



PATIENT
HANDBOOK
2024

TABLE OF CONTENTS

Letter from CEO	3
About Us	4
Meet Your Care Team	5
Eligibility Policy	6
Complaints & Grievances	9
Patient Rights	10
Patient Privacy	11
Patient Responsibilities	12
Services and Programs	13
Our Commitment to Quality & Safety	15
Contact Us	16
Acknowledgement of Receipt of Handbook	17

LETTER FROM CEO

Dear Valued Patients,

I hope this letter finds you and your loved ones in good health and spirits. I am writing to you as the CEO of Texas Native Health to express my heartfelt gratitude for the trust you have placed in us as your healthcare provider.

At Texas Native Health, our mission is to provide comprehensive, compassionate, and culturally sensitive healthcare services to the Native American community. Your health and well-being have always been at the heart of our organization and will continue to be the leading goal of our organization.

In addition to providing the highest quality medical care, we are also focused on the social, emotional, and cultural aspects of your healthcare experience. Our dedicated team of healthcare professionals utilizes a holistic, integrated approach to support all your health needs and address any questions or concerns you may have.

As we move forward, we are excited about the future and the opportunities it holds for us to serve you even better. We are continually working to enhance our services, expand access to care, and improve the overall patient experience.

I want to encourage you to stay engaged with Texas Native Health and to reach out to us with your feedback, questions, and suggestions. Your input is invaluable as we strive to create a healthcare environment that is truly patient-centered and responsive to your needs.

Once again, I extend my deepest gratitude for entrusting us with your healthcare. We are honored to be a part of your journey toward better health and well-being. Together, we can overcome challenges, celebrate successes, and build a healthier future for our community.

Thank you for being a valued member of the Texas Native Health family.

Warm Regards,

A handwritten signature in black ink that reads "Omer Tamir". The signature is written in a cursive, flowing style.

Omer Tamir, CEO – Texas Native Health

OUR MISSION

Strengthen and Encourage the Health and Well-Being of Native Americans

OUR VISION

To create and sustain a better everyday life for Native Americans.

OUR HISTORY

The Indian Relocation Act, officially known as the Public Law 959 or the Indian Relocation Act of 1956, was a U.S. federal law passed in 1956.

The Indian Relocation Act authorized a federal government program designed to encourage Native American individuals and families to leave their reservations and move to urban areas, primarily in major cities. The program was voluntary but was promoted as a way for Native Americans to gain employment opportunities and access to education and social services.

The primary objectives of the relocation program were to reduce the federal government's responsibility for providing services on reservations, promote assimilation and integration of Native Americans into urban life, and address issues of high unemployment and poverty on reservations.

The Indian Relocation Act was part of a broader historical context of federal policies aimed at assimilating Native Americans into mainstream American society, including the termination policy, which sought to end the federal government's recognition of tribal sovereignty and the reservation system.

While the program was said to be created to provide economic opportunities, many relocated Native Americans faced significant challenges in urban areas. The federal government fell short in fulfilling all promises of the program. Native Americans often encountered discrimination, culture shock and dislocation, homelessness, poverty, and struggled to access healthcare in many areas.

Texas Native Health, formerly known as Dallas Inter-Tribal Center and Urban Inter-Tribal Center of Texas, was created to fulfill the immediate needs of those living in the DFW Metroplex as a result of Public Law 959. The services offered in the beginning stages were simple medical procedures performed by volunteer physicians inside the Dallas Indian United Methodist Church building. Texas Native Health opened its doors in 1971.

Today, the organization has grown into an AAAHC Accredited, Patient Centered Medical Home with over 35 employees, a 58,723 sq ft property located in the Medical District of Dallas, and a variety of resources and services including but not limited to: primary care, diabetes management, dental care, behavioral health counseling, pharmacy, tuition assistance, career training, human trafficking victim counseling, and cultural and education activities.

Texas Native Health is dedicated to enriching the lives of our Indigenous population to ensure our identities, our culture, our languages, and our traditions live on.

