

KANA



○ : ○ : ○ : ○ : ○ : ○

# GUIDE TO SERVICES

○ : ○ : ○ : ○ : ○ : ○



# CONTENTS

Medical Services	.....	<b>2 - 4</b>
Dental Services	.....	<b>5</b>
Behavioral Health Services	.....	<b>6</b>
Village Health Services	.....	<b>7 - 8</b>
Rehabilitation Services	.....	<b>9 - 10</b>
Child and Family Services	.....	<b>11</b>
Community Services	.....	<b>12 - 14</b>
Patient Resources	.....	<b>15 - 19</b>
Patient Rights and Responsibilities	.....	<b>20 - 21</b>
Awards and Certifications	.....	<b>22</b>
Directory	.....	<b>23 - 24</b>

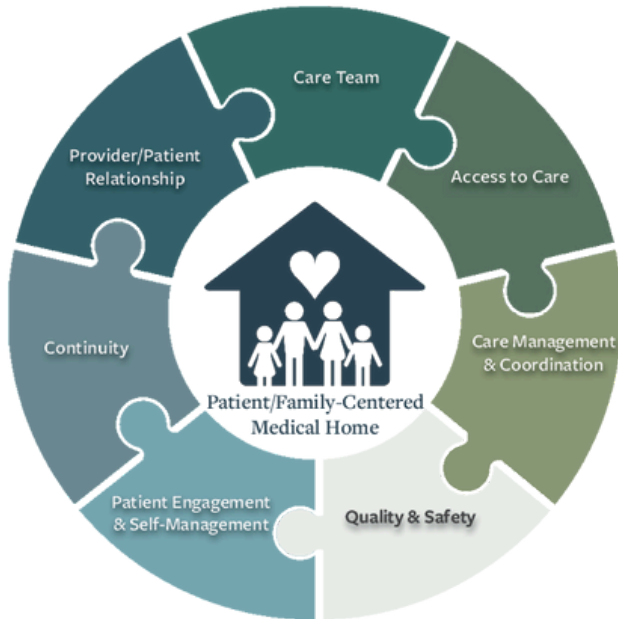
The Kodiak Area Native Association (KANA) was formed in 1966 as a 501(c) 3 non-profit corporation to serve the Alaska Native people of the Koniag Region, including the City of Kodiak and six outlying villages: Akhiok, Karluk, Larsen Bay, Old Harbor, Ouzinkie, and Port Lions. KANA is governed by a 10-member Board of Directors. KANA offers healthcare and social services within our region, including a wide range of wellness and community services.

KANA is accredited by the Accreditation Association for Ambulatory Health Care (AAAHHC). This accreditation distinguishes our services from other outpatient facilities by acknowledging that KANA provides the highest quality of ambulatory primary care, as reviewed and determined by an independent outside agency. Through this accreditation, KANA participates in on-going self-evaluation, peer review and education in order to continuously improve our care and services.

We believe that healthy individuals live in healthy communities, and we are dedicated in our efforts to elevate the quality of life of the people we serve.

# Medical Services

## HOW KANA DELIVERS HEALTH CARE: PATIENT-CENTERED MEDICAL HOME APPROACH



KANA follows a patient-centered, team-based model of primary care. Each medical team is led by medical providers that emphasize a personal relationship between patient and provider teams while providing patients with the highest standard of medical care, tailored to each patient's individual preferences.



KANA's medical clinics are formally recognized as a Patient Centered Medical Home (PCMH), confirming our commitment to provide patient-centered care. Patient-centered care refers to a system of health care that establishes a partnership between providers and patients, ensures that care decisions respect patients' needs and preferences and provides the support patients need to make informed decisions and participate in their own care. The PCMH model creates accessible, comprehensive, integrated, patient-centered, safe, and satisfying care for both our patients and providers. Through this model, our Primary Care Provider teams develop ongoing relationships with their patients that lead to trust and open communication. This improves the level of care patients receive. We are proud to offer this model of care for our community, which reflects our Sugpiaq Alutiiq values.

### **MEDICAL SERVICES**

KANA believes that healthy individuals live in healthy communities. Our medical clinics provide health care in an outpatient clinic setting that ensures accessible and affordable care is available on Kodiak Island for all community members.

### **CARE TEAMS**

Medical services are provided by care teams, led by our team of primary care providers (PCPs) that includes board-certified Family Medicine physicians, physician associates, and family nurse practitioners. Our PCPs work closely with their team of nurses, referral navigators, medical assistants, scheduling and registration specialists to meet our patients' individualized needs. We provide timely appointments and partner with our patients to determine which medical services works best for each person and family.

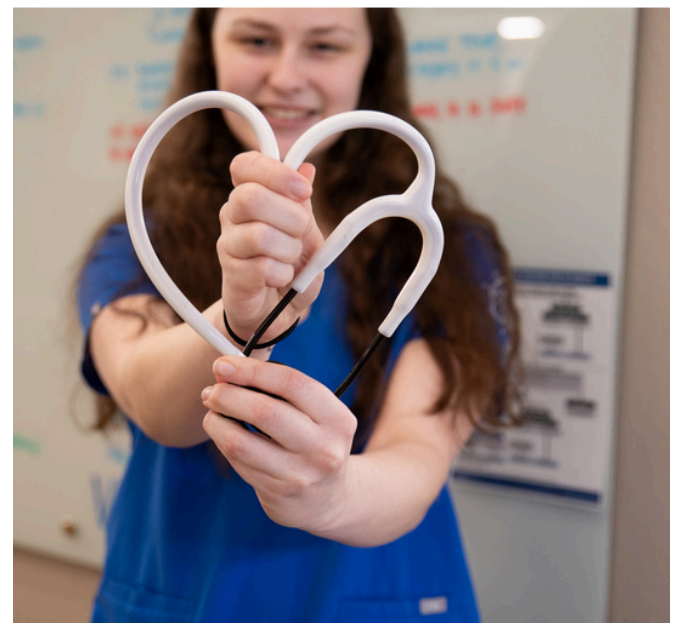
## ACCESS TO MEDICAL CARE

Our medical clinics offer a combination of urgent care and scheduled appointments. We operate from 8:00 AM to 6:00 PM, Monday through Friday, and from 8:30 AM to 5:00 PM on Saturdays at the Mill Bay Health Center. We offer 24-hour access to medical advice through our nurse triage line or our after hours nurse advice line.

We see our patients for urgent needs any time during business hours, and we will help to coordinate care at the local ER and hospital when urgencies and emergencies arise. Our physician team provides direct services for KANA patients at Providence Kodiak Island Medical Center when needed for hospital medicine including obstetrics, the delivery of babies, newborn care, pediatric care and ICU care. Our team will work with you to coordinate your care between Providence and KANA.

