

# Klamath Tribal Health & Family Services

Q1 NEWSLETTER / SPRING 2024

## IN THIS ISSUE:

1. New Homeless Transitional Shelters
2. Opening Ceremonies for TES
3. Health Centers Receive AAAHC Accreditation
5. Healing Place One Year Anniversary
7. Essential Water Tips
9. Vitamin, Minerals and Supplements
11. Patient Portal Sign Up
13. Diabetes Risk
14. Medical Clinic Notice
15. Purchased & Referred Care
16. Medical Community Spotlight
17. Alcohol Awareness
18. Colorectal Cancer Awareness
19. Youth Alcohol Awareness Sticker Shock
21. Prevention Choose Sobriety
22. Opioid Prevention
23. Emergency Procedures YFGC
24. Pharmacy Update
25. Dental Give a Kid a Smile
26. Core Values

## Mo ben dic hos'Intemplek

– To be in good health again –




Accredited by



ACCREDITATION ASSOCIATION  
for AMBULATORY HEALTH CARE, INC.

## We Wish You Health, Happiness and Prosperity

[www.klamathtribalhealth.org](http://www.klamathtribalhealth.org)



**Klamath Tribal Health & Family Services**  
**NEWSLETTER**

**Greetings!**

This publication is produced by Klamath Tribal Health & Family Services - The Health Branch of the Klamath Tribes, (the Klamath, Modoc, and Yahooskin/Paiute).

**Content:**  
Information is provided by a wide range of submissions from Tribal Health departments, tribal programs and community partners.

**\*Important! If you have any concerns or questions about specific content that may affect your health, please contact your health care provider directly.**

**KTHFS Rights:**  
Klamath Tribal Health & Family Services reserves the right to edit all articles for clarity and length, or refuse publication of any material for content. The newsletter is a Patient Care news source and may not be used as a personal forum. All information is subject to review/approval by Klamath Tribal Health & Family Services. Published information does not necessarily reflect the opinion of KTHFS, our employees, or the Tribe. All Rights Reserved.

**Order of News Priority:**  
KTHFS Patient Care News  
Associated Community Health Information  
Health Events & News



**Photographs/Printing/Production:**  
Photos are provided by KTHFS departments, Publisher, Taylor R. Tupper, or other sources.  
Printing and co-design by JC Thompson, SmithBates Marcomm.

**Distribution:**  
Publications are distributed quarterly, or as necessary for Patient Health Information.

**How to Subscribe to our 'Free' publication:**  
E-mail us at: [taylor.tupper@klamathtribalhealth.org](mailto:taylor.tupper@klamathtribalhealth.org)

**News Issues:**  
Find the KTHFS Newsletters on our website at: [www.klamathtribalhealth.org](http://www.klamathtribalhealth.org)

**Publisher/Newsletter Manager:**  
Ms. Taylor R. Tupper  
KTHFS Communications (CIS)  
Phone: 541-882-1487 ext. 222  
Email: [taylor.tupper@klamathtribalhealth.org](mailto:taylor.tupper@klamathtribalhealth.org)  
\*Member of the Native American Journalist Assoc.

Cover photo of Wocus Lilly Indigenous food staple.  
Cover photo of Klamath Ancestor by Edward Curtis Collection 1800's.

## Hope Builds the Future... The Klamath Tribes' New Homeless Transitional Emergency Shelter

Klamath Falls, Oregon – On April 2, 2024, The Klamath Tribes' held opening ceremonies and a ribbon cutting to introduce their new Transitional Emergency Shelter (TES) dedicated to homeless Klamath Tribal Members. The TES program is owned by the Klamath Tribes, and operated by their Health Division - Klamath Tribal Health & Family Services - (KTHFS).

The pivotal role of the TES is within the broader framework of the Klamath Tribes Homeless Initiative, approved by the Tribe in 2021. Central to this initiative is the profound belief that tribal members affected by homelessness deserve enduring, compassionate solutions rooted in cultural values. These solutions are characterized by their commitment to consistency, encompassing both short- and long-term approaches, while being trauma-informed, unbiased, and focused on preserving dignity. Crucially, solutions aim to facilitate pathways toward the ultimate goal of self-sufficiency, and what is known by the Tribe as *"Mo ben dic hos'Intemlek - To be in good health again."*

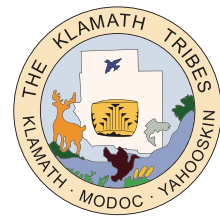
At the core of the TES lies our commitment to implementing best practices in emergency sheltering, which are key to success. TES will offer low barrier access, specialized case management, trauma-informed care, constant engagement into KTHFS services such as: primary medical care, dental, cultural prevention care, and a safe and secure environment managed 24/7 by trained staff, many of whom bring their own "lived experience" and unique insights into the challenges faced by individuals experiencing homelessness. TES will serve 12-20 participants in 4-6 month intervals.

The Klamath Tribes' (the Klamath, Modoc, and Yahooskin-Paiute people) are happy our long-awaited TES service is here, and we look forward to working within the community to collectively address homelessness challenges in the Klamath Basin, the homeland of the Klamath Tribes.

The Tribe is bringing a solution to a long-over due need. We know this new program will have growing pains, but we also know it's our responsibility as a Tribe to take care of our people. We look forward to this work and the hope and prosperity it brings in the future.

Our Mission is... *Mo ben dic hos'Intemlek - "To be in good health again"*

**For more information contact:**  
Klamath Tribal Health & Family Services  
TES Director, Marci Chronister,  
541-882-1487, ext. 236 or 423



### Klamath Tribal Health & Family Services

**OUR MISSION:** To advance the overall mission of The Klamath Tribes, and the trust responsibilities of the United States government, by providing quality comprehensive, patient-focused health care in a culturally-sensitive manner while eliminating disparities and barriers to health.



Ribbon Cutting: Stann Cortez, Marci Chronister, Ellsworth Lang, Les Anderson, Brandi Hatcher, Natalie Ball, Clay Dumont Jr., Carol LeBeau, Sandra Mosttler.



TES Team: Front Row: Stefanie Vigil-Hawk, Johnny Miller, Marci Chronister, Josh Crespin.  
Back Row: Stann Cortez, Steve Wandell, Ryan Hill, Rob Oats.  
Not pictured: Jenny Wilder, Serenah Perkins.



Wonderful to have several community guests and partners including Klamath Tribes Police Chief Alvarez, KC Fire Chief Greg Davis, and Mayor Carol Westfall in attendance.





