

# YSLETA DEL SUR PUEBLO

## PATIENT HANDBOOK



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## About Ysleta del Sur Pueblo

The Ysleta del Sur Pueblo ("the Pueblo") is a U.S. federally recognized Native American tribe and sovereign nation. The Tribal community known as "YDSP" established Ysleta del Sur in 1682. After leaving the homelands of Quarai Pueblo due to drought, the YDSP sought refuge at Isleta Pueblo and were later captured by the Spanish during the 1680 Pueblo Revolt and forced to walk south for over 400 miles.

The YDSP settled and built the Ysleta del Sur Pueblo and, soon after, the acequia (canal) system that sustained a thriving agricultural-based community. The Tribe's early economic and farming efforts helped pave the way for the region's development.



Ysleta del Sur Pueblo is the only tribal health care system in southwest Texas. We are growing a multi-specialty health care system—physical, emotional, and spiritual well-being of the Tribal Community. We offer a wide range of quality health services and access to healthcare in an atmosphere of respect, dignity, and cultural sensitivity. Our healthcare team is devoted to promoting wellness and improving the quality of life and the overall well-being of the YDSP Community. Our efforts include prevention and intervention services, working closely with the Tribal Council, other YDSP Departments, and external health partners. The Health and Human Services Department provides healthcare services to address Native American health priorities through wrap-around and comprehensive services. YDSP HHS services include Primary Care, Dentistry, Optometry, Laboratory, Pharmacy, Behavioral Health, Alcohol and Substance Abuse, Social Services, and Public Health. Additionally, YDSP HHS offers a wide array of community, social, mental, and public health programs such as behavioral health,



diabetes and prediabetes monitoring, diabetes prevention and management, cancer prevention, health and exercise education, general health promotion, and medical transportation.

The YDSP HHS clinic partners with various Federal, State, public, private, and community organizations to improve health outcomes.

YDSP administers programs, ensuring that we provide effective patient care, plans, and coordination of services and manage information technology.

## **Our Foundation**

### **Vision**

The YDSP Health and Human Services Department is a self-sufficient, preventative, and proactive system that is culturally focused and improves the health of the YDSP Community.

### **Mission**

Together, we provide high-quality services that empower individuals and their families to live healthier lives and build a healthier community while promoting YDSP values and culture.



## Values

The Ysleta del Sur Pueblo Health and Human Services Department is committed to providing high-quality, patient-centered care that respects our patients' cultural backgrounds. We believe in treating each patient with compassion, empathy, and dignity. We strive to create a welcoming environment that fosters trust and open communication between our patients and our healthcare team. Our goal is to empower our patients to take an active role in their healthcare and to provide them with the tools needed to make informed decisions about their health. We accomplish this by committing to six guiding core values and principles.

**Cultural Sensitivity:** Respect and honor the diverse cultural backgrounds of the tribal communities served.

**Cultural Competence:** Continuously educate staff on tribal customs, traditions, and healthcare preferences.

**Wellness Promotion:** Emphasize preventive care and health education to improve community health.

**Holistic Care:** Recognize the interconnectedness of physical, mental, emotional, and spiritual health.

**Patient-Centered Care:** Tailor healthcare services to meet each patient's unique needs and preference.

**Family-Centered Care:** Recognize the importance of family and community support in healing.



These values serve as a foundation for the mission and culture of your tribal health care facility. It is important to define and communicate our values both to the community and staff for proper understanding and alignment.

## Services

YDSP HHS health professionals work as an interprofessional, interdependent team in the patient's best interest to support comprehensive care delivery. We manage the care of an individual patient and a population of patients using an interprofessional, collaborative approach to health care. The team supports enhanced communication and processes that empower all staff to effectively utilize the skills, training, and abilities of each team member to the full extent of their professional capacity.

## Primary Care

The clinic provides essential healthcare services, including preventive care, diagnosis and treatment, chronic disease management, coordination of care, health education, minor procedures, and wound care.