MEET YOUR CARE TEAM

Medical Staff

Dr. Gary Vollenweider – Family Physician
Karima Jooma - Physician Assistant
Anthony Douthit - Physician Assistant
Caroline Hermann - Family Nurse Practitioner
Amber White – Registered Dietician
Sadie Morris – Laboratory Technician
Anita Marquez – Medical Assistant
Antonio Espinoza – Medical Assistant
Evelyn Okafor – Medical Assistant

Pharmacy Staff

Dr. Pekam Takusi - Pharmacist
Dr. Nancy (Vucho) Vesoh - Pharmacist

Dental Staff

Dr. Audrey Cha – Family Dentist
Lacie Brown – Registered Hygienist
Raquel Villareal – Lead Dental Assistant
Dairi Hernandez Landaverde – Dental Assistant

Behavioral Health Staff

Christopher Logan - Behavioral Health Manager
Martha Jarmon – Licensed Professional Counselor
Mike Frazier – Licensed Chemical Dependency Counselor
Ruth Thunderhawk – Crisis Response Specialist

Patient Relations Staff

Morningstar Spencer – Medical Office Manager
Elexia Garcia – Records and Referral Coordinator
Sylvia Rodriguez – Patient Navigator
Jacqueline Folsom – Front Desk Receptionist
Salvador Medina – Front Desk Receptionist

[VIEW YOUR CARE TEAM PHOTOS AND BIOGRAPHIES](#)

ELIGIBILITY POLICY

INTRODUCTION

The purpose of this policy is to establish guidelines for the acceptance of documentation that verifies the Native American heritage of Texas Native Health patients. This policy aims to ensure fairness, accuracy, and consistency in determining Native American heritage for verification of patient eligibility to access Texas Native Health services.

Definitions

- Native American: A person who is recognized as belonging to any of the indigenous peoples of the United States, including American Indian and Alaska Natives.
- Urban Indian Beneficiaries:
 - Irrespective of whether he or she lives on or near a reservation, is a member of a tribe, band, or other organized group of Indians, including: (a) those tribes, bands, or groups terminated since 1940; and (b) those recognized now or in the future by the State in which the tribe is located; or
 - Is a descendant, in the first or second degree, of any such member described in (B)(1); or
 - Is an Eskimo or Aleut or other Alaska Native; or
 - Is a California Indian; or
 - Is considered by the Secretary of the Department of the Interior to be an Indian for any purpose; or
 - Is determined to be an Indian under regulations pertaining to the Urban Indian Health Program that are promulgated by the Secretary of HHS.
- Federally Recognized Tribes:
 - The Bureau of Indian Affairs (BIA), United States Department of Interior, issues a list of Federally-recognized American Indian Tribal entities, whom are eligible to receive services from the BIA, which is updated and posted in the Federal Register, annually.
 - The IHS also uses this list to identify Federally-recognized American Indian Tribal entities whom are eligible to receive services from IHS. For a current listing of Tribal entities, please see the Indian Affairs Document Library website:
<https://www.bia.gov/service/tribal-leaders-directory/federally-recognized-tribes>
- Eligible “Non-Indians”:
 - Children: Any individual who has not attained 19 years of age; is the natural, adopted child, or stepchild of an eligible Indian; and is not otherwise eligible for health services provided by the IHS, shall be eligible for all health services provided by the IHS on the same basis and subject to the same rules that apply to eligible Indians until such individual attains 19 years of age. If such an individual has been determined to be legally incompetent prior to attaining 19 years of age, such individual shall remain eligible for such services until 1 year after the date of a determination of competency [25 U.S.C. §1680c (a)].

Acceptable Documentation

- I. Tribal Membership Card: A valid tribal membership card issued by a federally recognized tribe is considered the primary and most authoritative document for verifying Native American heritage.
- II. Bureau of Indian Affairs (BIA) Certificate of Degree of Indian Blood (CDIB): The CDIB, issued by the BIA, is an official document that certifies the degree of Native American blood quantum for an individual. This document is widely accepted as evidence of Native American heritage.
- III. Tribal Census Records: Official tribal census records that provide evidence of Native American lineage and family relationships within a specific tribe.
- IV. Tribal Enrollment Documentation: Documents issued by federally recognized tribes that verify an individual's enrollment or registration as a tribal member.
- V. Birth and Marriage Certificates: Birth or marriage certificates that indicate the Native American heritage of immediate or adopted family members.
- VI. Adoption Records: Legal adoption documents that establish the adoption of a non-Native American individual by a Native American family, including court orders or adoption certificates.
- VII. Affidavits or Sworn Statements: Notarized affidavits or sworn statements from reliable sources, such as tribal elders, family members, or community leaders, attesting to the Native American heritage of immediate or adopted family members. These statements should include detailed information about the person's tribal affiliation, lineage, and cultural connections.

Evaluation and Verification Process

- I. All submitted documents should be reviewed carefully to ensure authenticity, legibility, and relevance to the Native American heritage of the individual(s) in question.
- II. In cases where there is doubt or conflicting information, additional verification may be necessary, such as contacting the relevant tribe or consulting with experts in Native American affairs (BIA,IHS, etc.)
- III. Confidentiality and privacy of submitted documents should be maintained throughout the evaluation and verification process.