**NEWS RELEASE**

**FOR IMMEDIATE RELEASE – March 1, 2024**

**CONTACT: Klamath Tribal Health & Family Services (KTHFS):**

KTHFS Health General Manager, Chanda Yates, 541-882-1487  
 Klamath Tribal Chairman, Clay Dumont Jr., 541-783-2219  
 KTHFS Compliance Administrator, LCDR, Nikowa Mendez, 541-882-1487 ext. 221



**Klamath Tribal Health Centers receive second accreditation from AAAHC**

Klamath Falls, Ore. - In January 2024, Klamath Tribal Health & Family Services (KTHFS), the health division of the Klamath Tribes, once again received accreditation from the Ambulatory Health Care Association (AAAHC). Health care organizations seeking certification undergo an extensive self-assessment and onsite survey by AAAHC experts who are actively involved in ambulatory care. Earning AAAHC certification demonstrates a dedication to high-quality patient health care that prioritize quality for their patients and staff.



**Wellness Center, Chiloquin, Oregon**  
 Medical, Dental, Pharmacy

**New Center (wah? we'ah owite - Healing Place) Klamath Falls, Oregon**  
 Satellite Center: Behavioral Health, Medical, Dental, future Pharmacy.

The first three year accreditation was awarded to the Tribe in October 2020 to the Wellness Center located in Chiloquin, Oregon. The accreditation came at a time when the nation was reeling and striving to provide added services during the on-set of the global Covid-19 pandemic. The accomplishment of accreditation during that time, when so much was happening in the world, speaks volumes to the hard work and dedication of the Tribes and their teams.

“Taking care of patient’s, both then and now, has always been one of the most important parts of being on our team. By achieving AAAHC accreditation, we are assured that each of our patients are receiving the highest-quality, safe, culturally relevant and compassionate care we can provide.” — LCDR Mendez, Compliance Administrator, KTHFS.

Status as an accredited organization means KTHFS has met nationally recognized standards for the provision of quality health care set by AAAHC. More than 6,100 ambulatory health care organizations across the United States are currently accredited by AAAHC.

The AAAHC follows the 1095 Strong philosophy, which is a call-to-action to equip ambulatory leaders with the best of what they need to operationalize quality practices. The three-year, or 1095-day, period between accreditations is a critical time when ambulatory health organizations, with help from proven experts, can develop the kind of everyday habits that enable leaders in the industry to provide the utmost in quality care to their patients. Organizations, such as KTHFS, that earn AAAHC Accreditation embody the spirit of 1095, and ongoing commitment to high-quality care and patient safety.

While the on-site survey is an important component of the process, ongoing compliance and continuous improvement are part of the accreditation maintenance mindset that a facility should integrate into its daily activities long after the survey has been completed. The intent of accreditation is for organizations to adopt policies and procedures that fuel ongoing quality improvement and self-evaluation every day. The survey is peer-based and educational, presenting best practices to help an organization improve its care and services.

“Our employees did the heavy lifting required to achieve this well-deserved AAAHC Accreditation! Their dedication to providing high quality patient health care helped us shine during the on-site survey. Congratulations KTHFS workforce for achieving re-accreditation for our Chiloquin Wellness Center and New accreditation for our Healing Place location in Klamath Falls!” -- Chanda K. Aloysius Yates, Health General Manager, KTHFS.

Founded in 1992, KTHFS, the health division of the Klamath Tribes, is responsible for providing healthcare services to the Native American population who reside in Klamath County.

KTHFS provides a wide variety of high-quality, culturally relevant health care services for patients of all ages and includes two facilities, one deemed a statelite location, with integrated behavioral health, health education, medical clinic, dental clinic, and a full-service pharmacy.

For more information about the Health Centers and services offered, visit [www.klamathtribalhealth.org](http://www.klamathtribalhealth.org)

*Klamath Tribal Health & Family Services (KTHFS) - The Health Branch of the Klamath Tribes*  
*Mo ben dic hos'Intemlek - “To be in good health again.”*

**Be our Friend...**  
**On Facebook** for daily  
**Klamath Tribal Health & Family Services**  
**News & Updates**

**For more information contact:**  
 Taylor R. Tupper  
 KTHFS - Communications CIS  
 541-882-1487 ext. 222

## Healing Place Approaches One-Year Anniversary of Grand-Opening, Staffing Medical Clinic Remains a Challenge

By Paul Chamless, Klamath Tribes News

Healing Place, located at 6000 New Way in Klamath Falls, is owned and operated by the Klamath Tribes under the Klamath Tribal Health and Family Services Division. It is used as a satellite clinic for medical, pharmacy, and dental. It also operates a behavioral health clinic also known as Youth and Family Guidance Center (YFGC).

At a May 8, 2021 General Council meeting, General Council voted to approve the 6000 New Way remodel, plan and \$11.9 million budget. Services at this satellite location will expand to ensure sustainability and accessibility for tribal members. Services at New Way first opened to tribal members May 19, 2023.

The COVID pandemic created a larger shortage of healthcare professionals throughout the nation, and Chiloquin was no exception. The American Medical Association is sounding the alarm on national physician shortage. "We are struggling to recruit and keep both clinics staffed for all services," said Chanda Yates, Health General Manager for the Klamath Tribal Health and Family Services. "We are in a health care staff shortage crisis", said Yates. "And what we have decided to do in-house is that the Chiloquin Wellness Center in Chiloquin, Oregon, will always be our primary care medical home and it will be staffed first. And the Healing Place in Klamath Falls will be our satellite clinics staffed second."

Currently, the medical clinic, pharmacy and dental services in Chiloquin are completely open and functioning. The dental clinic at New Way in Klamath Falls initially opened only two days a week for dental emergencies. It opened up full-scope, five days a week, in October 2023. Dental clinic worked to set up the new clinic and ensure the work flows were identical to the Chiloquin Wellness Center.

The medical clinic in Klamath Falls originally followed a similar approach to the dental clinic and was open two days a week,

until temporarily ceasing operations in February, 2023 due to having no providers to staff that location. Two-thirds of KTHFS demands for services come from Klamath Falls, while the remaining one-third emanates from Chiloquin. "So, we've staffed according to those demands," Yates said.

"We are short-staffed, we're getting up to staff with locum providers, but everyone is new. And there's a pretty steep learning curve with providers," Yates explained, describing part of the process to hiring primary care providers. "They need to be working out of the Chiloquin clinic to get that full experience and full orientation before they can work independently at a satellite clinic location. So, in the meantime, if we cannot meet minimum staffing measures we have to close it. And that's just not a business model that I'm interested in operating, consistency is key. So, we're really going to have to pull back, and reassess to meet minimum staffing levels."

As of this writing, KTHFS has one direct-hire medical doctor, Dr. Susan Sparling. She sees patients full time.

Part of the reassessment relies on hiring locum tenens physicians. Locum providers are essentially traveling doctors. KTHFS partners with various locum companies, screens and interviews locums; and if they think the candidate is a good fit, then he or she is brought on for temporary hire.

"It's really important that we're serving the community with medical doctors," stated Yates, while acknowledging that relying heavily on locum companies is not an ideal model – a model employed widely throughout the inadequately-staffed health care industry. Patients across the nation are losing trust in the health system and the same is true here, said Yates.