### **KANA's Medical Department provides the following services:**

- Addiction services including medications
- Alaska Native Medical Center Specialty Clinics
- Chronic and Complex Disease Management
- Dermatology Procedures
- Family Planning (Contraception including IUDs, Nexplanons, and vasectomies)
- Geriatric/Elder Care
- Immunizations
- LGBTQ Care
- Men's Health
- Musculoskeletal and Sports Medicine including joint injections
- Nurse Case Management
- Nutritional Services
- Obstetric Care
- Pediatric Care (newborn care, immunizations, and well child checks)
- Primary Health Care Visits
- School & Sport Physicals
- Urgent and Emergent Care
- Well Adult Care
- Women's Health
- X-Rays





## PHARMACY SERVICES

KANA has pharmacy services available at the Alutiiq Enwia Health Center (KANA Main) for our Beneficiaries and Veterans. Patients seen at the Mill Bay Health Center will have their prescriptions sent to the pharmacy at KANA Main. Our pharmacists consult regularly with our medical providers and dentists to provide appropriate medications for patients at our clinics as well as in the villages. We make great efforts to provide efficient, safe services which involves checks for drug interactions, medication doses, and prescription accuracy. Pharmacist consultations are valuable and will include reviewing your medications and discussing medication use, safety, and risks.

We work closely with our village practitioners, health aides, and staff to keep the village clinics stocked with medications and provide prescriptions to those living in our villages. New and refill prescriptions are distributed from the KANA Pharmacy to our village clinics regularly.

KANA providers write prescriptions for all other patients to be filled at other pharmacies.

KANA's Pharmacy also provides drug deactivation kits for safe disposal of unused medications.

**Automated Pharmacy Refill Line:** (907) 486-1391

**Toll-Free Pharmacy Refill Line:** (877) 731-9911

Please call 24 hours before pickup.

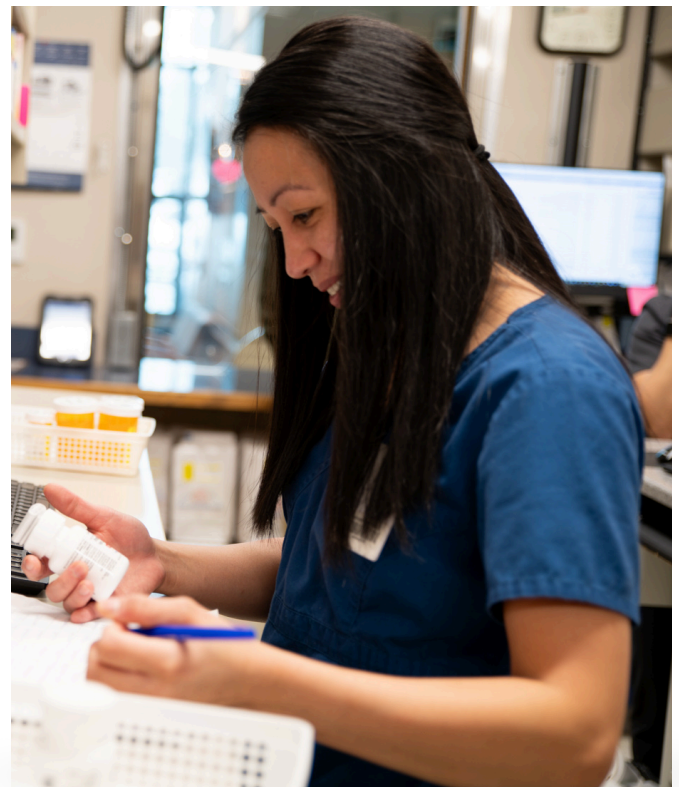
## LABORATORY SERVICES

KANA's Laboratories perform moderately complex lab tests on-site and issue prompt test results, enabling patients to remain close to home. The laboratory is staffed by Medical Laboratory Scientists, Medical Laboratory Technicians, Certified Laboratory Assistants and Certified Phlebotomists.

In 2020, KANA expanded our testing menu to perform additional on-site tests in Kodiak and at Village clinics. With rapid advancements in medicine, our goal is to remain progressive with state-of-the-art technology to meet the needs of our patients.

It is the goal of the Lab to provide our customers, patients, and healthcare colleagues with quality, timely, accurate results using the most advanced technologies available.

Mill Bay Health Center Laboratory holds a CLIA Certificate of Compliance, while KANA Main operates under a CLIA Waived Testing license. Village Clinics are all covered by a Multi-Site Provider Performed Microscopy CLIA License enabling Village Medical Providers to perform waived tests.



# Dental Services

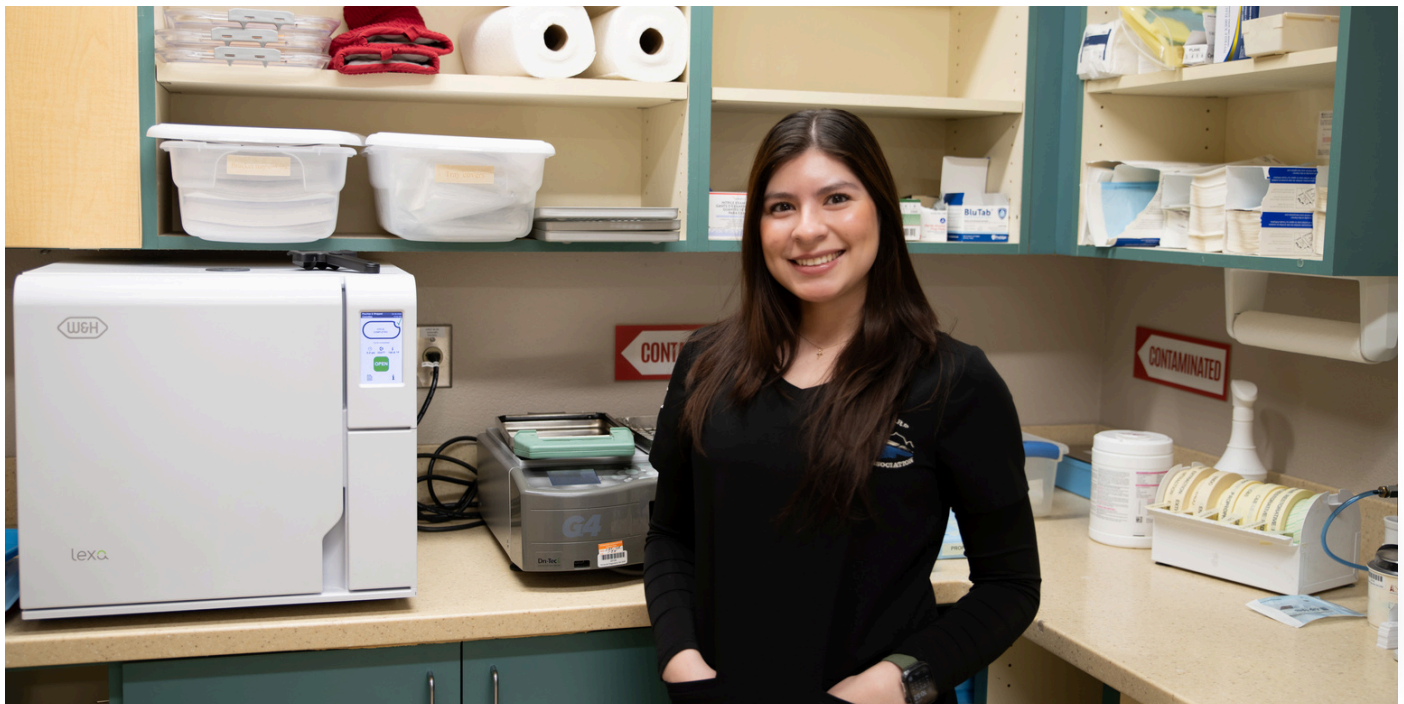
KANA provides a full range of dental and oral health services as part of our goal to provide comprehensive whole-person care. In addition to year round services offered at KANA Main and the Mill Bay Health Center in Kodiak, dental providers travel to each village community to provide dental care, oral hygiene, and preventative services. KANA's Dental Team includes: Dentists, Dental Hygienists, Dental Assistants, a Dental Health Aide Therapist, Orthodontist and Dental Care Coordinator.

