

Behavioral Health

How do I get into Residential Treatment? You must complete a Behavioral Health intake if not already established with Behavioral Health. Our Licensed Counselors will then evaluate for readiness and criteria to meet residential treatment.

How do I get Behavioral Health Services and do I need to be a patient of medical services? You do not need to be established with the medical clinic. You must call or visit our Behavioral Health Patient Registration Clerk to schedule an intake with one of our Licensed Counselors.

How long does it take to get in to see a counselor? We make every effort to serve your needs within 5 days or less.

Can Counselors prescribe medication? No, only Licensed Medical Physicians or Doctors have the authority to prescribe medications.

Does Behavioral Health have a Psychiatrist or Psychologist available? Yes, we have both a Psychiatrist and Psychologist whom are available to individuals who have been properly referred by a Pokagon Health Services Medical or Behavioral Health Provider.

Does Behavioral Health see non-native family members for individual counseling services? Although we understand that the family unit functions as a whole, at this time we cannot provide individual counseling session to non-native family members. However, if deemed appropriate by the identified counselor, the non-native person may be included in family sessions.

Behavioral Health provides services to adults and adolescents, but do you also serve children? Yes, Behavioral Health has the appropriate accreditation and licensure to provide counseling services to children ages 0-8.

Community Outreach Program

- 1. Does Pokagon Community Outreach Program (COP) supply “Home Care Services?”**
Pokagon Health Services (PHS) Community Outreach Program is not a certified “Home Care Agency.” PHS COP receives referrals from PHS Providers to perform “Home Visits” for the following:
 - Education on disease prevention and management
 - Assessments R/T patient’s diseases, (to report back to Provider)
 - Simple nurse screenings, for diabetes, chronic diseases
 - Immunizations, and lab draws
 - Maternal support and education
 - Lactation support and education

2. Does the COP supply durable medical equipment?

- The COP program itself does not provide DME. If DME prescription is written, COP social worker will work with patients to utilize alternate resources to access DME.
- COP will lend out breastfeeding pumps to moms registered in the Healthy start/home visiting programs, or new breastfeeding moms referred by PHS providers for lactation education.

3. What does COP do?

- Coordinate/develop community health events.
- Collaborate with local health facilities.
- Educate and assist in care management for patients in their homes.
- Coordinate and report on grants.
- Follow up on referrals with patients in hospitals, extended care facilities, in homes and clinical setting.
- Screening and management of all chronic diseases including medication setup and monitoring.
- Coordinate and develop group health, nutrition, and exercise classes.
- Offer transportation for qualified “established” patients to/from PHS clinic and medical appointments referred by PHS providers.
- Perform Medical Social Work assistance in the home and clinic setting.
- Offer Nutrition education in patient’s home or clinical setting, and healthy eating food preparation and cooking classes.

Optical

How do I set up an eye appointment? If you are eligible for PRC, go to the referral department and they can assist you in making an appointment at the eye clinic of your choice. If you are not PRC eligible you may make your appointment with any eye doctor of your choice. The visit will not be covered. After your eye examination, bring in your prescription, pick out your frame, and any add-ons, and we will order your glasses for you.

My eye doctor wrote Anti-reflective coating on my prescription. Why is this an additional charge? The anti-reflective coating is often a recommendation by an eye care provider. However, it is a recommendation and not a prescription requirement. Each patient may receive a free basic prescription, including lenses and frames. There are several add-ons available such as anti-reflective coating, transitions, and tinting. See the Optical Department for details.

My glasses broke. Can you fix them? We can do minor repairs in the Optical Department. In addition, there is a one year warranty on either your frames or lenses. See the Optical department for more information.

Can you order more shoes? There have been limited quantities available for the Nike N7 shoes. Call the Optical department and we would be happy to login to our account to see if your size is available.

Clinic

Can the clinic receptionist/registration clerk call administration and verify that I am a Pokagon Tribal Member if I fail to provide my tribal identification? The staff cannot call and verify your membership-you must bring in your tribal I.D. or you must go to administration office to request documentation per our policy guidelines.

Can I choose to switch primary care providers (PCP's) if I no longer want to see my current provider? You must request to switch PCP'S in writing. Once you have submitted your request-the providers will review the request and a decision will be made based on based on provider collaboration and patient need. You will be informed of the result by PHS staff.

Can I come in for immunizations such as influenza vaccines, etc. without seeing a provider? Yes, we have implemented standing orders, which allow patients to schedule a lab appointment for vaccines, urine pregnancy testing, and hemoglobin A1C.

Can I choose to see more than 1 primary care provider (PCP) if I have my own private health insurance? No, all patients of PHS Clinic must choose 1 PCP per PHS policy. Choosing 1 PCP is important for continuity of care so that our providers are able to care for you in a safe manner.

Does the PHS clinic offer any specialty services? Yes, Gynecology/Women's Health, Podiatry, and we also have an on-site laboratory.

If I call in less than 24 hours in advance, is it considered a no-show? Yes, per PHS policy we require at least a 24 hour advance notice when canceling an appointment.

How many no-shows can I receive before being put on same day status? After the third no-show you will be placed on same day call status for a period of 6 months per policy.

Can no-shows be waived or not counted against me for any reason? Yes, PHS understands that there may be extenuating circumstances that may cause you to be unable to give a 24 hour notice. Those circumstances will be reviewed and decided upon by the Director of PHS.

What is same day status? Same day status refers to the no-show policy. When you have failed to give the office a proper notice of canceling an appointment, you will be put on what's called same day status. Same day status means that you will have to call in each day to see if your provider has any open appointments in order to be seen. You will be unable to schedule an appointment in advance.