There are some inherent barriers to recruiting primary care physicians to the Tribes.

"One major factor is that a lot of the medical doctors and physicians, primary care providers, have their choice of wherever they want to be in the United States. And it is very difficult to recruit to a rural location," Yates said.

She also cited a less-competitive salary the Tribes could offer – being an Indian Health Service funded 638 contracted tribally-owned community health program – and the small pool of medical doctors across the nation as being impediments to recruiting talent.

A small percentage of Native American peoples go into the health care field. Yates pointed out that Oregon Health and Science University's Northwest Native American Center of Excellence program is working to address this problem, as well as the health care needs of all people, by increasing the number of American Indian/Alaska Native individuals in the U.S. health professions workforce.

As for the services, the pharmacy at 6000 New Way is not yet open, and Yates does not anticipate it opening until at least one more clinical pharmacist is hired. "So, when they are open, the pharmacy will provide the full scope of services," she said.

"The Klamath Tribes will always have a primary care medical home, meaning all of those programs and services in Chiloquin will always be there and they will always be fully staffed," continued Yates. "It's going to be difficult for us to staff the satellite clinic here in Klamath Falls. We will not even be able to open the medical clinic until we increase our staffing. We first ensure successful training happens, and then we will be able to open that location fully."

New hires come with all of their training and licensure. KTHFS has its own training and shadowing program in the clinics for new hires, so that they are trained on all clinic workflows. New health care providers have to learn KTHFS' environment, work flow and electronic health record.

"They're trained on how to use the electronic health record. They're trained on all of the referral agencies that we work with, such as all the specialty referral services that we refer to, whether it's Sky Lakes for an MRI, or the local orthopedic clinic, or to a cardiologist. We have to make referrals out to specialists," said Yates.

Part of the training program also includes two videos, produced by Klamath Community College and the previous KTHFS Behavioral Health Manager, on cultural orientation, history and trauma of the Klamath Tribes.

The 43,300 sq. ft. facility at New Way was designed based on the Klamath Tribes' culture. The quail, highly regarded by the Klamath Tribes for its familial bonds, features prominently throughout the lobby.

"And our patients and staff really loves that representation," said Yates, referring to the quail and aesthetics of the building's interior. "So, we have that in the building in our lobby. And we wanted to make sure that we brought into the lobby a lot of nature because that's really important. The environment is important to this tribe. Everything we did is designed with Earth, forest, land, water, and flora."

Each area was designed following certain color schemes the architect and staff came up with. The behavioral department has an earth motif, inspired by the surrounding area and eliciting feelings of strength and security. The pharmacy reception area's yellow-accented walls represent the wocus, a staple food and flower of the Klamath Tribes. Dental department finishes are blue, representative of water, and a Crater Lake mural is situated in the waiting room. Medical department finishes are all green for plants, landscape, and trees.

It is worth noting the Quail Trail bus connects Klamath Falls and Chiloquin. There are five routes a day, Monday to Friday. Two routes stop daily at Eldorado Avenue's northern terminus, the closest stop to Healing Place medical clinic in Klamath Falls.

While the Quail Trail does not run directly to Healing Place, KTHFS does offer medical transport to the facility. And additional staff have been added to transport patients to 6000 New Way.

For more information about Klamath Tribal Health and any of our facilities, please contact: 541-882-1487 or visit our website: [www.klamathtribalhealth.org](http://www.klamathtribalhealth.org)



# How Much Water Do You Need?

Contributors: Barbara Gordon, RDN, LD

## Water is Essential to Life

About 60% of your body is made of water. It plays a role in keeping all of your body systems working well. Staying well hydrated can help reduce your risk of developing kidney stones, urinary tract infections and constipation. You lose water throughout the day with normal body processes, such as making urine, having bowel movements and sweating. Very active individuals can lose more water through sweat, as the body tries to cool itself down. The same is true at higher altitudes and when you are out in extreme temperatures. Plus, illnesses such as fever and diarrhea result in additional water loss.

## The Risks of Dehydration and Overhydration

If you lose more water than you take in, your body can become dehydrated. Dehydration can wreak havoc on your body, causing headaches, dizziness or digestion problems. Mild dehydration may impact your mood, memory or how well you're able to process information. These symptoms often go away once your body gets rehydrated. Medical attention is often needed with severe dehydration, since it can lead to more serious problems such as confusion, kidney failure, heart problems and possibly death.

It is also possible to become overhydrated. Although this is not as common, athletes and individuals with certain medical conditions may be at higher risk for overhydration. Symptoms of severe overhydration are often similar to dehydration and may also require medical attention. For example, confusion and seizures can occur. Individuals participating in long stretches of physical activity, such as marathons, often need to replace both water and sodium losses. In these events, a hydration schedule is usually followed, and beverages such as sports drinks may be recommended.

## The Risks of Dehydration and Overhydration

If you lose more water than you take in, your body can become dehydrated. Dehydration can wreak havoc on your body, causing headaches, dizziness or digestion problems. Mild dehydration may impact your mood, memory or how well you're able to process information. These symptoms often go away once your body gets rehydrated. Medical attention is often needed with severe dehydration, since it can lead to more serious problems such as confusion, kidney failure, heart problems and possibly death.

It is also possible to become overhydrated. Although this is not as common, athletes and individuals with certain medical conditions may be at higher risk for overhydration. Symptoms of severe overhydration are often similar to dehydration and may also require medical attention. For example, confusion and seizures can occur. Individuals participating in long stretches of physical activity, such as marathons, often need to replace both water and sodium losses. In these events, a hydration schedule is usually followed, and beverages such as sports drinks may be recommended.

## Fluid Needs Vary

Many factors impact how much water you need, including your age, sex, activity level, and overall health. More water is needed by individuals during pregnancy and while breastfeeding. Individuals with certain health conditions, such as congestive heart failure or renal disease, also have different fluid needs. The same is true for those with serious infections or diarrhea. Adequate intake levels for water have been determined for generally, healthy people and are based on age and sex.



For women, the amount of total water is about 11.5 cups per day and for men about 15.5 cups. These estimates, however, include fluids consumed from both foods and beverages, including water. You typically get about 20% of the water you need from the food you eat. Taking that into account, women need about nine cups of fluid per day and men about 13 cups in order to help replenish the amount of water that is lost.

## Color Check

A quick and easy way to check if you are getting enough water overall is to take a peek at the color of your urine. If you are consuming enough, the urine color will be a pale yellow color. If it is a dark yellow or amber color, you may need to increase the amount you consume.

# Sources of Water

It's important to replace those water losses to stay in good health. You can do this by enjoying a variety of beverages, as well as eating foods that have a high water content, such as fruits and vegetables. For drinks, focus on unsweetened beverages, like water, in order to limit calories from added sugars.