## Dental Department services:

- Cleaning and Sealants
- Community and School Oral Health Education
- Dental Exams
- Digital X-Ray, including 3-D imaging for increased diagnostic and treatment
- Extractions
- Fillings
- Head Start Fluoride Program
- Higher Levels of Care: Crowns, Bridges, and Dentures
- Orthodontics Specialty Clinic
- Preventive Oral Health Services
- Root Canals
- Dental Implant Services

## ORTHODONTICS

KANA's Orthodontic Clinic is a referral based practice providing access to high quality orthodontic services (braces, aligners and retainers) that straighten teeth to enhance patient smiles, as well as correct bites that lead to improved oral function and oral health. Services are available to eligible Indian Health Services Beneficiaries.



# Behavioral Health Services

## MENTAL HEALTH SERVICES

KANA Behavioral Health offers a safe place where our clients can learn skills to take control of their lives, enjoy healthy relationships and maintain sobriety. We believe that every family and individual has strengths to help them live a healthy lifestyle. To support them, our Behavioral Health Department provides a variety of services including individual and group counseling, resources for parents and youth, coordination of care, referrals and case management.



Our Behavioral Health department is staffed by different provider types: Master's level clinicians, psychologists, addictions counselors, case managers, and behavioral health aides who are located in our villages. Our providers offer different types of therapies; however, we recognize that what helps people change is the therapeutic relationship between them and their BH provider. Thus, providers in our department focus on how to continuously improve the quality of our relationships with those we serve in order to achieve the best outcome.

We offer services for those struggling with mental illness, co-occurring disorders, and those with alcohol and other substance use disorders. We see adults age 18 years or older, and children/youth ages 17 or younger. While we understand friends and family members may be concerned about a family member or a friend, anyone 18 years and older must seek services for themselves.

## Available confidential services:

- Case Management & Care Coordination
- Collaborative Treatment Planning
- Crisis Intervention
- Group Counseling
- Individual Therapy
- Intake Services
- Integrated & Substance Use Assessments
- Screening
- Substance Use Disorder Counseling
- Village-Based Services

## CULTURAL PEER SUPPORT

The Peer Support Program is a culturally driven initiative tailored to Kodiak area residents who are seeking assistance in their recovery journey. We understand the importance of culturally sensitive support, and our team is dedicated to providing a safe, inclusive, and supportive environment for your recovery needs.

Our team is made up of Cultural Peer Support Specialists who have been specially trained and have personal lived experience with substance use disorders or mental health challenges. They are passionate about helping others and are committed to guiding you through your recovery journey.

If you're ready to take the next step towards recovery, or need assistance, please don't hesitate to reach out to our team at (907) 486-PEER.

## WELLNESS & PREVENTION SERVICES

KANA's Wellness & Prevention program builds a foundation for a healthy future by addressing the psychosocial factors that contribute to negative health behaviors. We provide education, outreach, and tools to support healthy lifestyle choices for residents in Kodiak and the surrounding villages. We empower individuals to make healthy choices, teach life skills, coach coping strategies, promote connectedness and encourage family engagement. Our staff offers various trainings to organizations and the general public. By equipping our community members with effective tools, we lay a foundation for healthy future generations.



# Village Health Services

Village Clinics provide health services including medical, dental and behavioral health to all village residents. Health care services are delivered by Care Teams including village-based Community Health Providers and Behavioral Health Aides who work collaboratively with Kodiak Providers and support staff. Care Teams ensure patients have consistent access to quality care for our rural communities. Our team-based care model supports KANA's Patient Centered Medical Home values and improves our patients' experiences and outcomes. Positions specific to providing village-based care include:

## **COMMUNITY HEALTH AIDES**

Village-based medical services are provided by Community Health Aides (CHA/Ps) which are providers trained to provide acute, routine, follow-up, chronic and emergency care. CHA/Ps work directly under a physician and receive clinical supervision to maintain and expand their skills. Village-based services are also provided by contracted Advanced Practice Providers.

## **BEHAVIORAL HEALTH AIDES**

Behavioral Health Aides (BHA/Ps) are village-based counselors, health educators and advocates. BHAs work directly under a licensed clinician to address individual and community-based behavioral health needs including those related to alcohol, drug, and tobacco use, as well as mental health challenges such as grief, depression, suicide, and related issues. BHAs seek to achieve balance in the community by integrating their sensitivity to cultural needs with specialized training in behavioral health concerns and approaches to treatment.

## **DENTAL HEALTH AIDE THERAPISTS**

Dental Health Aide Therapists (DHATs) work directly under a dentist and provide patient and community-based preventive dental services, basic restorations and uncomplicated extractions. KANA's DHATs travel to village clinics on a regular schedule in coordination with the dental team.



## MEDICAL SERVICES

Care Teams ensure village patients have consistent access to quality care. Teams including village-based Community Health Providers and Behavioral Health Aides collaborate with patients, Kodiak providers and support staff. Our team-based care model supports KANA's Alutiiq values and improves our patients' experiences and outcomes.

KANA's medical department proudly provides the following services to our villages:

### Behavioral Health Services

Itinerant Behavioral Health Clinicians and Itinerant BHAs travel to villages regularly to provide individual and family counseling and support. Each offer continued treatment to village patients via telehealth when they are not in the village. BHA/Ps and Itinerants work closely with village providers to offer an integrated approach that combines both medical and behavioral health care.

### Dental Services

Our village providers are not trained in dentistry, but they can assess and refer patients to their dentist for emergent care. Patients can access village-based dental services during regularly-scheduled dental visits. KANA's dental team performs routine dental care including cleanings, exams, fillings and limited procedures.

### Telehealth Services

Village patients can access an expanded set of services using telehealth, including specialty appointments, such as oncology, physical therapy, nutrition therapy, WIC, and more. Telehealth technology has greatly increased the number of services KANA can offer village patients.

### Village Emergency Response

Patients experiencing an emergency should contact their village provider by calling the Village Health Clinic during hours of operation, or the Village Provider On-Call number if after-hours. If a village provider is not available, patients are directed to call 911 or their VPSO. Emergencies requiring Medevac services for patients in need of higher levels of care are coordinated by the on-call provider or 911 services.

## IN CASE OF EMERGENCY: Village Provider On-Call Numbers

<b>Akhiok</b>	Channel 79
<b>Larsen Bay</b>	(907) 512-6735
<b>Old Harbor</b>	(907) 202-6009
<b>Ouzinkie</b>	(907) 680-3030
<b>Port Lions</b>	(907) 454-8161

### After-Hours Nurse Advice Line

If you require non-emergency medical advice outside of regular office hours, please contact KANA's Nurse Advice Line at (907) 486-9870.



