



Kodiak Area Native Association

Guide to Services

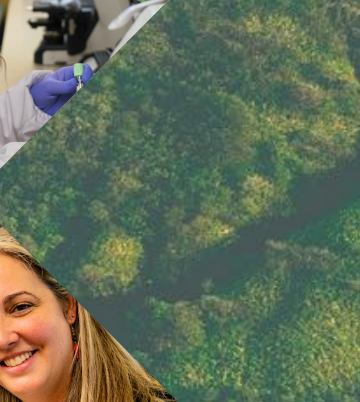


Table of Contents

Facilities and Village Clinics Directory	02
Medical Services	03
Behavioral Health Services	05
Dental Services	06
Village Health Services	07
Rehabilitation Services	09
Child and Family Services	11
Community Services	12
Patient Resources	15
Patient Rights and Responsibilities	17
Careers at KANA	19
Directory	20

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 (AAAHC). 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.

Facilities and Village Clinic Directory

ALUTIIQ ENWIA HEALTH CENTER (KANA MAIN)

3449 Rezanof Drive East
Kodiak, AK 99615

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

Phone (907) 486-9800

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

AKHIOK CLINIC

125 Airport Road
Akhiok, AK 99615

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

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

Phone (907) 486-9870

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

3rd and C 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 Molina
Port Lions, AK 99550

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

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

Phone (907) 454-2275

KANA COMMUNITY SERVICES CENTER

194 Alimaq Drive
Kodiak, AK 99615

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

Phone (907) 486-9879

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

CAROLYN STREET

323 Carolyn Street
Kodiak, AK 99615

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

Phone (907) 486-7380

KODIAK CHILD ADVOCACY CENTER

3484 Rezanof Drive East
Kodiak, AK 99615

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

Phone (907) 486-1378

CAMA'I CENTER

KANA CHILD AND FAMILY SERVICES

1247 Mill Bay Road, Unit B
Kodiak, AK 99615

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

Phone (907) 486-1366

KANA PHYSICAL THERAPY CENTER

1247 Mill Bay Road, Unit C
Kodiak, AK 99615

Hours Monday - Thursday 7:30AM - 6:00PM,

Friday 8:00AM - 5:30PM

Phone (907) 486-1397

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 our Native Beneficiaries and 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 are open 8AM to 6PM, Monday through Friday and 10:00AM to 5:00PM Saturday with a mix of urgent care and scheduled appointments. We offer 24-hour access to medical advice through our nurse triage line or to our nurse advice line after hours.

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

PHARMACEUTICAL SERVICES

KANA's Pharmacy serves Indian Health Service and Veterans Administration enrollees at the Alutiiq Enwia Health Center - KANA Main, 3449 Rezanof Drive East. Our pharmacists consult regularly with doctors, advanced practice providers, and dentists to provide appropriate medications for Kodiak and Village patients. We provide efficient, safe services including checking for drug interactions, dosing and prescription accuracy. Pharmacist consultations are available 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 Safeway or Walmart.

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.