## Ways to Increase Water

- Listen to your body: If you are thirsty, drink water. This is especially important if you are active or live in very hot climates.
- Opt for water: Instead of soda or energy drinks, go with a tall glass of water.
- Drink water throughout the day: Consume water with meals, as well as between meals.
- Carry a refillable water bottle: Keep water handy, so it's there when you want to reach for a drink.
- Add a flavor enhancer: For variety, squeeze some fresh lemon or lime juice into your water, toss in a couple of cucumber slices or add a few fresh basil leaves.

## Foods That Are High in Water

Options with a 90-100% water content, include:

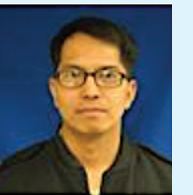
- Drinks like water, sparkling water and fat-free milk.
- Fruits, especially cantaloupe, strawberries and watermelon.
- Vegetables like lettuce, cabbage, celery, spinach and cooked squash.

Options with a 70-89% water content, include:

- Fruits including bananas, grapes, oranges, pears and pineapples.
- Vegetables such as carrots, cooked broccoli and avocados.
- Dairy products like yogurt, cottage cheese and ricotta cheese.

Provided by:

**LCDR Joseph Tibay, MS, RDN**  
USPHS Registered Dietitian Nutritionist  
Klamath Tribal Health & Family Services



Chiloquin: 541-827-5602 (Tue/Wed)  
Healing Place: 541-851-3486 (Mon/Thr/Fri)

# Vitamins, Minerals and Supplements: Do You Need to Take Them?

Contributors: Sarah Klemm, RDN, CD, LDN

Most of us know that good nutrition is important for good health. However, when we hear claims such as “immune booster” or learn that a new supplement just hit the shelves, it can make us wonder if the food we’re eating is enough. Taking a daily dose of any of the single minerals, vitamins or multivitamin/mineral supplements that line the shelves of supermarkets and drug stores may be tempting. However, according to the 2020-2025 Dietary Guidelines for Americans, “Nutritional needs should be met primarily from foods and beverages — specifically nutrient-dense foods and beverages.”

The Dietary Guidelines recognize there may be a need for some people to take supplements at certain times in their lives. In those cases, the safety of taking a supplement always needs to be considered. High amounts of some vitamins and minerals may cause health issues.

## Who may need to take a supplement?

Nutrient deficiencies are not common among Americans, but for varying reasons, some people cannot reach the recommended amounts of important nutrients without including fortified foods and/or using supplements.

## Infants and Toddlers

The American Academy of Pediatrics recommends starting vitamin-D supplementation for breastfed infants within the first few days of life. Infant formulas contain vitamin D, but if less than the recommended amount is consumed each day, then a baby may need a supplement.

Full-term infants can get many of the other nutrients they need from breastmilk, but by about 4 months they need an additional source of iron. The AAP recommends an iron supplement for infants who are exclusively breastfed until they begin complementary feeding. Then iron-rich foods are encouraged, such as pureed meats or fortified infant cereals. Be sure to check with your baby’s pediatrician before giving any supplements to your child.



## Women

In order to reduce the risk of some birth defects, it is recommended that women who could become pregnant consume 400 micrograms per day of folic acid from fortified foods and/or supplements in addition to natural sources of folate. A variety of foods, including many fruits and vegetables, provide folate, and most grain products in the U.S. are fortified with folic acid.

During pregnancy, women also are at risk of other nutrient deficiencies, including iron, choline and iodine. Depending on the foods they eat, pregnant women may need additional supplementation, as recommended by a health care provider.

## Older Adults

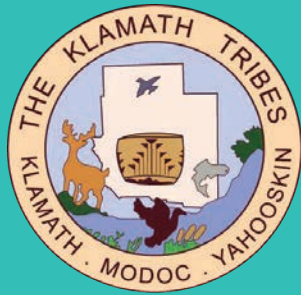
As people age, it can be difficult to absorb enough vitamin B12 and vitamin D. Sources of vitamin B12 include beef, chicken, fish and shellfish, milk and other dairy products. It’s also found in some fortified foods including breakfast cereals, meat substitutes and soymilk. Vitamin D is available in fatty fish as well as fortified milk and some fortified cereals. Choosing food sources to obtain these important nutrients is encouraged, but a supplement may be needed.

## Special Medical Conditions

People with limited food choices due to allergies or medical conditions, such as celiac disease, are at increased risk of nutrient deficiencies. The same is true for individuals following vegetarian or vegan eating patterns. There is a need to plan meals more carefully to meet all their nutrient needs. Including fortified foods and beverages can help. Other groups who may require additional supplementation include people who are taking certain medications or have had gastric bypass surgery or have other health conditions that change how their body uses nutrients.

## For more information contact:

LCDR Joseph Tibay, MS, RDN  
USPHS Registered Dietitian Nutritionist  
Klamath Tribal Health & Family Services  
541-827-5602



Dear Valued Patient,  
As part of our commitment to delivering you a great patient experience, Klamath Tribal Health & Family Services launched a new Patient Portal called IntelliChart. The new portal is now available, and as a result, our former portal was retired.

If you were an existing portal user you should have received a welcome email to register with the new portal.

If you do not have an existing portal account, you will receive an email inviting you to enroll prior to your next scheduled appointment.

If you did not receive an email to register, please contact us at the number listed.



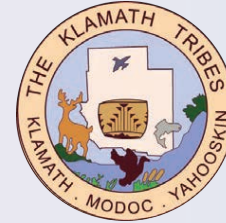
## Do you have our Patient Portal?

Our new Patient Portal makes it easier than ever to access your medical records and manage your health.

Here are some of the things you can take advantage of when you have the Patient Portal:

- Request and view appointments
- Request medication refills
- Access your medical record
- Send Secure messages to your care team
- And More!

For more information or to sign up call our Medical Front Desk at (541) 882-1487



Klamath Tribal Health & Family Services

“Patient Portal makes it so easy to schedule an appointment with my provider.”



### Patient Portal Features:

- Request and view appointments
- Request medication refills
- Access your medical record
- Send secure messages to your care team
- And more!

## Creating a Patient Portal Account is Easy

- Step 1**
- Go to: <https://patientportal.intelichart.com/KTHFS>
- Step 2**
- Register your account by using an existing email account. You'll need to have your PIN or verification question on-hand to complete this step. You can obtain a PIN by visiting our Medical Front Office or by calling the front desk at (541) 882-1487.
- Step 3**
- Complete the process by confirming your email address for future logins.

You now have your Patient Portal account!

powered by  INTELICHART

Photo credit: Escatel-Tupper family, photo by Gwennette Black

# DIABETES

## If any of these apply to you, you're at risk for prediabetes and type 2 diabetes:

- I have a family history of type 2 diabetes
- I am over age 40
- I am overweight
- I had gestational diabetes (diabetes when pregnant) or high blood sugar when pregnant
- I have high blood pressure
- I am Hispanic, African American, Asian, or Native American/Native Alaskan / <https://doihaveprediabetes.org/faq/prediabetes>

Uh oh...I have Prediabetes!!!