#### CAN YOU WAIT TO SEE YOUR COMMUNITY HEALTH PROVIDER?

Call your local clinic or KANA's medical line (907) 486-9870

Your Community Health Provider is the best person to reach out to for routine care. During business hours, make an appointment for:

- Check-ups and Physical Exams
- Screenings, such as blood pressure, blood sugar, cholesterol, etc.
- Chronic disease management such as asthma, COPD, diabetes, etc.
- Vaccinations and prescriptions

Call the local clinic to make an appointment with the Community Health Provider the next time they are available, or (907) 486-9870 to make a phone visit appointment with your primary care provider.



#### DO YOU NEED MEDICAL ADVICE AFTER HOURS?

Call the After Hours Nurse Advice line at (907) 486-9870

Our nurse advice line is a great resource when your community health provider is not available, and you're seeking medical guidance for:

- Symptoms you cannot or do not know how to manage
- Concern about a sick family member
- Medication questions
- Questions about pregnancy

Call (907) 486-9870 to have a qualified nurse help answer your questions and give you helpful advice that is easy to follow. They will determine if you need to visit your doctor or need emergency health services.



#### DO YOU NEED MEDICAL CARE NOW?

**\*Call 911 if experiencing a life-threatening emergency.**

If you are experiencing life-threatening medical issues or an emergency do not wait. Call 911 if you experience these symptoms:

- Chest pain or difficulty breathing
- Head of spinal injuries
- Uncontrolled bleeding
- Severe cuts, burns, or punctures
- Broken bones protruding from the skin
- Loss of consciousness
- Stroke symptoms: *weakness on side of face or body, trouble with vision or speech, sudden confusion*
- Vaginal bleeding during pregnancy

Call your on-call medical provider number or dial 911 to coordinate Medevac services.

# Rehabilitation Services

## WELLNESS CENTER

The KANA Wellness Center, located at 3400 Rezanof Drive East, offers a wide variety of services, programs and fitness equipment. The facility and most program resources are available to Beneficiaries, KANA Employees and Veterans enrolled for care at KANA. Outdoor classes, online classes, and some of our prevention clinics are open to the public.

### Exercise Facility

The Wellness Center facility houses an extensive assortment of Life Fitness equipment, including Life Fitness Optima, Life Fitness Signature Multi-Jungle, Hammer Strength Series, and Synergy 360 Versa XL machines for individual and group training. In addition, the Wellness Center is equipped with a wide array of weights, accessories, and more -- everything needed for innovative workouts and endless exercise combinations.

Our welcoming and knowledgeable staff provide personal assistance to help participants gain confidence in the gym and get the most from workouts. Regardless of health and fitness goals, the KANA Wellness Center is here to help.

### Specialty Group Fitness Classes

Group fitness classes are a fun and social way to get exercise in while establishing healthy habits. Every month, the Wellness Center offers a variety of group exercise classes to help participants develop mobility, balance, flexibility, strength, and overall fitness. Class times and locations vary, visit [kodiakhealthcare.org/wellness-center](http://kodiakhealthcare.org/wellness-center) to view the most current class schedule.



## Medically Referred Supervised Exercise

Individuals with a designated health condition (prediabetes, diabetes, high blood pressure or hypertension, obesity, substance use disorder with depression, etc.) can inquire with their Primary Care Provider about placing a referral to the Supervised Exercise program for assistance with establishing a regular exercise routine for improving overall health. The Exercise Specialist will conduct an intake interview to determine type and frequency of ongoing independent and supervised visits, depending on need and commitment of the individual. The goal of one-on-one coaching is to provide guidance and education in order to transition participants to a self-led exercise program or group class setting.



## Personalized Physical Activity: Self-Led Programs

The Wellness Center offers coached, self-led programs tailored to individual needs. Members receive a detailed fitness strategy including structured workouts, monthly biometrics check-ins (weight, body fat content, muscle mass), and periodic assessments to track progress toward health and wellness goals. To participate, contact the Wellness Center.

## Events

The Wellness Center hosts several public wellness and exercise events, including the Kodiak Health and Wellness Fair, the Youth Wellness Challenge, the 12-Week Healthy Lifestyle Program and the KANA Wellness Winter Olympics.

## PHYSICAL THERAPY

KANA's Physical Therapy program provides care to KANA Beneficiaries and Veterans with VA benefits. All other KANA patients needing physical therapy are referred to an external clinic.

KANA Physical Therapy utilizes non-invasive, conservative treatments to address pain and dysfunction in the body's movement (musculoskeletal) system. Physical Therapy helps patients regain their strength and balance, increase range of motion and decrease pain to restore mobility through therapeutic exercise prescription, manual therapy, and education. Therapists emphasize the importance of patients' investing in their own health and give patients the tools they need to be successful.

### Pelvic Health Physical Therapy

Pelvic Health Physical Therapy is a specialized field addressing conditions such as urinary incontinence, pelvic pain, prenatal pain and birth prep, and postpartum recovery. Leaking while running, jumping, and/or sneezing may be common, but it is not normal and it is treatable. Treatment involves tailored exercises, postural assessment, relaxation techniques, manual therapy, and education to improve pelvic health and overall well-being.



### Pediatric Physical Therapy

Physical therapists are experts in movement, motor development, and body function. Physical therapists with experience in pediatrics use clinical reasoning during evaluation and intervention while making the sessions a fun learning experience for the child and family.

#### Our Promise

To listen compassionately and provide therapy services tailored to you. We are dedicated to creating a safe, positive environment that promotes wellness for all patients. Our experienced therapists are committed to learning, teaching, and continuing education to better help you reach your goals.

# Child & Family Services

## **CAMA'I HOME VISITING**

Cama'i Home Visiting is a voluntary home visiting program for families with Alaska Native and American Indian children or parents. Home Visitors utilize the "Parents as Teachers" curriculum to help parents reach their fullest potential for their children. This program is for prenatal women and families with children through age five.

Cama'i Home Visitors use the "Ages & Stages" questionnaires to track milestones, encourage healthy eating habits and developmentally appropriate play, and track medical and dental needs. They host playgroup every week and community connections every month. This program is available to Kodiak City and Island Village residents.

## **CHILD ADVOCACY CENTER**

The Child Advocacy Center (CAC) brings professionals together to assist children and their non-offending caregivers when they are part of an allegation of child maltreatment.

KANA Medical and Behavioral Health professionals, the Alaska Office of Children's Services, Alaska State Troopers, Kodiak Police Department, U.S. Coast Guard Investigative Service, Alaska Department of Law Kodiak District Attorney's office and the Kodiak Women's Resource and Crisis Center form a Multidisciplinary Team that provides advocacy, conducts interviews, provides medical care and makes team decisions about the investigation, treatment, and management of child maltreatment cases.

The multidisciplinary approach is child-focused to prevent re-victimization of children. The CAC Director, Family Advocate, Program Specialist and medical provider coordinate the team's response to advocate for the child and non-offending family members.