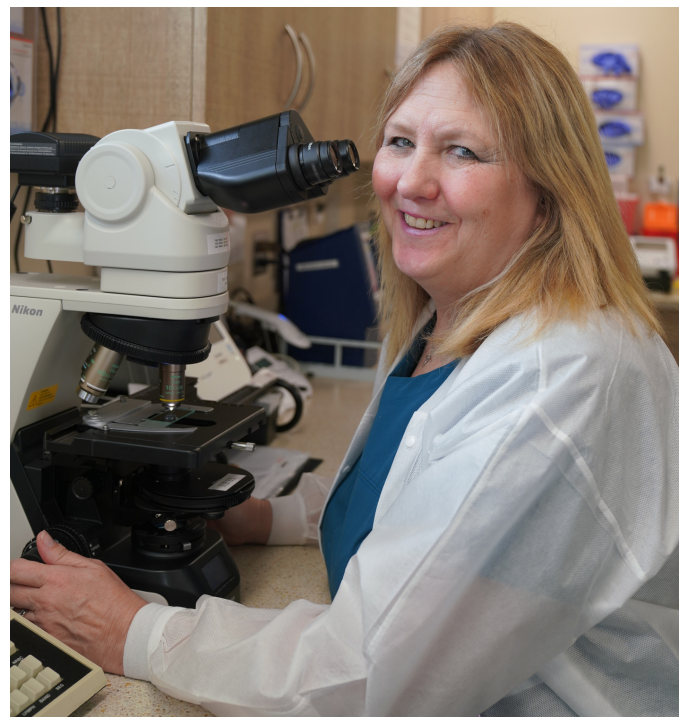
LABORATORY SERVICES

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, Laboratory Assistants and 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 and when certified, on-site microscopy.



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 KANA 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.

PREVENTION SERVICES

KANA's Prevention programs build 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 and coping strategies, and promote connectedness and family engagement. In addition, our staff offers trainings by request to organizations and the general public. By equipping our community members with effective tools, we lay a foundation for healthy future generations.

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

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 Service Beneficiaries.



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.

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.

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.

EMERGENCY ONLY: Village Provider On-Call Numbers

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



Rehabilitation Services

WELLNESS CENTER

Exercise and Group Fitness

The KANA Wellness Center, located at 3400 East Rezanof Drive, 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.

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.

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 KANA's Facebook page to view the most current class schedule.

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 Veteran's 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.



Child & Family Services

CAMA'I HOME VISITING

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

Cama'i Home Visiting Providers use the "Ages & Stages" curriculum to track milestones, encourage healthy eating habits and developmentally appropriate play, and track medical and dental needs. 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 families to ensure children that are removed are

placed with a relative or in another tribal member's home.

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. An Individualized Family Service Plan is developed to meet eligible children's 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.

TRIBAL VICTIMS SET ASIDE GRANT

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 public health program that provides nutrition and breastfeeding education, counseling, support, nutritious foods and referrals to needed services. WIC proudly serves babies and children up to age 5, pregnant women, and new mothers. Dads, grandparents, foster parents of young children, and working families are welcome at WIC too!

Community Services

ECONOMIC DEVELOPMENT

The Economic Development Program utilizes the Comprehensive Economic Development Strategy (CEDS) document as the basis for most of our work. The CEDS is a strategy-driven plan for regional economic development. The document addresses the strengths, weaknesses, opportunities, and threats of the Kodiak Archipelago, taking into consideration the unique needs of each village. KANA is a recipient of the United States Economic Development Administration Native Planning Grant, which supports annual updates of the CEDS, a complete re-write of the CEDS every five years, and provide resources for stakeholders to work towards accomplishing goals and objectives documented in the CEDS.

The Economic Development Program also supports a variety of projects and initiatives in the Kodiak region, including energy infrastructure development, Farm-to-School implementation, and the exploration of the connectedness of climate change and economic development.

ENVIRONMENTAL

The Environmental Program provides technical assistance to Kodiak Tribes addressing environmental concerns, and supports existing Tribal environmental programs.

Programs range from solid waste management and hazardous waste removal, marine and fresh-water quality, indoor and outdoor air quality, climate change and adaptation, land and water contamination, formerly-used-defense sites, health of subsistence resources, invasive species and oil spill response. Currently KANA is working closely with Kodiak Tribes addressing solid and hazardous waste planning and removal, harmful marine algal blooms monitoring and ocean acidification sampling.

KANA also hosts a monthly environmental work-group, Kodiak Environmental Leaders & Professionals (KELP). KELP is made up of Tribes, local organizations and partners to improve communication and cooperation on local environmental projects.



WORKFORCE DEVELOPMENT

Workforce Development provides quality services to eligible individuals across the Koniag Region with an emphasis on self-sufficiency. By empowering participants to achieve self-sufficiency, meaningful employment, and navigating lifestyle changes, we help 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, practice interviews, training or education and funding assistance specific to their needs in order to secure suitable employment.