## Dental Services

The Dental Clinic provides comprehensive dental treatment. Services include but are not limited to oral exams, X-rays, diagnosis, cleaning and preventative care, periodontal therapy and maintenance, restorative, endodontic, and prosthodontic treatments.



## Optometry Services

Optometry clinic offers a wide range of services, from basic eye exams and eyeglass prescriptions to diagnosing and treating various eye diseases.





## Pharmacy Services

The pharmacy services include receiving and filling prescriptions, medication counseling, communicating with medical professionals and patients about medication management, and providing recommendations.

## Laboratory Services -Clinical Laboratory Improvement Amendments Waived (CLIA) Testing

The tests conducted in a CLIA-waived laboratory are common and routine diagnostic tests such as blood glucose monitoring, rapid strep tests, and urine pregnancy tests.



## Public Health

Public Health Nursing: Diabetes related services (diabetes surveillance, case management, and standards of care audits); vaccines and colorectal cancer screening.

Health Education Services: Diabetes self-management education, CDC National Diabetes Prevention, exercise medicine, and nutrition education.

Medical Transportation: Provides access to medical appointments, procedures, screenings, pharmacy delivery, and other health services to individuals with transportation barriers.

The Medical Authority (Medical Director) of YDSP may designate care and treatment associated with public health hazards.

## Sacred Connections (Behavioral Health)

The mission is to provide trauma-informed integrated services and programs to address biopsychosocial needs and enhance the emotional and physical well-being of tribal members and their families. The division has three programs:

### **Circle of Harmony (Social Services Program)**

Promotes self-sufficiency, family unity and economic stability: Advocacy, Case Management, Child Welfare



Services, Court Advocacy, Crisis Intervention, Elders Services, General Assistance, Medical Social Work, and referrals.

### **Circle of Hope (Mental Health Program)**

Offers comprehensive outpatient mental health and psychiatric services to include Child and Adult Psychiatry, Individual Therapy, Family Therapy, Marriage Counseling, Medication Management Psychoeducational groups, and referrals.

### **Circle of Healing (Alcohol and Substance Abuse Program)**

The program offers a comprehensive array of preventive, educative, and treatment services to reduce the incidence and prevalence of alcohol and substance abuse.

## **Patient Responsibilities**

When receiving services from YDSP HHS, patients have the following responsibilities:

- Understand that lifestyles directly impact health outcomes. Patients are encouraged to take an active part in their wellness and health care.
- Attend appointments as scheduled and on time. If unable to attend a scheduled appointment, patients are required to call within 24 hours to cancel or reschedule.
- Follow the agreed-upon treatment plan.



- Provide your healthcare provider with complete and accurate information.
- Report all patient medications, including prescribed medications, over-the-counter products, herbal remedies, and dietary supplements.
- Provide a copy of your living will, power of attorney, or advance directive if one exists.
- Treat healthcare professionals, staff members, and other patients with consideration, respect, and dignity.
- Report any alternative insurance coverage or apply for Affordable Care Act coverage.
- Observe the rules of the health clinic and/or program and respect the property by not defacing or damaging it.
- Learn about your illness, tests, and treatment. Obtain literature and ask questions. If information is not understood, ask for clarification or additional assistance.
- Become familiar with your treatment plan and medications. Be able to identify your medications and know what they are for and when to take them. If you have questions about what is given to you, have the nurse or pharmacist explain. If your medication does not look familiar, ask about it. If something does not appear correct, call it to the medical provider or clinic staff's attention.



- Ask questions if you do not understand your test results or health care. Should a patient experience hospitalization, keeping a log of events is a good idea. You may also write questions for the doctors and nurses so patients do not forget them.
- Have your identity verified by two types of identification (DOB, chart number, name, etc.) If anyone administers treatments or medications to you, make sure they double-check your identification.
- Make sure the health care workers and providers wash their hands before taking care of you. If you do not see them washing their hands, you should ask them if they have.
- Discuss with your nurse or doctor if you have concerns about your care or safety.