If you have recently received word from your medical provider that you are in the pre-diabetic range, it means that your blood sugar levels in your body are higher than normal, but the good news is... you don't have type 2 diabetes! In this article you will learn some tools on how to manage prediabetes.

The good news means that you can do something about prediabetes! You're in the driver's seat and the two main tools available to you are exercising and eating healthy foods. With that in mind, there are some other things to realize. Prediabetes and type 2 diabetes are related to insulin – it is a hormone in the body that acts like a key to let blood sugar into your cells for use, just like turning the key in your car so it can use the gasoline. When you exercise and eat healthy you'll experience something AMAZING, weight loss! And you don't need to lose a lot of weight, even losing 6% of your body weight can prevent or delay type 2 diabetes! That is great news for everyone.

### SO What Next? How do I get there?

Take advantage of your provider at KTHFS Wellness clinic. Find out what your a1C level is. It is a measurement in your blood that looks at your blood sugars over a three month period. If you are between 5.7 – 6.3 on your a1C then you are in the prediabetes range. If you are above a 6.5 on your a1C then you most likely have diabetes. Your provider may also check you for prediabetes with a fasting blood sugar test. 100-125 mg/dl means prediabetes; above 125 mg/dl means diabetes.

If you're struggling on what to eat and how much to eat make an appointment with a registered dietitian. KTHFS has one: Contact LCDR Joseph Tibay RD 541-827-5602 to make an appointment! Keep in mind that there is no one size fits all nutrition plan. We tend to eat what we like, how much we want and when we like. A Dietitian will help you to with your nutrition goals.

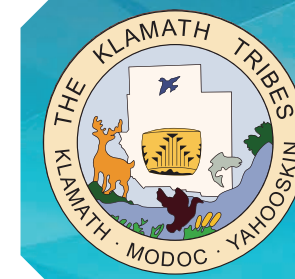
### What about exercise? and other "what if's?"

What if I cannot afford a gym membership? What if I cannot afford a personal trainer? You can do exercises that are free, do squats during commercials when you watch T.V. or take a brisk walk for 5 minutes after a meal. Work your way up to 30 minutes, 5 days a week. If you can't walk for 30 minutes at a brisk pace, then start by taking a 5 minute walk at first, try breaking your 30 minutes up by walking 15 minutes after lunch and another 15 after dinner. Or, park your car as far away at the front door as possible. It all matters! Taking a small step and making small changes over time will help you to reach your goals.

A very wise co-worker said he didn't notice that walks were helping him lose weight until he changed things up, and added walking up hill for his walks. Go outside, find a hill, walk up it. Enjoy the beauty of nature, just walk. Its simple, its cheap, its very good for you! Also, it's free to use the Chiloquin Community Gym! OR - come play Pickleball during your lunch time!

Finally, if you want more help managing prediabetes, please pre-register for our Diabetes Prevention workshop TBD Fall 2024.

**Contact:**  
 Aislyn Ukpik    LCDR Joseph Tibay RD  
 KTHFS Diabetes Program    KTHFS Nutrition Consultant  
 541-827-5601    541-827-5602  
[aislyn.ukpik@klamathtribalhealth.org](mailto:aislyn.ukpik@klamathtribalhealth.org)    [joseph.tibay@klamathtribalhealth.org](mailto:joseph.tibay@klamathtribalhealth.org)



Klamath Tribal Health & Family Services

*Mo ben dic hos'Intemlek - To be in good health again.*

## Medical Clinic Notice

**ATTENTION KTHFS PATIENTS!**

Dear Valued Patients,

We would like to announce, after a short-temporary closure, the Medical re-opening of Healing Place - (wah? we'ah owite) at 6000 New Way, Klamath Falls, Oregon, on Monday, March 18, 2024.

**\*Note: All Medical appointments for (Healing Place 6000 New Way) must still be scheduled thru our Chiloquin Wellness Center. Please call for appointments at: 541-882-1487.**

During this re-opening limited medical appointments will be available at Healing Place as we are transitioning to full service. We thank you for your patience as we build-up services over the next several months.

### New Operating Hours:

In our commitment to better serve you, the Klamath Falls location (Healing Place) Medical Clinic will be open 5 days a week, 7:30 am-4:00 pm, Monday- Friday (Closed for lunch, noon - 1:00pm).

**\*Note: The Chiloquin Wellness Center will also continue to operate 5 days a week, 7:30 am-4:00 pm, Monday through Friday (Closed for lunch, noon to 1:00 pm).**

For all appointments or for any questions, please contact us at 541-882-1487.

We would like to express our sincere gratitude for your patience and understanding, our team is working to add full services over the next several months.

Warm regards,  
 Klamath Tribal Health & Family Services Medical Team

\*Dental at Healing Place (6000 New Way, Klamath Falls) is open - Appointments made thru Chiloquin (541) 882-1487

\*Behavioral Health/YFGC (6000 New Way, Klamath Falls) is open (8:00am - 5:00pm) Please call (541) 884-1841

\*Pharmacy at Healing Place (6000 New Way) **is still closed due to staffing shortage**, but the Pharmacy at the Chiloquin Wellness Center (330 Chiloquin Blvd) is open/fully operational, please call 541-882-1487.

Klamath Tribal Health & Family Services  
 541.882.1487 Option 3

[www.klamathtribalhealth.org](http://www.klamathtribalhealth.org)



Klamath Tribal Health & Family Services  
 Mo ben dic hos'Intemlek  
 "To be in good health again."





# Purchased and Referred Care (PRC) Frequently Asked Questions (FAQ's)

**Q: Why do I have to apply for Alternate Resources?**

**A:** This is required by 42 CFR 136.61, Payor of last resort. Approval of PRC payment for services is considered after all other Alternate Resources (AR) are applied. Any patient who is potentially eligible is required to apply for the alternate resource. IHS/Tribal facilities are considered resources.

**Q. If I am eligible for PRC, why are some of my medical bills being paid and others not?**

**A:** Each visit to a non-IHS/tribal health care provider and the associated medical bill is distinct and must be examined individually to determine PRC eligibility. All PRC requirements must be met for each episode (treatment) of care. A patient must meet residency, notification, medical priority of care and use of alternate resources requirements of 42 CFR 136.23, 136.24 and 136.61 in order to be eligible for PRC.

Example: If a PRC authorization is issued, Klamath Tribal Health PRC will pay the first medical treatment. Follow-up care or additional medical care are to be done at the nearest accessible IHS or tribal facility; or will require approval with a new PRC authorization. If this process is not followed, the patient may be responsible for the expense.

**Q. An IHS or Tribal Health doctor refers me to a specialist, why am I being held responsible for the bill?**

**A:** Referrals are not a guarantee for payment. Referral is a recommendation for treatment/test only. The PRC program must review the referral to make the determination for IHS/tribal approval of payment. All PRC eligibility requirements must also be met. See 42 CFR 136.23, 136.24 and 136.61.