Child Care Assistance

The Child Care Assistance Program provides financial assistance to eligible households who are seeking or attending work, training or school. Child Care Assistance is available to households located in Kodiak or one of the outlying villages with Alaska Native/American Indian children. The program is available for households with children up to age 13; children up to the age of 18 may be eligible if the child has a diagnosed developmental disability. Our staff understand child care is essential to individuals who are seeking self-sufficiency; we encourage you to inquire about possible eligibility.

Community Services Block Grant

The Community Services Block Grant (CSBG) supports 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 address various needs, including rent, utilities, home repairs, food, and more. Funds are usually sent directly to service providers like landlords and utility companies when possible.

Eligibility depends on income, expenses, and specific needs, ensuring tailored assistance.

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.

General Assistance

The General Assistance Program helps eligible Alaska Native or American Indian individuals and families who do not qualify for any other Tribal, federal, state or other public welfare 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.

Elder Services

Elder Services prioritizes the well-being and support of Native Elders aged 55 and older through tailored case management services. Our services include referrals, paperwork assistance, transportation support, and Medicare guidance. We also foster community and cultural connections through regular gatherings. Village Elders in Larsen Bay, Old Harbor, Ouzinkie, and Port Lions can enjoy Title VI Elder Meal program meals on-site, take them out, or have them delivered to their homes. Additionally, Akhiok and Karluk receive quarterly grocery boxes for Elder support.

Supplemental Youth Employment Training Program

The Supplemental Youth Employment and Training Program (SYETP) aims to provide Kodiak 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 earning up to 150 hours of paid work.

SYETP is designed to help local youth develop the expertise and proficiency necessary to thrive in today's workforce. If you are interested and would like to learn more about possible eligibility, we encourage you to inquire and get in touch with us. We are excited to support you on your journey towards personal and professional development.

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 on Kodiak Island. The program assists with essential needs and living expenses while empowering recipients to achieve self-sufficiency. TANF offers a range of temporary assistance and support services, including employment and training, case management, financial assistance, transportation assistance, and emergency support.

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.



Patient Resources

ACCESSING CARE AFTER-HOURS

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

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
Toll Free: (800) 368-1019
TDD Toll Free: (800) 537-7697

MyHealth (HealthLife)

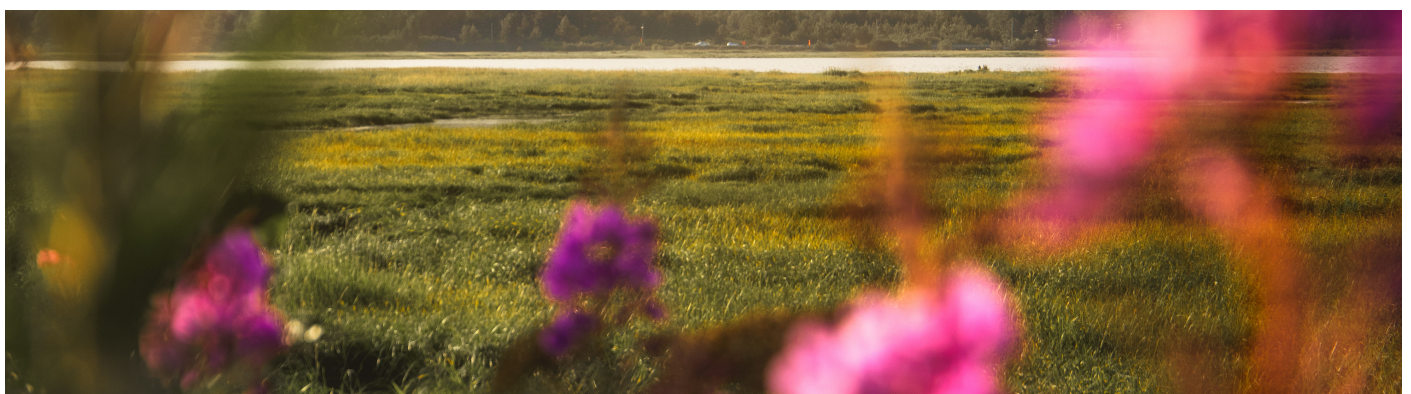
MyHealth is a secure health management tool that allows you to access your medical information and contact your primary or specialty providers online or by mobile device. Use the MyHealth portal to view medication lists, test results, clinical documents and request appointments. In your app store search: 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 Service (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 Service 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 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.

