

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.