## **INDIAN CHILD WELFARE ACT**

The Indian Child Welfare Act (ICWA) program provides ICWA services to the Native Villages of Akhiok, Larsen Bay, Old Harbor, and Ouzinkie. KANA's ICWA Specialist works with families to prevent the removal of children by the Alaska Office of Children Services. The ICWA Specialist also works with family members, OCS, and the Tribes to ensure that if a child is removed, their case follows and embodies the spirit of ICWA.

The program is supported by a coordinator who assists furthering Village cultural traditions and accompanies OCS staff on investigations when there has been an allegation of abuse/neglect.

## **INFANT LEARNING PROGRAM**

The Infant Learning Program (ILP) is part of the Alaska Statewide Early Intervention/Infant Learning Program. KANA's ILP provides family-centered services to all in the Kodiak Island Borough with children birth through 36 months of age and to all diagnosed or at risk of developmental or medical delays.

The ILP provides screenings and/or evaluations to determine eligibility. If found eligible, an Individualized Family Service Plan is developed to meet the child's unique needs. Services are provided in the child's home or telephonically by staff and contract therapists. ILP connects families throughout the community and state to services including free vision and hearing screenings, toddler groups, and the Ages and Stages Questionnaire (ASQ) Program.

## **FAMILY VIOLENCE PREVENTION AND TRIBAL VICTIMS SERVICES**

KANA's Tribal Victims Set Aside Grant delivers intensive case management and advocacy for crime victims in the Kodiak Island Archipelago. Many of the referrals for this program come from KWRCC, but all victims of crime in our communities can reach out for assistance.

## **WOMEN, INFANTS, & CHILDREN**

KANA's Women, Infants, and Children (WIC) is a nutrition program that provides nutrition education, breastfeeding education and support, assistance with nutritious foods, and referrals to healthcare and community services. WIC proudly serves babies and children up to age five, pregnant women, and new mothers. Dads, grandparents, foster parents of young children, and working families are welcome at WIC, too!



## WORKFORCE DEVELOPMENT

Workforce Development provides a range of essential services focusing on cultivating thriving communities by encouraging career development, promoting self-sufficiency, and fostering healthy families across the Koniag Region. By empowering participants to overcome barriers and navigate lifestyle changes, we can help them achieve employment, education, and self-sufficiency goals and build a brighter future.

### Adult Employment Services

Adult Employment Services provide employment-oriented education and training to underemployed/unemployed Alaska Natives and American Indians seeking permanent employment. Eligible individuals receive assistance with job search, resume building, job applications, career guidance and counseling, interview practice, training or education and funding assistance specific to their needs in order to secure suitable employment.



### Supplemental Youth Employment Training Program

The Supplemental Youth Employment and Training Program (SYETP) provides Alaska Native/American Indian youth, ages 14-24, with meaningful work experiences that contribute to the development of strong communities on the island.

We believe in facilitating successful job placements with local businesses, enabling eligible youth to acquire practical skills and valuable life experiences that foster personal growth while participating in up to 150 hours of paid work experience.

SYETP is designed to help local youth develop the expertise and proficiency necessary to thrive in today's workforce. We are excited to support youth on their journey towards personal and professional development.

### Educational and Vocational Scholarships

Educational and Vocational Scholarships are available to eligible applicants for post-secondary education, vocational training, or professional development on a full or part-time basis. We also understand the importance of obtaining a high school diploma or GED certificate, and we are pleased to offer funding and assistance for individuals interested in achieving this milestone. In addition to our general scholarships, we are proud to offer Tribal Scholarships specifically for members or descendants of the Native Village of Akhiok and the Native Village of Port Lions. These scholarships provide opportunities for individuals with strong ties to these communities to further their education and career aspirations.

### Tribal Vocational Rehabilitation

The Tribal Vocational Rehabilitation (TVR) Program offers culturally relevant services to Alaska Native/American Indian adults and youth aged 16 and above facing various challenges, such as physical, mental, emotional, learning, or substance abuse disabilities. We prioritize recognizing individual strengths, resources, concerns, and abilities to provide tailored support. TVR helps participants develop skills for gainful employment, including self-employment, subsistence work, and business ownership.

## Elder Services

KANA Elder Services provides nutrition, caregiver support, chore services, and case management to the communities of Akhiok, Karluk, Larsen Bay, Old Harbor, Ouzinkie, and Port Lions. This includes both congregate and home-delivered meals. In the City of Kodiak, Elder Services offers weekly engagement activities for Elders, transportation, case management, chore services, and other supportive services as needed.

We are proud to be able to provide chore services to our Eligible Elders in the City of Kodiak and our surrounding villages to allow Elders to age in place.

KANA's Elder Services Program connects Elders of the Koniag region and their families with the necessary resources to assist in the aging process.

## Village Public Safety Officer Program

The Village Public Safety Officer (VPSO) Program provides essential public safety support services to the communities of Akhiok, Larsen Bay, Old Harbor, and Port Lions. With the presence of a VPSO, residents can rely on immediate response to emergencies, eliminating delays caused by weather or distance. Our VPSOs work in close collaboration with the Alaska State Troopers to ensure the safety and well-being of our communities.

A VPSOs role encompasses a wide range of critical responsibilities, including emergency medical response, search and rescue operations, fire prevention and suppression, disaster preparedness and response, public safety education, and community policing.



## General Assistance

The General Assistance Program provides monthly financial assistance to eligible Alaska Native or American Indian individuals and families who do not qualify for any other Tribal, federal, state or other public welfare assistance programs. The program helps participants prepare for, gain and retain employment by expanding opportunities for job training, education, and other activities that can lead to economic self-sufficiency.

## Child Care Assistance

Childcare is essential to families seeking self-sufficiency and financial stability. The Child Care Assistance Program provides financial assistance to eligible households who are looking for or attending work, training, school, or subsistence activities. Child Care Assistance is available to households located in Kodiak or one of the outlying villages with Alaska Native/American Indian children. Assistance is available to households with Alaska Native/American Indian Children up to age 13. Children up to age 18 may be eligible with a diagnosed developmental disability.

## Community Services Block Grant

The Community Services Block Grant (CSBG) provides support to Alaska Native/American Indian individuals in the villages of Akhiok, Karluk, Larsen Bay, Old Harbor, Ouzinkie or Port Lions with employment, education, income maximization, and housing stability challenges. CSBG funds can be used to address various needs, including shelter expenses, utilities, minor home repairs, food security, and other specific discrete needs.

## Temporary Assistance for Needy Families

Temporary Assistance for Needy Families (TANF) program provides support to parents or relatives caring for Alaska Native/American Indian children residing in the Koniag Region. TANF offers a range of temporary assistance and support services including employment and training, case management, financial assistance, transportation assistance, and emergency support. The program may also assist with living expenses and other essential needs while empowering participants to achieve self-sufficiency, financial stability, and overall family wellbeing.



# Patient Resources

---

## WHERE TO FIND MORE INFORMATION



### **Website**

Find information on the services we offer, contact information, and more online at our website [kodiakhealthcare.org](http://kodiakhealthcare.org).



### **Event Calendar**

Visit our online event calendar at [kodiakhelthcare.org/events](http://kodiakhelthcare.org/events) to see what events are available to attend.