## Patient Rights

When receiving services from YDSP HHS, patients have the right:

- To be treated with consideration, respect, and dignity, free from abuse and harassment, in a safe environment.
- To have your cultural, psychosocial, spiritual, and personal values, beliefs, and preferences respected and to have pastoral and other spiritual services available.



- To have confidentiality of your medical treatment and records and to have privacy during case discussion, counseling, examination, and treatment.
- To review your medical records with a medical provider.
- To know the name and qualifications of staff providing care.
- To have your care and services explained in a language or format you understand and to receive as much information about any proposed treatment or procedure as needed to give informed consent or to refuse the course of treatment. Except in the case of an emergency, this information shall include a description of the procedure or treatment, or the anticipated results of non-treatment.
- To actively participate in the development, decisions, and implementation of the plan of care, including the right to pain management.
- To have a second medical opinion from another appropriate YDSP HHS provider, if requested, and to change primary and specialty physicians/dentists if available.
- To request and/or refuse treatment.
- To be advised if research affecting your care or treatment is proposed and the right to refuse to participate.



- To voice complaints and suggest changes to any caregiver without reprisal and have your complaint or suggestion addressed.
- To formulate advance directives and to have them honored.
- To appoint and/or designate a person to make medical decisions on behalf of the patient.
- To be accompanied by a person whom the patient designates, including, but not limited to, a spouse, domestic partner (including same-sex domestic partner), family member, or friend; and the patient's right to withdraw or deny such consent at any time for whom he/she designates. Visitation is not restricted based on race, color, national origin, religion, marital status, sex, sexual orientation, gender identity, or disability.

## Provider's Responsibilities

At Ysleta Del Sur Pueblo Health and Human Services, we are committed to providing you with the highest quality care and ensuring your safety and well-being. As part of our ongoing commitment to your health, we want to highlight some of the responsibilities that our healthcare providers uphold to serve you better:

- **Patient-Centered Care:** Our healthcare providers are dedicated to delivering patient-centered care, focusing on your individual needs, preferences, and concerns. They will strive to involve you in



decisions regarding your health and treatment options.

- **Compassionate and Respectful Treatment:** We hold our healthcare providers to the highest standards of compassion and respect. They are committed to treating all patients with dignity, empathy, and understanding, irrespective of background, race, gender, or beliefs.
- **Clinical Excellence:** Our healthcare providers adhere to best practices and evidence-based medicine to ensure clinical excellence in diagnosis, treatment, and ongoing care. They regularly update their knowledge and skills to provide you with the most effective treatments available.
- **Communication:** Effective communication is key to a successful patient-provider relationship. Our healthcare professionals will communicate clearly and openly, explaining diagnoses, treatment plans, and any necessary information in a way that is understandable to you.
- **Ensuring Safety:** Your safety is our priority. Our healthcare providers follow strict protocols and guidelines to maintain a safe and sterile environment, reducing the risk of infections and other complications.



- **Continuity of Care:** We believe in providing continuous care and support. Our healthcare providers work collaboratively and coordinate with other specialists or healthcare professionals involved in your treatment to ensure seamless and comprehensive care.
- **Respecting Privacy:** Your privacy and confidentiality are of utmost importance to us. Our healthcare providers strictly adhere to HIPAA regulations and maintain the confidentiality of your medical information.
- We aim to foster a partnership with our patients based on trust, mutual respect, and shared decision-making. Your feedback is valuable to us as we continuously strive to improve our services.

If you have any questions, concerns, or feedback regarding our healthcare provider responsibilities or the care you receive, please do not hesitate to reach out to us.