**Q. If we are guaranteed health care from our treaties as long as the water flows and the grass grows, why are Indians required to apply for AR?**

**A:** It is required under 42 CFR 136.61, Payor of last resort. While some treaties mention health care, the Indian Health Service is not an entitlement program, and therefore funding for PRC is not guaranteed by the Federal government. AR allow PRC funds to be conserved, thereby providing health care for more Indian beneficiaries.

In the event you must utilize the hospital emergency room, you or an individual acting on your behalf must notify the PRC Department within 72 hours/30 days for elders & disabled and leave a message with the following information:

- Your first and last name
- Your date of birth
- Your phone number or number where you can be reached
- Date and Time
- Reason for the Medical/Dental Treatment

Please remember to update your information each time you utilize KTH&FS services, such as copies of current insurance cards, tribal identification card, current phone number(s), emergency contact information, proof of address. PRC can be reached by calling 541-882-1487 and pressing option #5 for the PRC Department or by dialing your PRC Technician's extension number. PRC fax number is 541-851-3981.

# Medical Community Health Spotlight – with Mazama High School

In March, the Mazama High CTE Health Sciences program, was honored to have Dana Oulette, a distinguished registered nurse with Klamath Tribal Health & Family Services, lead a hands-on session on IV insertion. Our students, under Dana's expert guidance, practiced this essential medical procedure, enhancing their skills and understanding of nursing practices. It's sessions like these that enrich our curriculum and prepare our students for successful careers in healthcare. A big thank you to Dana for sharing her expertise and experiences with us!



**For more information contact:**  
Dana Oulette, RN  
Klamath Tribal Health & Family Services  
Community Health Nurse Supervisor  
541- 882-1487 x 484





# APRIL IS ALCOHOL AWARENESS MONTH

## Embracing Alcohol Awareness: Understanding the Risks and the Importance of Professional Support

April is Alcohol Awareness Month, a time when we shed light on the impact and potential dangers of alcohol. In this article, not only will we dive into some eye-opening statistics, but we will also underscore the necessity of seeking professional help when choosing to detox from alcohol. Remember, we're here to support you every step of the way on your journey to sobriety. You are not alone - reach out to us at 541-882-1487.

## Unmasking the Impact, Alcohol Consumption Statistics:

Our relationship with alcohol varies widely; for some, it's a casual beverage at social gatherings, for others, it's a struggle. Let's look at some startling numbers:

- According to the Centers for Disease Control and Prevention (CDC), excessive alcohol use is responsible for more than 95,000 deaths in the United States each year.
- The National Institute on Alcohol Abuse and Alcoholism (NIAAA) states that approximately 17 million adults in the U.S. have an Alcohol Use Disorder (AUD).
- Alcohol is a factor in about 28% of all driving fatalities in the U.S.

## Going Solo is a No-Go, The Dangers of Detoxing Alone:

Choosing to detox from alcohol is a courageous step, but it's not one that should be taken alone. Here's why:

- When an individual stops consuming alcohol, withdrawal symptoms can result in less severe symptoms, to severe withdrawal symptoms; especially for individuals with a significant dependence. Symptoms may include: anxiety,

tremors, seizures, hallucinations, and delirium tremens (DTs)

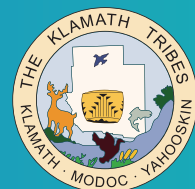
- Detoxing alone can even be life-threatening. The most dangerous form of alcohol withdrawal, known as delirium tremens (DTs), can lead to severe mental and nervous system changes, and in some cases, death.

## Reaching Out, The Importance of Professional Support:

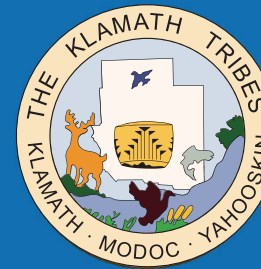
- Medical supervision ensures safety. Healthcare professionals can monitor physical symptoms and administer medication, if necessary, to alleviate discomfort.
- Emotional support is crucial. Detoxing from alcohol is not just a physical challenge, it's an emotional one too. Professional counselors can provide strategies for coping with cravings and dealing with emotions.
- One of our patients shared "Seeking help was the best decision I ever made."

At Klamath Tribal Health and Family Services, we're committed to supporting you on your journey. You don't have to face the challenges of detoxification alone. Call us at 541-882-1487.

**Alyssa Givens**  
Medical Operations Director



Klamath Tribal Health & Family Services  
(p) 541-882-1487 ext. 373  
(c) 541-892-8615  
alyssa.givens@klamathtribalhealth.org  
www.klamathtribalhealth.org  
Klamath Tribal Health & Family Services

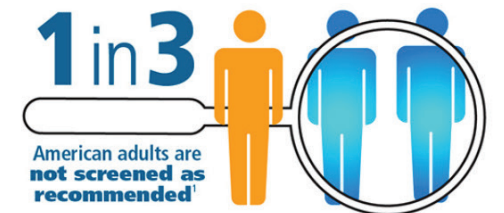


# NATIONAL COLORECTAL AWARENESS MONTH

## Colorectal cancer in the U.S.



**90% SURVIVAL RATE**  
when cancer is found and treated early

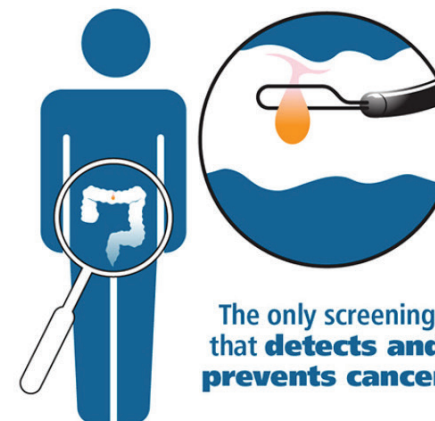


## When should I start screening?

The American Cancer Society and the U.S. Preventative Services Task Force recommend average-risk people start screening at age

**45**

## Colonoscopy: The gold standard



The only screening that **detects and prevents cancer**

The only test for those with **risk factors** such as personal history of polyps, cancer, or family history of cancer



Reduces the incidence of cancer by **89%**

This message is brought to you by:  
Klamath Tribal Health & Family Services  
Medical Department  
330 Chiloquin Blvd.  
Chiloquin, OR 97624  
541-882-1487



Top Row-Satayvah Wilson (Sobriety Queen), Natasha Roberson (Klamath Tribes Jr Princess), Shakyla Jackson (Klamath All Indian Basketball Tournament Queen), Elaine Gilchrist, Lance Stone, Taylin Kalama, Mia Hutchinson, Shayla Ochoa, Ramon Jackson. Bottom Row-Coley Miller, Scarlett Schroeder, Cienna Roberson. Not pictured-Alivia Miller

## Sticker Shock Event - Our Youth Deserve a Great Future Without Substances

The Klamath Tribal Health Dic'ii Yawqs Prevention Program, Klamath Tribal Youth, Klamath Tribes Youth Council and Klamath County Public Health once again held Sticker Shock 2024. This is a youth led campaign with the messaging of the consequences of providing alcohol, drugs and tobacco to minors. Our youth deserve a great future without substances. \*Please think twice about providing alcohol, drugs and/or tobacco to minors.