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. 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 available.
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.
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 the patient's health care, including 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, using electronic health records and systems to communicate with other healthcare providers, to ensure patients get needed care in a culturally-sensitive and linguistically-correct way.
- 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.
- 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%.



COVID-19 PUBLIC HEALTH CHAMPION

Recognizes health center contributions to providing critical public health services to their communities during the COVID-19 public health emergency.

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).

Careers at KANA

Our employees are the source of our success and they share our commitment to our customers. KANA employees work across departments to ensure the best and most cohesive services possible for our patients and clients. KANA offers a wide range of career opportunities for those who are eager to develop their skills while contributing to our dedicated team.

Our goal is to attract and retain talented individuals with the enthusiasm and dedication to join us in our mission. We are proud to offer rewarding careers in health care and social services with an excellent employee benefits package and competitive compensation.

KANA's outstanding employment benefits include:

- Group Medical, Dental, & Vision Benefits
- Life, AD&D, Short-Term, and Long-Term Disability Insurance
- 401(k) Retirement Plan with 7 % Employer Contribution
- 13 Paid Holidays
- Paid Time Off
- Employee Assistance Program (EAP)
- Free Membership to our KANA Wellness Center
- Education Assistance
- IHS, NHSC & SHARP loan repayment site eligible

Please visit www.kodiakhealthcare.org/careers to view our full list of employment opportunities.

Directory

KODIAK AREA NATIVE ASSOCIATION

Phone	(907) 486-9800
Toll Free	(800) 478-5721
Fax	(907) 486-9898

CHILD ADVOCACY CENTER

Phone	(907) 486-1378
-------	----------------

CHILD & FAMILY SERVICES

Phone	(907) 486-1366
-------	----------------

COMMUNITY SERVICES

Phone	(907) 486-9879
-------	----------------

MEDICAL, DENTAL, AND BEHAVIORAL HEALTH SERVICES

Phone	(907) 486-9870
-------	----------------

NURSE ADVICE LINE

Available 24 hours a day, every day.

Phone	(907) 486-9870
-------	----------------

PHARMACY

Phone	(907) 486-9860
Pharmacy Refill	(907) 486-1391
Toll Free	(877) 731-9911

PHYSICAL THERAPY

Phone	(907) 486-1397
-------	----------------

PREVENTION PROGRAMS

Phone	(907) 486-7380
-------	----------------

SUBSTANCE USE DISORDER SERVICES

Phone	(907) 486-7380
-------	----------------

WELLNESS CENTER

Phone	(907) 486-1377
-------	----------------

WOMEN, INFANTS, AND CHILDREN (WIC)

Phone	(907) 486-7312
-------	----------------

VILLAGE PUBLIC SAFETY OFFICER (VPSO) PROGRAM

Phone	(907) 486-9835
Emergency Phone	(907) 486-4121

VILLAGE PUBLIC SAFETY OFFICERS

Akhiok

Phone	(907) 836-2232
Cell Phone	(907) 512-5536

Larsen Bay

Phone	(907) 847-2262
Cell Phone	(907) 512-5875

Ouzinkie

Phone	(907) 680-2280
-------	----------------

Old Harbor

Phone	(907) 286-2275
Cell Phone	(907) 205-0132

Port Lions

Phone	(907) 454-2330
Cell Phone	(907) 512-7964

VILLAGE CLINICS

Akhiok	(907) 836-2230
Larsen Bay	(907) 847-2208
Old Harbor Phone	(907) 286-2205
Ouzinkie Phone	(907) 680-2265
Port Lions Phone	(907) 454-2275

EMERGENCY ONLY:

VILLAGE ON-CALL PROVIDERS

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





Contact Us



3449 Rezanof Drive East
Kodiak, AK 99615



(907) 486-9800



kodiakhealthcare.org