## Your Privacy Matters

Patients have rights under federal law, known as the Health Insurance and Portability and Accountability Act, Public Law 104-191, that protects their health information. This law sets rules and limits on who can access a patient's health care. YDSP HHS provides a



copy of the Notice of Privacy Practices (NPP) annually and upon request.

### **Who must follow the law?**

- Most doctors, nurses, pharmacies, hospitals, health centers, nursing homes, and other health care providers
- Health insurance companies, HMOs and most employer group health plans
- Certain government programs that pay for health care, such as Medicare and Medicaid

### **What information is protected?**

- Information put in your medical records
- Conversations your doctor has with nurses and others regarding your care
- Information about you in your health insurer's computer system
- Billing information
- Most other health information about you is held by those who must follow this law.

### **What rights do you have over your health information?**

- Ask for a copy of your health records.
- Have corrections added to your health information?



- Receive a notice that tells you how much your health information will be used and shared.
- Decide if you want to grant permission to share your information.

### **What are the rules and limits for those accessing your health information?**

To make sure that your health information is protected in a way that doesn't interfere with your health care, your information can be used and shared:

- For your treatment and care coordination
- To pay doctors and hospitals for your health care
- With your family, friends or to others you authorize who are involved with your health care unless you object.

### **Without your written permission, your provider cannot:**

- Give your health information to your employer.
- Use or share your health information for marketing or advertising purposes.

## **Interpretation Services**

When communication barriers are identified, such as language, inability to hear, read, or other sensory impairments, Ysleta Del Sur Pueblo (YDSP) provides reasonable accommodations to assist patients in understanding their medical conditions and obtaining consent for treatment, services, and benefits.



Accommodation is provided at no cost to the patient being served.

## Complaints and Grievances

YDSP Health and Human Services supports the patient’s right to freely present concerns, needs, complaints, or grievances without fear of reprisal or access to care being compromised. A concern, need, or complaint is anything that can be promptly resolved by staff. A patient grievance is a formal or informal written or verbal complaint that is made to our health system by a patient or a patient’s representative when a patient issue cannot be resolved promptly at the local level. If a complaint cannot be resolved promptly at the local level or is referred to a staff member responsible, it is considered a grievance. Grievances will be addressed to the highest extent practical and can be received by any YDSP HHS employee.

## Eligibility Criteria

Ysleta Del Sur Pueblo will provide healthcare services to those who are determined to be eligible for services under current Indian Health Service (IHS) regulations and who have provided documentation outlined in Indian Health Services Manual (IHM), Chapter 1 – Eligibility for Services, Part 2-1.2.:

1. A person of Indian descent; or



2. A non-IHS eligible female currently pregnant with an IHS eligible male's child for the duration of her pregnancy (including initial pregnancy test) through postpartum (usually 6 weeks); or
3. A non-IHS eligible member of an IHS eligible person's household if the Tribal Council and Medical Director determines that services are necessary to control a public health hazard or an acute infectious disease that constitutes a public health hazard.

If a patient's condition is such that immediate care and treatment are necessary, services shall be provided pending identification as an Indian beneficiary. In an emergency, as an act of humanity, individuals not eligible for IHS services may be offered temporary care and treatment. The Medical Director of the facility shall determine whether a medical emergency exists.

## Required Documents to Establish Eligibility

Proof of descendency for persons of any age may be established by presenting any of the following:

1. Certificate of Indian Blood (CIB)
2. Tribal enrollment or citizenship card issued by a federally recognized Indian tribe.



3. Document issued by a federally recognized tribe.

## Documentation Required for Non-IHS Eligible Mother Pregnant with Indian Child

- Proof of tribal citizenship of the father of the child (i.e., Certificate Degree of Indian Blood [CDIB], tribal enrollment card from a federally recognized tribe, letter of descendance issued by a federally recognized tribe, or tribal citizenship card from a federally recognized tribe); AND
- Proof of marriage or notarized acknowledgment of paternity.