- For nine years, Chiloquin First partners have sponsored the Think Twice alcohol awareness campaign.
  - It is a youth-led activity.
  - Local youth are asking adults around them to be good role models and take action to reduce access to alcohol, drugs, tobacco, nicotine, e-cigarettes, vaping and Electronic Nicotine Device Systems (ENDS).
- According to the Prevention Action Alliance, national statistics for youth drinking reveal:
  - 72 percent of teens who drink alcohol don't pay for it
  - For teens who got alcohol in the past six months, parents were the supplier three times
  - Two out of three teens say it's easy to get alcohol from their homes without parents knowing it
  - Two out of five teens say it's easy to get alcohol from a friend's parents
  - One in four teens has been to a party where teens drink in front of parents
  - One in four teens, including one in three girls, say their own parents have given them alcohol

- Young people who drink before the age of 15 were more likely to develop an alcohol use disorder, which includes alcoholism, by the age of 19, according to the Prevention Action Alliance. Other issues related to drinking are:
  - School problems, such as higher absence and poor or failing grades
  - Social problems, such as fighting and lack of participation in youth activities
  - Legal problems, such as arrest for driving or physically hurting someone while drunk
  - Physical problems, such as hangovers or illnesses
  - Unwanted, unplanned, and unprotected sexual activity
  - Disruption of normal growth and sexual development
  - Physical and sexual assault
  - Higher risk for suicide and homicide
  - Alcohol-related car crashes and other unintentional injuries, such as burns, falls, and drowning
  - Memory problems
  - Misuse of other drugs
  - Changes in brain development that may have life-long effects
  - Death from alcohol poisoning
- In January within Klamath County, 80 tobacco minimum legal sales age (youth decoy) inspections were conducted, with 78 facilities passing inspection.
- In 2022, about 1 in 10 or 2.55 million U.S. middle and high school students used e-cigarettes at least once in the past 30 days, including 3.3% of middle school students and 14.1% of high school students.
- Among middle and high school students who currently used any type of flavored e-cigarette in 2022, the most commonly used flavors were fruit (69.1%), candy, desserts, or other sweets (38.3%), mint (29.4%), and menthol (26.6%).
- Nicotine use in adolescence:
  - Can harm brain development, which continues until about age 25
  - Can impact attention, learning, mood, and impulse control
  - May increase risk for future addiction to other drugs.
- In addition to nicotine, e-cigarette aerosol can contain other harmful and potentially harmful substances. These substances include:
  - Cancer-causing chemicals
  - Volatile organic compounds
  - Ultrafine particles
  - Flavorings that have been linked to lung disease
  - Heavy metals such as nickel, tin, and lead

**For more information contact:**  
 Klamath Tribal Health & Family Services  
 Youth & Family Guidance Center  
 541-882-1487 ext. 408





# CHOOSE SOBRIETY !!!

“CHOOSE TO HONOR YOUR MIND, BODY, SPIRIT. PROTECTING YOUR FUTURE BY CHOOSING A PATH OF SOBRIETY”  
SATAVAH WILSON

**BUILD POSITIVE SOCIAL SKILLS BY ADDRESSING SOCIAL AND EMOTIONAL NEEDS AS WELL AS YOUR ACADEMICS**

**BUILD A POSITIVE SELF IMAGE**

**PARTICIPATE IN HEALTHY ACTIVITIES SUCH AS SPORTS**

**FIND CULTURAL CONNECTION**

CALL KTH&FS PREVENTION PROGRAM @ 541-884-1841







# OPIOID PREVENTION WORKS !!!

BRAIN DEVELOPMENT CONTINUES INTO THE MID 20'S SO EFFORTS TO PREVENT OR DELAY SUBSTANCE USE IS CRITICAL!!!

WHILE RISK TAKING IS DEVELOPMENTALLY APPROPRIATE FOR OUR YOUTH, SUBSTANCE USE IS AN EXTREMELY UNHEALTHY RISK!!!

KTHFS'S OPIOID PREVENTION PROGRAM IS MAKING EVERY EFFORT TO TAKE HARM REDUCTION TO THE NEXT LEVEL BY PURPOSEFULLY INTERRUPTING THE CONSEQUENCES FROM THE BEHAVIORS.

ALSO FOCUSES ON STOPPING THE BEHAVIORS BEFORE THEY START BY ENCOURAGING YOU TO CHOOSE SOBRIETY!!

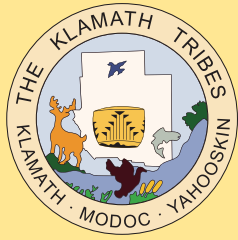
IF YOU OR SOMEONE YOU KNOW IS STRUGGLING, PLEASE CALL OUR OPIOID PREVENTION COORDINATOR PAULA QUINN AT 541-851-3429

OPIOIDS KILL MORE THAN 136 AMERICANS EVERY SINGLE DAY

**SOME OREGON STATE STATISTICS**

- 615 OVERDOSE DEATHS PER YEAR
- 1.7% OF ALL DEATHS ARE FROM DRUG OVERDOSE
- THE OVERDOSE RATE IS 14 DEATHS OUT OF 100,000 RESIDENTS
- 87% OF NATIONWIDE OVERDOSE DEATHS OCCUR IN THE STATE OF OREGON.





Klamath Tribal Health & Family Services  
 Youth & Family Guidance Center  
 Healing Place (wah? we'ah owite)  
 6000 New Way, Klamath Falls, OR 97601  
 Phone 541-884-1841 Fax 541-851-3988

**Client Emergency Procedures**

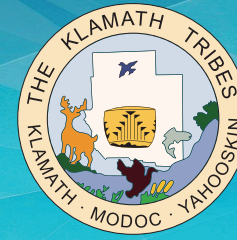
The Youth & Family Guidance Center (YFGC) strives to help and support you at all times. Since staffing levels do not allow the YFGC clinical staff to be personally available outside of our business hours, we work together with other local emergency services to provide continuous access to crisis professionals.

YFGC offers mental health and substance treatment services between the hours of 8am and 5pm. Please review the following for additional options.