How many primary care providers (PCP's) are there to choose from? We currently have Dr. Gerald Morris M.D., Dr. Leon Sherburn D.O., and Michelle Cockey FNP.

Can I be seen by the doctor today? Our nursing staff will triage the patient's verbal and current signs and symptoms. After gathering this information, the nurse will schedule an acute visit that day if needed and available. In certain situations, the patient will be advised to go to the ER or walk-in clinic.

Will the clinic pay for medical equipment that I request regardless of cost or need? Prescriptions for supplies, or supplies given at the PHS clinic are those that are deemed "medically necessary" by your PCP.

Pharmacy

Why can't I get a 90-day supply of my medications? We can only fill for a quantity the prescriber has written for. If it's written for 90 and we only fill for 30 days it's because the insurance limits the quantity.

Can I get my Norco fill early I've taken a couple extra? No, we adhere to a strict 30 day policy. All controlled RX's can be filled on the day you should run out based on quantity and directions written by the provider.

You used to fax my Norco script to Shopko. Why do I have to pick it up now? This year the DEA changed the schedule of some medications. The original paper prescription is now required to fill Norco.

My medication was lost/stolen, can I get more? If the provider chooses, he/she may write or approve an early fill, but the pharmacy will not cover the cost for lost or stolen prescriptions.

Can I get my prescription filled at another pharmacy? Yes, but you will be responsible for the cost/copay.

I had to have a prescription filled after hours. How do I get reimbursed? When filling prescriptions after hour only purchase the minimum amount needed. Our pharmacy can transfer the balance to our pharmacy after hours. If you are eligible for PRC, your receipts can be turned for review and you may get a refund.

Can someone pick up my prescription for me? Yes. We will ask for a patient identifier such as address and/or birthdate. If you don't want anyone but you to pick up your prescription please contact the pharmacy.

What hours are you open? Pharmacy Hours: M,Tu,W,F: 8 - 5 p.m. Th: 8 - 7 p.m.

I don't have refills. Can I get my medications? We can request a refill from your provider. This process usually takes 48 hours. If it is an outside provider it may take longer.

Why does my tablet look different than last month? Over the past couple of years medications have had supply issues. This can make it difficult to get the same manufacturer each month. If your medication looks different is always best to contact the pharmacy with a description of the tablet. Pharmacy can then verify the correct medication was used.

Dental

What services does dental offer? We are able to do fillings, extractions, cleanings, x-rays, exams, dentures/partial as well as crowns and bridges.

Wellness Center

When is the Wellness Center available? The Wellness Center is open from 6:00 a.m. until 8:00 p.m. Monday through Friday and 8:00 a.m. – 12:00 p.m. on Saturday.

How old do you have to be to use the Wellness Center? The Wellness Center is open to all eligible members aged 18 years and older. Minors are also welcome but must be accompanied and properly supervised by an adult when using the Facilities, except when participating in a class or program. Minors must be at least twelve (12) years of age and have completed the “Courage to Care” program to use cardiovascular and weight equipment and must be at least sixteen (16) years of age to use free weights. Minors are not permitted to use the fitness pool.

What can my children do while I’m exercising? The Wellness Center has a variety of options available for children. We offer childcare on Mondays and Wednesdays from 5:00 p.m. – 7:00 p.m. for children between 0 – 12 years of age; the Wellness Center also has a highly visible waiting area featuring an Xbox and interactive, movement games; and we are next to a large, well-maintained yard with outdoor toys available.

How much does it cost to use the Wellness Center? The Wellness Center is provided free of charge to the following three groups: All tribal citizens, spouses, and immediate family members; employees of the Pokagon Band; and any individual registered with Pokagon Health Services.

Does the Wellness Center have any Personal Training available? The Wellness Center currently has a full-time personal trainer on staff and will soon have two additional part-time personal trainers available at no cost to eligible members. Personal Training requires an initial appointment to assess your needs and training goals.

Does the Wellness Center have a pool? Yes! The Wellness Center features a top-of-the-line therapy and exercise pool. The pool is ADA compliant and offers a variety of exercise options. The Wellness Center staff will fully orient you on the pool features and usage. We also provide clean towels, locker rooms, and shower facilities.

Does the Wellness Center offer any fitness classes? Yes. We offer a variety of weekly classes to accommodate every age and ability level. Classes are typically held in the Multi-Purpose room and are open to all ages. Please contact the Wellness Center for a listing of our class schedule and descriptions.

What can I do to lose my belly fat? The Wellness Center can help you develop a personalized fitness plan that fits your lifestyle. The staff also works closely with our registered dietician to incorporate a healthy eating plan into your wellness regime.

Do I need an appointment for the pool? It is highly recommended that you make an appointment to use the pool. This allows us to ensure it is properly prepared for your visit.

Who is allowed to use the Wellness Center? The Wellness Center is available to the following three groups: All tribal citizens, spouses, and immediate family members; employees of the Pokagon Band; and any individual registered with Pokagon Health Services.

What is the 'Member of the Month'? The Member of the Month is a Wellness Center member who has portrayed an outstanding effort to making a healthy lifestyle change. These individuals receive distinct recognition in the Tribal newsletter and are awarded a special gift for their commitment to excellence.

Do you offer any incentives for using the Wellness Center? Yes, we offer improved health and a better quality of life in all aspects of wellbeing. In addition to these benefits we often have promotions, contests, and challenges, which offer a variety of incentives. Some of our members have received free merchandise, major league getaways, and cash prizes.