### **Social Media**

Follow us on Facebook, Instagram, and LinkedIn for updates to events, exciting information about services KANA offers, and much, much more. Search for 'Kodiak Area Native Association.'

---

## FILING A COMPLAINT OR GRIEVANCE

Every KANA patient has the right to file a complaint or grievance without concern of retaliation or humiliation. Complaints may be filed using KANA's Patient Satisfaction Survey, or a grievance form can be requested from the front desk.

To file a complaint or grievance with the State of Alaska, please use this contact information:

### **Division of Corporations, Business, and Professional Licensing Investigation Unit**

550 West 7th Ave., Suite 1500  
Anchorage, AK 99501  
(907) 269-8124  
Email: [Investigations@alaska.gov](mailto:Investigations@alaska.gov)

If you are a Medicare beneficiary and would like to file a complaint or grievance regarding Medicare-related issues, call 800-MEDICARE (800-633-4227).

To file a complaint or concern regarding your Protected Health Information, please contact:

### **Kodiak Area Native Association**

Attn: Privacy Officer  
3449 Rezanof Drive East  
Kodiak, AK 99615

Or

### **Centralized Case Management Operations: U.S. Department of Health and Human Services**

Email: [OCRComplaints@hhs.gov](mailto:OCRComplaints@hhs.gov)  
Toll Free: (800) 368-1019  
TDD Toll Free: (800) 537-7697

## MyHealth (HealthLife)

MyHealth is a secure health management tool that allows you to access your medical information and contact your primary or specialty providers online or by mobile device. Use the MyHealth portal to view medication lists, test results, clinical documents and request appointments. In your app store search: HealthLife. To sign up for a MyHealth account, please speak with the front desk. For 24/7 password help, please call (877) 621-4227.

## PURCHASED AND REFERRED CARE

The healthcare services Indian Health Services (IHS) Beneficiaries receive at KANA facilities are called Direct Care. Purchased and Referred Care (PRC) may cover the cost for approved healthcare services which are not available at our facilities, such as emergency room or referred medical and dental services. When policies and procedures are followed and requirements are met, PRC provides funding to support these services for eligible IHS Beneficiaries.

## Alternate Health Resources

Indian Health Services is not an insurance. IHS requires PRC to be the payer of last resort, meaning all other options, including Medicare, Medicaid, V.A., Tribal, employer or private health insurance, must be used prior to IHS funds. Although IHS does not require patients to purchase insurance, we offer the assistance of our Patient Benefit Coordinator (PBC) to help you screen for possible eligibilities to the above programs. If you are eligible, KANA's PBC can help you apply. Please call (907) 486-9870 for questions or assistance applying.

## KANA IHS PRC ELIGIBILITY REQUIREMENTS:

- Kodiak resident for 180 days or more with intent to maintain residency.
- Certificate of Indian Blood (CIB); Tribal card showing membership in a federally-recognized Tribe; or birth certificate with parents' proof of IHS eligibility.
- Non-IHS eligible woman, pregnant with an IHS-Beneficiary's child through pregnancy and postpartum.
- Children of eligible IHS Beneficiary, including adopted, stepchild, foster child, orphan, or legal ward, until age 19.

### Referral Process

Your primary care provider will initiate a referral for the services that you require. Please note: Referral is a recommendation for treatment/test only. The PRC program must review the referral to make the determination for IHS approval of payment. All PRC eligibility requirements must also be met. Your referral will not be held or canceled if you do not meet PRC eligibility guidelines but you may be financially responsible for that referred service.

### Emergencies

If you receive emergent medical services in Kodiak, outside of normal clinic hours, notify your KANA Case Manager within 72 hours (3 days, including weekends and holidays.) Your Case Manager will determine if follow-up care is needed and place notes in your chart reporting the ER visit. Anyone acting on behalf of a patient can notify KANA.

KANA Purchased and Referred Care: (907) 486-9828

### Travel Outside of Alaska

PRC coverage while outside of Alaska is limited to emergent medical care and is covered under ANMC PRC, not KANA.

*If you receive emergent medical services while traveling outside the State of Alaska, you must call ANMC PRC within 72 hours of services received.*

ANMC Purchased and Referred Care: (800) 478-1636

ANMC PRC offers informational wallet cards for your convenience. Cards are available at [anmc.org/prc](http://anmc.org/prc) or by calling ANMC PRC at (800) 478-1636 or (907) 729-2470.

### Services at Other Health Care Organizations

You are financially responsible for services received outside of the Tribal Health System that have not been referred by your provider or that are non-emergent services.

Examples of services that you may be financially responsible for include but are not limited to:

- Services obtained outside of KANA/ANMC without referral.
- OB deliveries at private hospitals.
- Inpatient or outpatient mental health/substance use disorder program services.
- Second opinions outside of the Tribal Health System.
- Nursing home or long-term care facilities.
- Hospice/Palliative care.
- Emergency room visits for non-emergent services.
- Non-emergent procedures that can be performed at ANMC.

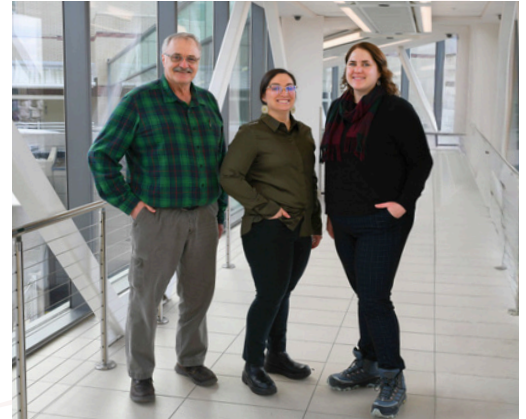
# Medical TRAVELER'S RESOURCES



## Navigating Hospital Visits with Ease, Convenience, and Comfort.

At KANA, we're dedicated to ensuring your medical journey is hassle-free and well-supported.

As valuable resources, our Patient Advocates are here to assist Beneficiaries during their healthcare visits, ensuring confident navigation throughout the visit. From transportation and storage to dining and waiting areas, we're here to be your dependable partner during this important time, allowing you to focus on what truly matters – your health and well-being.



## PATIENT ADVOCATE

Monday through Friday  
8:00 AM to 4:30 PM

Weekend/Evening Travel  
ON-CALL

### BRENT GUARD

Based in Anchorage

Cell (907) 942-0672

brent.guard@kodiakhealthcare.org

## COMMUNITY CARE COORDINATOR

### ZOE VITKUS

Based in Kodiak

Desk (907) 486-9858

Cell (907) 654-4458

zoe.vitkus@kodiakhealthcare.org



## What Our Patient Advocates Do For You:

### Locate Patient Housing and Off-Site Hotels:

Find comfortable and convenient accommodations. Our advocates can assist in securing patient housing or locating nearby hotels for your stay.

**Travel and Housing Extensions:** If your medical journey requires an extension, our Patient Advocates can help you reach ANMC Clinics to submit travel and housing extensions.

**Clinic Appointments:** Our advocates assist in scheduling your clinic appointments.

**ANMC Shuttle Service:** Receive assistance with transportation needs between appointments.

**Address Concerns with Care:** If you ever have concerns about your care at ANMC, rest assured that our Patient Advocates are here to listen and assist in resolving any issues.