Non-Acceptable Documentation

- I. Self-declaration: Self-identification as Native American without supporting documentation is not considered sufficient evidence of Native American heritage.
- II. Genealogical databases or online sources: While these sources can provide initial leads, they should not be considered as primary evidence unless supported by official tribal documentation or other reliable sources.
- III. Ancestry DNA or genetic testing results: Genetic testing can provide insights into ancestral origins, but it alone is not sufficient to establish Native American heritage.

Review and Updates

This policy shall be periodically reviewed and updated to ensure compliance with evolving legal and cultural considerations surrounding the verification of Native American heritage.

Compliance

All individual(s) and Texas Native Health staff involved in verifying Native American heritage of immediate and adopted family members must comply with this policy. Failure to comply may result in the rejection of documentation or other actions as determined by the CEO.

Implementation

Texas Native Health shall ensure the effective implementation of this policy by disseminating it widely, providing necessary training to relevant TNH personnel, and establishing appropriate procedures for documentation submission and evaluation.

Qualification #	Applicant Type	Acceptable Documentation			
Eligible American Indian or Alaska Native					
10	Native American (Federally recognized tribes, including tribes, bands, or groups terminated since 1940) (Tribes recognized by the state the tribe is located in)	CDIB	Tribal Membership ID	Tribal Census Records	Tribal Enrollment Documentation
11	Native American Descendant 1 generation removed	One of the documents under qualification #1 for the parent + Birth certificate stating applicant name as the child, and the parent name being the same name as the document under qualification #1			
12	Native American descendent 2 generations removed	One of the documents under qualification #1 for the grandparent + Birth certificate stating applicant name as the child, and the parent name + Birth certification of parent stating applicant's parent as the child, and the grandparent name being the same as the document under qualification #1			
Eligible Non-Indian					
21	Natural Children	See qualification #11			
22	Adopted Children	One of the documents under qualification #1 for the parent + Legal adoption documents that establish the adoption of a non-Native American individual by a Native American family, including court orders or adoption certificates.			
23	Stepchildren	One of the documents under qualification #1 for the eligible Indian + Marriage certificate + Birth certificate stating the applicant name as the child, and the parent name being the spouse named on the marriage certificate.			
31	Non-Indian woman pregnant with an eligible Indian's child	One of the documents under qualification #1 for the eligible Indian + Marriage Certificate if available + One of the following: 1. Paternity test results 2. Order of a court of competent jurisdiction 3. Notarized letter from the eligible Indian			

COMPLAINTS, GRIEVANCES, & COMPLIMENTS

Complaints & Grievances

Texas Native Health supports the patient's right to freely present concerns, needs, complaints, or grievances without fear of reprisal or access to care being compromised. A concern, need, or complaint is anything that can be promptly resolved by the patient's care team. A patient grievance is a formal or informal written or verbal complaint that is made to our clinic administration by a patient, or a patient's representative, when a patient issue cannot be resolved promptly at the care team level. If a complaint cannot be resolved promptly at the care team level, it is considered a grievance. Grievances will be addressed to the highest extent practical and can be received by any Texas Native Health employee.

[SUBMIT A GRIEVANCE](#)

Compliments

Our goal at Texas Native Health is to provide the best service possible and we would love to know what you think! If you would like to recognize a member of your care team who has performed his/her duties in a manner that you think is exceptional and reflects favorably upon the individual and Texas Native Health, we encourage you to take a moment to tell us about it.

[SUBMIT A COMPLIMENT](#)

PATIENT RIGHTS

INTRODUCTION

Texas Native Health is committed to providing compassionate, respectful, and high-quality healthcare to all our patients. Central to this commitment is the recognition of patient rights and responsibilities. This policy outlines the rights patients can expect to receive while under our care, as well as the responsibilities they are expected to uphold in their healthcare journey. By adhering to these principles, we aim to foster a collaborative and supportive environment where patients and healthcare providers work together to achieve optimal health outcomes.