**Procedures:**

- **Klamath Advocacy Center**-541-884-0390. Not gender specific. Can assist with anyone experiencing intimate partner violence.
- **My Friends Place**-541-884-2319. 24-hour temporary crisis shelter for youth from 10-17 years old.
- **Developmental Disability Services (DD)**-541-885-2435. Call for any abuse of an adult who is involved specifically in DD services.
- **Child Welfare**-541-883-5570. Call for child abuse reports for ALL children whether or not they have a developmental disability.
- **988**-Suicide Lifeline: Veterans: Dial 988 press 1
- **988**-Suicide Lifeline: LGBTIQ Youth and Young Adult: Dial 988 press 2 – under 25 years old.
- **988**-To talk with a counselor press 0 or stay on the line.
- **Klamath Basin Behavioral Health**-541-883-1030. Has crisis team available.
- **Max's Mission**-Distributes Narcan. Trained peers with lived experience. Main number for Jackson, Josephine and Klamath County is 458-225-9760. Non-emergency number for Klamath County is 541-499-8012, available Monday-Friday 8am-5pm.
- **Never Use Alone**-800-484-3731. Call a volunteer and you will be asked your name and exact location before you use. If you stop responding afterward, emergency services will be notified of “unresponsive person” at the location given. All calls are confidential.
- **Rapid Access Trailer**-Collaboration between KTHFS, Tayas Yawks and Best Care to provide low barrier access to detox and treatment for tribal and non-tribal individuals.
- **Sky Lakes Medical Center**-For medical emergency in Klamath County call 911 or go to the nearest ER.
- **Youth & Family Guidance Center**-541-884-1841. For immediate mental health or alcohol and drug services during business hours.

Please speak to your provider if you have any questions about the emergency procedures or crisis contact phone numbers contained in this notice.



**Klamath Tribal Health & Family Services**  
*Mo ben dic hos'Intemlek - To be in good health again*  
**Pharmacy Department Update**

Dear Valued Patients,

Klamath Tribal Health & Family Services Pharmacy would like to provide an update on the status of the Pharmacy at Healing Place (wah? We'ah owite) at 6000 New Way, Klamath Falls, Oregon.

Due to staffing shortages, Healing Place Pharmacy is not open. However, we are operating what is called a closed door pharmacy. On March 18th, 2024, the pharmacy began supporting patients seen by Medical and Dental providers at the Healing Place. Currently, the Pharmacy staff will dispense medications to the patients directly in the medical clinic and dental clinic. The front windows of the Pharmacy will remain closed. Patients seen at Healing Place will be supplied their prescriptions after their appointment only when the medication inventory supply allows. When patients are unable to receive their prescriptions, pharmacy staff will coordinate with the patient for a convenient delivery.

To ensure the Wellness Center Pharmacy continues to be fully operational without disruption of services, we require a minimum of 6 pharmacists and 12 licensed support staff to operate 2 pharmacies with all services. The Pharmacy department is actively working to find qualified candidates and is eager to open Healing Place Pharmacy with operations similar to the Wellness Center Pharmacy.

Following this stepwise approach is necessary to open Healing Place Pharmacy. This assures that there will be no reduction of services in Chiloquin, while also allowing the Pharmacy department to provide care for patients seen at Healing Place in Klamath Falls.

Thank you for your continued patience and understanding as we work to add full services at Healing Place Pharmacy. For more information call: 541-882-1487

Thank you,

**CDR Timothy G. Langford, Pharm D, BCPS, USPHS**

Pharmacy Director  
 Klamath Tribal Health & Family Services  
 Wellness Center  
 330 Chiloquin Blvd.  
 PO Box 490  
 Chiloquin, OR 97624  
 PH 541-783-2438 or 541-884-1487  
 tim.langford@klamathtribalhealth.org



# Dental Department Hosts Give Kids a Smile Annual Event

On February 2, 2024, the Dental Team hosted the annual Give Kids a Smile. Dental staff visited Chiloquin Elementary and the Early Child Development Center in Chiloquin, Oregon. Four staff members were able to see 90 children, 48 of whom were Klamath Tribal Members.

All who participated were provided with a visual screening for cavities and other dental needs. We also offered fluoride applications and age appropriate education on how to care for their teeth. Medical provided education on the proper foods to eat. All the children were supplied hygiene kits. Over 200 kits were provided, as we also distributed to those children who did not participate in the screenings. The event was a great success and the Dental Department looks forward to continue working closely with the children in the community.

For more information about this annual event or other dental needs, call 541-882-1487. Thank you.



**waq'lis ?i**

**Klamath Tribal Health & Family Services**

## CORE VALUES

*Waq'lis ?i* is a term from the Klamath language and means, "How are you?"

Klamath Tribal Health & Family Services has incorporated the word to help convey our core values to one another. Core values are the principles that guide our day to day behaviors, our decisions, our actions, and our relationships with each other and with the people we serve.

- W WELLNESS.** *We strive to improve the wellbeing of our patients through preventive approaches to health management by providing services to increase balance in body, mind, spirit, and heart.*
- A ACCOUNTABILITY.** *We accept responsibility for our actions, attitudes, and mistakes.*
- Q QUALITY.** *We strive to deliver high quality patient care and we all take part in quality improvement activities. We endeavor to ensure patient and employee safety.*
- L LEADERSHIP EXCELLENCE.** *Every KTHFS employee is a leader. Our actions are driven by our desire to do our best at all times. We work together to make the most efficient use of our resources, with dedication, commitment, and perseverance.*
- I INTEGRITY & ETHICS.** *We accept responsibility for our behaviors and aspire to the highest standards of ethical conduct and performance. We are honest in our everyday business dealings. We protect confidentiality and secure patient health information.*
- S SERVICE & SENSITIVITY.** *We demonstrate service to our community by delivering top-notch customer service to all internal and external customers. Going above and beyond for all of our patients is our expectation. We honor cultural traditions and values and we treat others the way we want to be treated, with sensitivity. We always respond to the needs of our patients and fellow co-workers with respect and compassion.*
- I INNOVATION.** *We seek innovative solutions on issues affecting the health of our patients and the status of the organization.*





## **Klamath Tribal Health & Family Services**

# **VISION & MISSION**

### *OUR VISION*

*In service of its mission, Klamath Tribal Health & Family Services envisions a vibrant and healthy tribal community through the delivery of an accessible, high-quality, innovative, sustainable, and culturally-relevant healthcare program.*

### *OUR MISSION*

*To advance the overall mission of The Klamath Tribes, and the trust responsibilities of the United States government, by providing quality, comprehensive, patient- focused health care in a culturally-sensitive manner while eliminating disparities and barriers to health.*



#### **CONTACT US:**

**Wellness Center**  
330 Chiloquin Blvd.  
Chiloquin, OR 97624  
541.884.1487

**Youth & Family Guidance/  
Behavioral Health**  
6000 New Way  
Klamath Falls, OR 97601  
541.884.1841

**wah? we'ah Owite (Healing Place)**  
Health Center  
6000 New Way  
Klamath Falls, OR 97601  
541.882.1487

**Klamath Tribal Health  
Administration**  
3949 S. 6th Street  
Klamath Falls, OR 97603  
541.882.1487