### Connect with Essential Services:

- **ANMC and KANA Travel Specialists:** If you need to change or cancel your flights, our Patient Advocates can connect you with ANMC and KANA Travel Specialists to handle your travel arrangements.
- **ANMC Clinic Schedulers:** Coordinating, changing, or canceling appointments is made easier with our advocates' assistance in connecting you with ANMC Clinic Schedulers.



## Temporary Storage

Temporary storage for your luggage is available by visiting a Patient Housing front desk agent.

You'll receive a retrieval ticket, ensuring easy access to your belongings once your appointments conclude.



## Waiting for Travel Back Home

Rest comfortably between appointments or prior to your departure at several designated locations, including:

- Patient Housing Lobby
- Elder's Lounge at Patient Housing
- Cafeteria Seating Areas
- Rotunda at ANMC Main Entrance



## Dining Options

Meal cards are available for you and your medical escort. Obtain your meal card by presenting your flight itinerary and appointment letter at the Patient Housing or Quyana House front desk. Once eligibility is confirmed, you'll receive your cards, valid at the Patient Housing and Main Hospital Cafeterias.

**BREAKFAST 7 AM - 10 AM**  
**LUNCH 11 AM - 3 PM**  
**DINNER 4 PM - 7 PM**

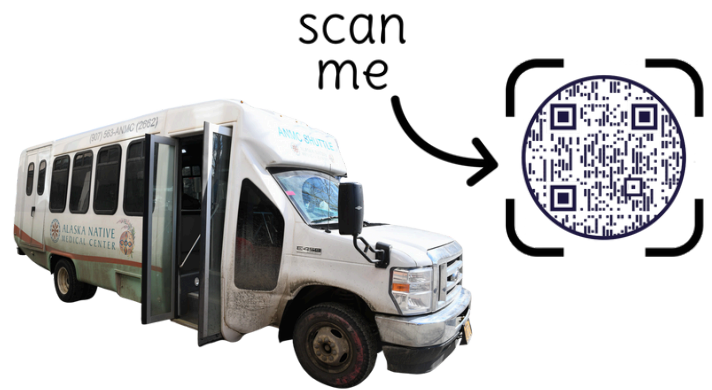
Please note that meal cards are not accepted at Willard's Coffee Shop or Café D'Arte.



## ANMC Patient Shuttle

Navigating the ANMC shuttle service can be a breeze with the assistance of our advocates, making transportation between appointments a seamless process.

Stay informed about the shuttle's location—whether it's navigating the ANMC Campus or traveling to/from Ted Stevens International Airport. Access the live shuttle tracker by scanning the QR code below.



## TINITUN Wayfinding Directions

### Get the TINITUN APP and never get lost!

- Parking Planner - tells you where to park and how to get there.
- Turn-by-turn indoor navigation to guide you to your destination.
- My Car Saver to remember where you parked and guide you back.



# Patient Rights and Responsibilities

## RIGHTS OF PERSONS SERVED

### Persons served at Kodiak Area Native Association have the following rights:

1. To receive competent, respectful services, free of abuse, neglect, exploitation or humiliation.
2. To receive care in a safe and private setting that is tobacco, alcohol, and drug free.
3. To receive communication in a language or manner primarily used by you from health care professionals and other staff.
4. To participate in decisions regarding your treatment as possible.
5. To receive complete information, to the degree known, related to your assessment, evaluation, diagnosis, treatment and prognosis and to obtain this information within a reasonable timeframe to allow decision making.
6. To be informed about the services available at KANA and its hours of operation, as well as the availability of emergency services and the associated fees and payment expectations for those services.
7. To be given adequate time for decision making regarding services for your healthcare.
8. To refuse services, unless incapacitated.
9. To refuse to participate in research. All research will follow appropriate guidelines and ethics.
10. To request information regarding Advance Directives as required by state or federal laws and regulations.
11. To know the name and credentials of your providers and to know which provider is primarily responsible for your care.
12. To change providers if other qualified providers are available.
13. To file a complaint or grievance, or provide feedback without worrying about retaliation or humiliation. A patient/client grievance form may be requested from the front desk. Patient feedback also can be provided anonymously through KANA's Patient Experience Survey at: [kodiakhealthcare2.feedtrail.com/9842](http://kodiakhealthcare2.feedtrail.com/9842). If you wish to file a grievance with the State, call (907) 269-8124. To speak with a Medicare Ombudsman, call (800) 633-4227.
14. To review or request a copy of your health records. Requests will be honored within 30 days.
15. To request an amendment of your health record.
16. To request advocacy or self-help support services.
17. Confidentiality – KANA is required by law to treat what you tell us with great care. Our confidentiality and privacy policies prevent us from sharing information about you without your permission. However, there are some exceptions that would require us to share information without permission. Listed below are some common examples:
  - During a medical emergency
  - When you or someone else is in physical danger
  - Suspected child or vulnerable adult abuse or neglect
  - Treatment, payment and healthcare operations (Refer to the Notice of Privacy Practices available at the registration desk)
  - Court order
  - Coordination of Care – KANA and your health providers may need to discuss your care
18. Patients that are self-pay or uninsured have the right to receive a Good Faith Estimate for the total expected cost of any non-emergency items or services.

A Release of Information (ROI) form must be signed by you in order for KANA to communicate information with anyone who doesn't meet the criteria above. This includes family members other than parents/legal guardians.

Clients who are mandated into treatment will have their attendance and participation reported back to the court, Department of Juvenile Justice (DJJ), Office of Child Services (OCS), etc. once a proper ROI is signed.

---

## RESPONSIBILITIES OF PERSONS SERVED

**Prior to receiving care at Kodiak Area Native Association, individuals served are informed of their responsibilities to:**

1. Provide accurate and complete information regarding:
  - Past illness or hospitalizations
  - Medications, including over-the-counter medications and herbal or dietary supplements
  - Advance Directives, medical or psychiatric power of attorney or any other directive that could affect care
  - Allergies or sensitivities
  - Personal or family medical, mental health or substance abuse history
  - Insurance coverage and alternate financial resources
2. Accept financial responsibility for any charges not covered by the Indian Health Service (IHS) or your insurance provider.
3. To inquire about services and related charges not covered.
4. To treat staff and other persons served with courtesy and respect. Using inappropriate language, raising your voice, or making threats could be grounds for discharge from care and/or may limit services to be provided.
5. Cooperate in applying for and obtaining alternate resources for payment for services rendered.
6. Ask for another provider if you feel you cannot successfully establish a working relationship.
7. Comply with the KANA tobacco free, drug free, violence free and all related KANA policies.
8. Respect providers and other clients by keeping all appointments or informing us within 24 hours prior to your appointment if you cannot keep your appointments.
9. Ask questions about anything you don't understand.
10. Participate in the treatment process and development of your treatment plan.
11. Provide an adult to transport you home from KANA facilities and remain with you for 24 hours, if required by a provider.
12. Call one week before your prescription runs out. Allow 72 hours for prescriptions to be filled.

