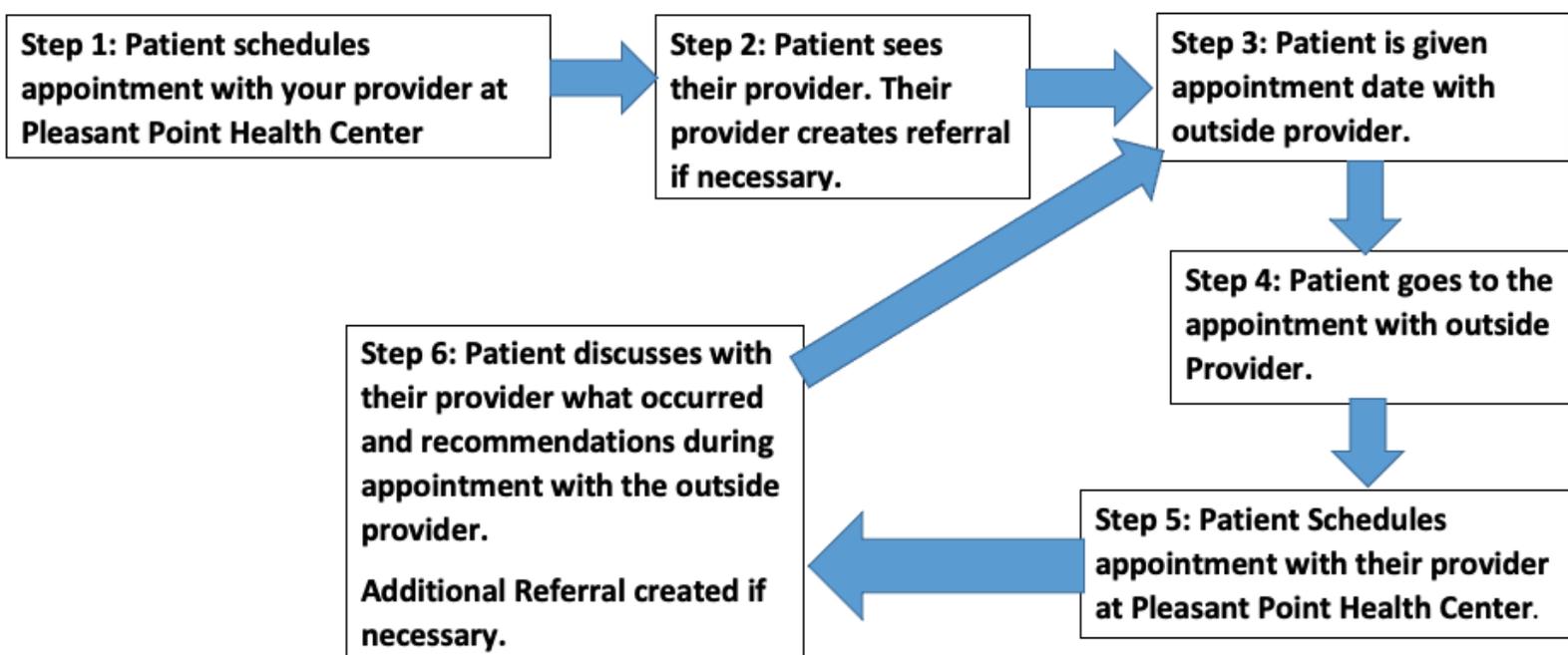
Expanding Transportation Services

We are exploring options for additional transportation to and from the clinic.

Progress with Referrals and Purchased & Referred Care

We have made significant progress in our referrals and Purchased and Referred Care program (PRC). We have a new PRC coordinator, Tyler Francis, and have brought on another referral specialist, Jodi Warmack. We are up to date on our managed care meetings. We are now, in most cases, making approvals the week following the referral being generated. We are also creating additional workflows to help better manage the referral process. For any questions about this process, contact Tyler Francis at 853-5043.

Please see the chart below for the patient's responsibility in the referral process.



- Patients need to follow this flow designed for Pleasant Point Health Center Providers to effectively follow your care.
- Purchased and Referred care uses this flow chart to sufficiently follow referrals and issue payment in an appropriate manner to outside providers.
- Purchased and Referred Care may not have the ability to pay for outside providers if this is not followed by the patient

Vaccines available—Protect Yourself & Your Loved Ones

The following vaccines are available at the Health Center:

COVID, RSV (both child and adult vaccines), **flu**

Unsure whether or not to get vaccinated? Schedule an appointment today to talk to your provider about whether it is right for you and your family.

New equipment for Safety and Injury Prevention Inside and Outside the Home

The Health Center now offers a range of safety equipment. Regular and bariatric sizes are available.

- Rollators (seated walker)
- Walkers
- Shower benches
- Shower chairs
- Transfer chairs

To receive an item, it is required you see your provider to determine your needs and the appropriate equipment.

WIC Program Updates

The PPHC WIC Program is transitioning over from paper food vouchers to an Electronic Benefit Transfer system (EBT). We are also looking to add the Calais Walmart and Calais IGA to our list of approved vendors. Our goal is to have these projects completed this year.

Additionally, we are working on purchasing a WIC Mobile unit/van to better serve our community! The van will allow our staff to visit participating families, as well as host pop-up clinics.

Podiatry Services

Dr. David Schwartz has been providing podiatry services twice a month since November 2023. Dr. Schwartz can see anyone with foot issues, including foot pain, ingrown toenails, and youth with sports related foot injuries. Call today to make an appointment.

Optometry Services

Unfortunately, due to staffing issues, Sunrise Eyecare is no longer providing services at the PPHC. In order to ensue proper care, please call the clinic to schedule an appointment to orchestrate an eye care referral.

Caremessage-Text-Reminders

We are implementing text reminders for appointments to reduce no-show rates, optimizing patient care opportunities. We will eventually share community updates via this service as well.

New Website and App

Our Health Center website and phone app are nearing completion! These platforms will enhance community access to our services and resources. To increase collaboration and identify synergies, we are eager to have other tribal departments on the app. Please contact Caitlin at caitlin.oliver-olsen@ihs.gov if you would like your department to join.

MaineCare—The Necessity of Applying

If you do not have or are not eligible for other medical insurance, it is essential that you apply for MaineCare. In order to operate, the PPHC relies on the financial support from insurance companies or the state. We are a payer of last resort. Contact the Health Center for assistance if needed.

Medication list

Please note the importance of keeping your medication list. Providers need to see patients' medication lists to assure consistency with our pharmaceutical systems.

PPHC's Priority Levels Change

Our priority level guidelines have been updated to include some additional services. For inquires, contact Tyler Francis, Purchased & Referred Care Coordinator, at 853-5043.

USET Conducts Community Epidemiological Study

The tribal government of the PPHC is partnering with USET (United South and Eastern Tribes) to conduct a community needs assessment. USET has already conducted key informant interviews in the community. This will be followed by a community health assessment, which will include a survey with paid incentives. The data collected will be essential in shaping and informing future decisions and programs for the community.

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WE LOOK FORWARD TO SERVING YOU.

- THE PPHC TEAM