1. Patients have the right to be treated with respect, dignity, and courtesy at all times.
2. Patients have the right for their personal values, culture, beliefs, religious practices, and preferences to be considered and respected at all times.
3. Patients have the right to be afforded appropriate personal privacy.
4. Patients have the right to be informed about their medical condition, including evaluation, diagnosis, prognosis, treatment options and reasonable alternatives, risks, and benefits.
5. Patients have the right to and are encouraged to participate actively in decisions regarding their medical care to the extent permitted by law.
6. Patients or their designated Power of Attorney (POA) have the right to refuse any treatment, procedure, or care, provided they have been fully informed of the potential risks, benefits, and alternatives by their healthcare provider.
7. Patients have the right to privacy and confidentiality of their medical information, and to consent to the disclosure of their information.
8. Patients have the right to access their medical records and to receive information about their care in a language and format they understand.
9. Patients have the right to request corrections to their health information.
10. Patients have the right to request restrictions on the use and disclosure of their health information.
11. Patients have the right to make complaints, provide feedback, and appeal decisions about their care without fear of retribution.
12. Patients have the right to continuity of care, including the right to be informed about changes in their care providers or treatment plans.
13. Patients have the right to refuse participation in any research studies or clinical trials without affecting their access to medical care or quality of treatment.
14. Patients have the right to receive clear and understandable information about potential costs, fees, and out-of-pocket expenses associated with their medical care outside of Texas Native Health, including any insurance coverage and payment options available to them.
15. Patients have the right to receive an accounting of disclosures of their health information.
16. Patients have the right to appropriate assessment and management of pain.
17. Patients have the right to choose and change their healthcare providers, including physicians and other qualified healthcare professionals, if alternative providers are available and accessible, without compromising the quality or continuity of their care.

PATIENT PRIVACY

INTRODUCTION

Texas Native Health is committed to protecting the privacy and confidentiality of patient information. TNH adheres to all applicable laws and regulations related to patient privacy, including but not limited to the Health Insurance Portability and Accountability Act (HIPAA) and the Information Technology (Reasonable Security Practices and Procedures and Sensitive Personal Data or Information) Rules, 2011.

1. Information we collect:

We collect and maintain various types of patient information to provide quality healthcare services. This information may include:

- Personal information (name, address, contact details, etc.)
- Demographic information
- Medical history and records
- Insurance information
- Billing and payment information

2. Use of Patient Information:

We use patient information for the following purposes:

- Providing medical treatment and care
- Billing and processing insurance claims
- Quality improvement and research
- Complying with legal and regulatory requirements
- Communicating with patients about appointments, treatment, and related matters

3. Disclosure of Patient Information:

We may disclose patient information to the following entities under specific circumstances:

- Healthcare providers involved in patient care
- Insurance companies for claims processing
- Legal authorities when required by law
- Business associates who perform services on our behalf

4. Security Measures:

We implement physical, technical, and administrative safeguards to protect patient information from unauthorized access, disclosure, alteration, and destruction.

5. Contact Information:

For questions or concerns regarding patient privacy, please contact:
TNH IT Manager/Security Officer at IT@texasnativehealth.org

PATIENT RESPONSIBILITIES

INTRODUCTION

Texas Native Health believes that effective healthcare is a partnership between patients and healthcare providers. Alongside the rights patients have, we also recognize the importance of patient responsibilities in ensuring the best possible outcomes. This section outlines the responsibilities patients are expected to fulfill in their healthcare journey, emphasizing collaboration, communication, and active participation in their care. By upholding these responsibilities, patients play a vital role in promoting their own health and well-being.

Each patient treated at Texas Native Health has the responsibility to:

1. Provide complete and accurate information about their medical history, symptoms, any medications, including over-the-counter products and dietary supplements, and any allergies or sensitivities.
2. Follow their treatment plans, medications, and recommendations provided by their healthcare team.
3. Treat their healthcare providers, staff, and other patients with respect and courtesy.
4. Maintain the privacy and confidentiality of their own medical information.
5. Understand and accept financial obligations for services rendered outside of TNH, and not covered by their insurance.
6. Ask questions, seek clarification, and actively participate in decisions about their care.
7. Provide feedback, express concerns, and make suggestions for improving the quality of care when necessary.
8. Follow safety guidelines and report any safety concerns or incidents to healthcare staff.
9. Obtain proper transportation from facility and in-home supervision for 24 hours, if required by their provider.

CHANGES TO PATIENT RIGHTS, PRIVACY, AND RESPONSIBILITIES POLICY

TNH reserves the right to modify the Patient Rights, Privacy, and Responsibilities Policy at any time. Updates will be posted on our website, and patients will be notified of significant changes.

This edition effective: 01/01/2024.