### PRINCIPLES OF KANA'S PATIENT-CENTERED MEDICAL HOME

**KANA is identified as a Patient-Centered Medical Home (PCMH) and has adopted the principles of a Medical Home:**

- Consistency and continuity by ensuring each patient has an ongoing relationship with a personal primary care medical provider and care team trained to provide continuous comprehensive care.
- Whole person orientation where the primary care provider is responsible for providing for all the patient's health care needs or taking responsibility for appropriately arranging care with other qualified professionals. This includes care for all stages of life; acute and chronic care, preventive services and end-of-life care.
- Care coordination across all elements of the health care system and the patient's community by our team; to include the use of electronic health records and systems to communicate with other health care providers to ensure patients get the needed care when they need it and the care provided is done so in an appropriate cultural and linguistic manner.
- Quality and safety are hallmarks of the medical home by participating in ongoing self-evaluation, peer review and education in order to continuously improve our care and services.
- Enhanced access to care is available through Saturday clinic hours for medical care at the Mill Bay Health Center, same-day appointments, and appointments until 6 p.m. If after hours, an After-Hours Nurse Line is available: (907) 486-9870.
- Patient involvement by respecting patient and family values and the needs that are expressed.
- Supporting patient goals by providing support at every visit for goal setting and action planning, to help patients in reaching their health goals.
- Evidence-based care provided by care teams that keep up with major medical research, so patients can benefit from the latest health recommendations.
- Patient experience by seeking feedback from our patients and their caregivers regarding their health care experience, and using those responses for quality improvement.

# Awards and Certifications



## **PATIENT CENTERED MEDICAL HOME**

Kodiak Area Native Associations' medical clinics are formally recognized as a Patient Centered Medical Home (PCMH) for our commitment to providing patient-centered care.



## **ACCESS ENHANCER**

Recognizes health centers that have increased total number of patients and the number of patients who receive at least one comprehensive service (mental health, substance abuse, dental and/or enabling services) by at least 5%.



## **HEALTH DISPARITIES REDUCER**

Recognizes health centers meeting criteria including a significant improvement in key health metrics for specific racial/ethnic groups or meeting benchmark standards for all groups served.

*Achieved Accreditation by*



## **AAAHC Accreditation**

Advocates for the provision of high-quality health care through the development and adoption of nationally recognized standards.

This program is supported by the Health Resources and Services Administration (HRSA) of the U.S. Department of Health and Human Services (HHS) as part of an award totaling \$2,514,761 with 91.8 percentage financed with non-governmental sources. The contents are those of the author(s) and do not necessarily represent the official views of, nor an endorsement, by HRSA, HHS, or the U.S. Government. For more information, please visit [HRSA.gov](https://www.hrsa.gov).



# Directory

---

## CITY OF KODIAK

### **ALUTIIQ ENWIA HEALTH CENTER (KANA MAIN)**

3449 Rezanof Drive East  
Kodiak, AK 99615

**Hours** Monday - Friday: 8:00AM - 6:00PM

**Phone** (907) 486-9800

### **CAMA'I CENTER**

1247 Mill Bay Road  
Kodiak, AK 99615

**Hours** Monday - Friday 8:00AM - 6:00PM

**Phone** (907) 486-1397

### **CAROLYN STREET**

323 Carolyn Street  
Kodiak, AK 99615

**Hours** Monday - Friday 8:00AM - 5:00PM

**Phone** (907) 486-7380

### **CHILD ADVOCACY CENTER**

3484 Rezanof Drive East  
Kodiak, AK 99615

**Hours** Monday - Friday: 8:00AM - 5:00PM

**Phone** (907) 486-1378

### **COMMUNITY SERVICES CENTER**

194 Alimaq Drive  
Kodiak, AK 99615

**Hours** Monday - Friday: 8:00AM - 5:00PM

**Phone** (907) 486-9879

### **MILL BAY HEALTH CENTER**

2414 Mill Bay Road  
Kodiak, AK 99615

**Hours** Monday - Friday: 8:00AM - 6:00PM

Saturday: 8:30AM - 5:00PM

**Phone** (907) 486-9870

### **KANA NURSE ADVICE LINE**

*Available after hours, every day.*

**Phone** (907) 486-9870

### **KANA PHARMACY**

3449 Rezanof Drive East  
Kodiak, AK 99615

**Phone** (907) 486-9860

**Pharmacy Refill** (907)486-1391

**Toll Free** (877)731-9911

*Please allow 24 hours before pickup.*

### **KODIAK MARKETPLACE**

111 W. Rezanof Drive  
Kodiak, AK 99615

**Hours** Open 7 days a week

**Phone** (907) 486-9800

### **WELLNESS CENTER**

3400 Rezanof Drive East  
Kodiak, AK 99615

**Hours** Monday - Friday: 5:30AM - 8:00PM

Saturday - Sunday: 8:00AM - 2:00PM

**Phone** (907) 486-1377

## VILLAGE LOCATIONS

### AKHIOK CLINIC

125 Airport Road  
Akhiok, AK 99615

**Hours** Monday - Friday: 8:00AM - 4:30PM

*Closed for lunch: 12:00PM - 1:00PM*

**Phone** (907) 836-2230

### LARSEN BAY CLINIC

3rd Street  
Larsen Bay, AK 99624

**Hours** Monday - Friday: 8:00AM - 4:30PM

*Closed for lunch: 12:00PM - 1:00PM*

**Phone** (907) 847-2208

### OLD HARBOR CLINIC

600 Birch Street  
Old Harbor, AK 99643

**Hours** Monday - Friday: 8:00AM - 4:30PM

*Closed for lunch: 12:00PM - 1:00PM*

**Phone** (907) 286-2205

### OUZINKIE CLINIC

634 F Street  
Ouzinkie, AK 99644

**Hours** Monday - Friday: 8:00AM - 4:30PM

*Closed for lunch: 12:00PM - 1:00PM*

**Phone** (907) 680-2265

### PORT LIONS CLINIC

500 Malina  
Port Lions, AK 99550

**Hours** Monday - Friday: 8:00AM - 4:30PM

*Closed for lunch: 12:00PM - 1:00PM*

**Phone** (907) 454-2275

### EMERGENCY ONLY

#### VILLAGE ON-CALL PROVIDERS

Akhiok	Channel 79
Larsen Bay	(907)512-6735
Old Harbor	(907)202-6009
Ouzinkie	(907)680-3030
Port Lions	(907)454-8161

### VILLAGE PUBLIC SAFETY OFFICER (VPSO) PROGRAM

**Phone** (907) 486-9835

**Emergency Phone** (907)486-4121

### AKHIOK VPSO

**Phone** (907) 836-2232

**Cell Phone** (907)512-5536

### LARSEN BAY VPSO

**Phone** (907) 847-2262

**Cell Phone** (907)512-5875

### OUZINKIE VPSO

**Phone** (907) 680-2280

### OLD HARBOR VPSO

**Phone** (907) 286-2275

**Cell Phone** (907)205-0132

### PORT LIONS VPSO

**Phone** (907) 454-2330

**Cell Phone** (907)512-7964





# Contact Us



3449 Rezanof Drive East  
Kodiak, AK 99615

.....



(907) 486-9800

.....



[kodiakhealthcare.org](http://kodiakhealthcare.org)