## Documentation Required for Name Change

An established patient who desires to have his or her name changed on his or her medical record shall submit one of the following documents reflecting the name change:

1. Marriage license
2. Divorce decree
3. Annulment decree
4. CIB
5. Document issued by a federally recognized Indian tribe.



# Patient Portal

YDSP is dedicated to helping improve a patient's overall healthcare experience by providing convenient, streamlined resources to help you better manage your health. The patient portal is a tool that gives patients the flexibility to access their health information and other resources on time and between visits to your YDSP Health Clinic. The patient portal is available over the Internet, meaning patients may access it virtually anywhere. Patients can also use the patient portal to access information for family members and individuals they provide care to if given permission. This tool will help patients take an active role in their health care. As a patient of the YDSP Health Center, enrolling in the patient portal will allow you to:

- View appointments
- Review your health issues
- Review your lab results
- Review your medication list
- See visit history and discharge information

Also, the patient portal is completely secure, so you can be confident that your private information is protected. Only you – or an authorized family member – can access your portal.

## What is a Personal Health Record?

The Indian Health Service Personal Health Record (PHR) can help you access your health information.



You can track medications and lab results, contact your health care provider, and much more - all from the privacy of your personal computer and mobile device.

### Who can use the Personal Health Record?

Any patient within the Indian Health System can register to use the PHR. As part of the registration process, patients must verify their identity at an Indian Health Service, tribal, or urban health care facility.

## Patient Portal Registration and Login

<https://phr.ihs.gov/phr/PHRLogin>

## Purchased/Referred Care

### Eligibility

Purchased and Referred Care or PRC (formerly known as Contract Health) Services are available for Native Americans or those deemed eligible for membership in a federally recognized Native American Tribe AND who reside within the YDSP service area (El Paso and Hudspeth Counties). PRC is a payer of last resort. **It is not an insurance benefit.**



## Referrals

When you are referred by your primary provider outside of YDSP HHS or an HHS provider for a service that is provided outside of our health care system, a PRC referral will be generated. Once the referral is approved, it is used for **ONE** visit only. For any additional appointments, testing, or other services, another referral must be generated by your physician for additional services.

## What to Bring to Your Appointment?

1. A copy of the approved referral from PRC
2. Copies of any third-party insurance cards such as Medicare, Medicaid, Private Insurance, etc.

## Applying for Third-Party Coverage (ACA)

If you do not have health insurance, you are required to apply and file for any assistance available to you. This can be initiated at your health center by visiting the Patient Benefits Coordinator, who will direct you to available resources. PRC is a payer of last resort, which means you must apply for all available resources before PRC can consider payment. If you fail to complete the necessary steps needed to complete the application processes (e.g., verify income, household size, complete paperwork, etc.) you may be responsible for any charges accrued.



## Billing

Any billing you receive for which you have obtained an approved referral may be taken to the PRC office for processing and payment.

## Out-of-State Residents

Patients not living within the YDSP service area (El Paso and Hudspeth Counties) are not eligible for Purchased and Referred Care and will be considered Direct Care.

## Students

Students are covered using their permanent home address for a period no greater than 180 days after completion of coursework.

## PRC Contact

Contact PRC for general information about the Purchased and Referred Care Program or to report Emergency visits.

Full guidelines are available in the PRC office.

**PRC: 915-858-2117**



# NOTES





# YSLETA DEL SUR PUEBLO HEALTH AND HUMAN SERVICES Department

**9473 Socorro Road  
El Paso, Texas 79907  
Main: 915-858-1076**

**Hours of Operation: Mon – Fri 8 a.m. – 5 p.m.**

**Behavioral Health (Sacred Connections)  
915-860-6180**

**Behavioral Health Emergency (24-hour)  
915-979-9951**

**Hours of Operation: Mon – Fri 8 a.m.– 5 p.m.**

**Tribal Police: 915-860-7155  
Tribal Fire : 915-858-1197**