SERVICES & PROGRAMS

Primary Care Services

- General Wellness and Sick Visits
- Check-ups
- Well Child Visits
- Chronic Care Management
- Adult & Children Immunizations
- COVID-19 Testing and Vaccination
- Physicals
- Laboratory Services
- Geriatric Care
- EKG Tests
- Women's Health
- IUD Placement & Removal
- STD Screening
- Treatment of Infections
- Health Education
- Skin Tag Removal
- Abscess/Cyst Incision and Drain
- WIC services
- Smoking Cessation
- Knee and Shoulder Joint Injections
- On-site Pharmacy

Dental Services

- Examinations
- Radiographs
- Sealants

- Fluoride Applications
- Fillings
- Dental Infections
- Simple Extractions
- Prophylaxis (Dental Cleanings)
- Full Mouth Debridement
- Periodontal Maintenance
- Scaling and Root Planing
- Pediatric Dental

Diabetes Management

- Diabetic Foot Health: Nail Trimming; Foot Exams to assess factors such as foot structure, neuropathy, circulation, and any existing foot conditions.
- Diabetic Retinal Eye Screening
- Diabetes Education
- Virtual ADCEs Accredited Diabetes Classes
- Cooking Classes
- Shoe Program

Behavioral Health Services

- Individual & Family Counseling
- Children & Adolescent Therapy
- Chronic Pain Counseling
- Stress Management
- Relaxation Training
- Trauma-Informed Care
- Crisis Intervention & Support
- Group Therapy and Support Groups
- Addiction Services

OUR COMMITMENT TO QUALITY & SAFETY

At Texas Native Health, your health and well-being are our top priorities. We are dedicated to providing you with the highest standards of care, respecting your cultural values and traditions, and ensuring your safety throughout your healthcare journey.

Quality Care: We are committed to delivering quality healthcare services that meet or exceed industry standards. Our healthcare providers are trained and dedicated to providing the best care possible, with a focus on evidence-based practices, continuous improvement, and patient-centered care.

Respect and Dignity: We respect your individuality, cultural background, and beliefs. Our care is delivered with the utmost respect for your privacy and dignity. We understand the importance of cultural sensitivity and strive to create an environment where you feel valued and heard.

Patient-Centered Approach: Your preferences and needs are at the forefront of our care. We believe in active patient participation in decision-making and tailoring your care plan to suit your unique circumstances and goals.

Communication and Transparency: Clear and open communication is essential for your safety and well-being. We are committed to providing you with information about your condition, treatment options, and any potential risks. We encourage you to ask questions, seek clarification, and actively engage in your care.

Safety First: Your safety is paramount. We have stringent safety protocols and policies in place to minimize the risk of medical errors, infections, and other safety concerns. Our staff is continuously trained in safety procedures to ensure a secure and protected environment.

Continual Improvement: We are dedicated to ongoing quality improvement. We regularly assess our practices, learn from feedback, and make necessary adjustments to enhance the quality of care we provide.

Cultural Competency: We are committed to delivering culturally competent care. We recognize and respect the diverse backgrounds of our patients, and our staff is trained to understand and address the unique cultural, linguistic, and spiritual needs of our community.

Patient Feedback: Your input is invaluable to us. We encourage you to provide feedback, whether it's a suggestion for improvement or praise for a staff member. Your voice helps us refine and enhance our services.

Patient Rights: You have the right to be informed, make decisions about your care, and be treated with respect. We uphold your patient rights and are here to advocate for your needs and preferences.

Accessibility: We are committed to ensuring that our services are accessible to all members of the community. If you have specific needs or require accommodation, please let us know, and we will do our best to accommodate you.

CONTACT US

TEXAS NATIVE HEALTH

Address: 1283 Record Crossing Rd, Dallas, TX 75235

Main Contact: (214)-941-1050

Website: www.texasnativehealth.org

HOURS OF OPERATION

PRIMARY CARE – BEHAVIORAL HEALTH – PHARMACY – COMMUNITY DEVELOPMENT		DENTAL	
Monday	8:00am-5:00pm	Monday	8:00am-5:00pm
Tuesday	8:00am-5:00pm	Tuesday	8:00am-5:00pm
Wednesday	8:00am-5:00pm	Wednesday	8:00am-5:00pm
Thursday	8:00am-5:00pm	Thursday	8:00am-5:00pm
Friday	8:00am-5:00pm	Friday	8:00am-5:00pm



Texas Native Health is dedicated to enriching the lives of our Indigenous population to ensure our identities, our culture, our languages, and our traditions live on. Our commitment to the quality, safety, and well-being of our patients is unwavering. We strive to be your trusted healthcare partner, providing care that reflects our core values, respects your cultural identity, and prioritizes your health. Thank you for entrusting us with your healthcare needs.