

## MEDICAL SERVICES

Central Valley Indian Health provides comprehensive care for American Indian people:

- ◆ General Medicine
- ◆ Health Education
- ◆ Optician Services
- ◆ Podiatry
- ◆ Social Services
- ◆ Behavioral Health
- ◆ Nutrition Counseling/Diabetes Education

## DENTAL SERVICES

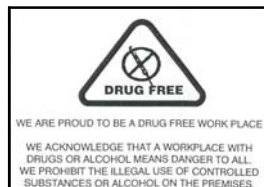
Central Valley Indian Health provides comprehensive dental services:

- ◆ Dental Hygiene
- ◆ Diagnostics
- ◆ Restorative Services

## OUTREACH SERVICES

Central Valley Indian Health provides the following services for American Indian patients:

- ◆ Health education classes
- ◆ Immunization clinics
- ◆ Transportation
- ◆ Community Health Representatives (CHR)
- ◆ Home Health visits
- ◆ Substance Abuse counseling



## PATIENT'S RIGHTS & RESPONSIBILITIES

Thank you for choosing Central Valley Indian Health, Inc. as your primary health care provider, we look forward to serving you in the most thorough and professional manner possible.

### You Have The Right To:

- Be treated with respect, consideration & dignity.
- Be provided appropriate privacy.
- Have a reasonable attempt made for health care professionals and other staff to communicate in the language or manner primarily used.
- Be provided, to the degree known, complete information concerning your diagnosis, evaluation, treatment and prognosis. When it is medically inadvisable to give such information to a patient, the information is provided to a person designated by the patient or to a legally authorized person.
- Be given the opportunity to participate in decisions involving your health care, except when such participation is contraindicated for medical reasons.
- Have information made available concerning:
  1. Patient rights, including those specified in 1-5 above.
  2. Patient conduct, responsibilities and participation
  3. Services available at the organization
  4. Provisions for after-hours and emergency care
  5. Fees for services
  6. Payment policies
  7. Advance directives, as required by state or federal law and regulations
  8. The credentials of health care professionals
  9. The absence of malpractice coverage, if applicable
  10. How to voice a grievance regarding treatment or care
  11. Methods for providing feedback, including complaints
- Change your provider if another qualified CVIH provider is available.

### You Have The Responsibility To:

- Provide complete and accurate information to the best of your ability about your health, any medications, including over-the-counter products, dietary supplements and any allergies or sensitivities, as well as any changes in your health.
- Follow the treatment plan prescribed by your provider; make sure you understand all oral and written instructions given by the provider.
- Provide a responsible adult to transport you home from the facility and remain with you for 24 hours, if required by your provider.
- Accept personal financial responsibility for any charges not covered by your insurance or CVIH. Provide CVIH with current Medi-Cal, private insurance or other third party payer information at times services are rendered. Make payment for services provided on the day of your visit unless prior arrangements have been made.
- Be respectful of all the health care providers and staff, as well as other patients.
- Keep appointments or cancel at least 24 hours in advance.

Revised February 2017

Family Size	0 % Charge		20 % Charge		40% Charge		60% Charge		80% Charge		100 % Charge	
	From	To	From	To	From	To	From	To	From	To	From	To
1	0	11,670	11,670	14,004	14,004	16,338	18,672	16,338	18,672	18,672	21,006	21,006
2	0	15,730	15,730	18,876	18,876	22,022	25,168	22,022	25,168	25,168	28,314	28,314
3	0	19,790	19,790	23,748	23,748	27,706	31,664	27,706	31,664	31,664	35,622	35,622
4	0	23,850	23,850	28,620	28,620	33,390	38,160	33,390	38,160	38,160	42,930	42,930
5	0	27,910	27,910	33,492	33,492	39,074	44,656	39,074	44,656	44,656	50,238	50,238
6	0	31,970	31,970	38,364	38,364	44,758	51,152	44,758	51,152	51,152	57,546	57,546
7	0	36,030	36,030	43,236	43,236	50,442	57,648	50,442	57,648	57,648	64,854	64,854
8	0	40,090	40,090	48,108	48,108	56,126	64,144	56,126	64,144	64,144	72,162	72,162
9	0	44,150	44,150	52,980	52,980	61,810	70,640	61,810	70,640	70,640	79,470	79,470
10	0	48,210	48,210	57,852	57,852	67,494	77,136	67,494	77,136	77,136	86,778	86,778
Percent Of Discount	100%		80%		60%		40%		20%		0%	
Minimum Pymt			\$10		\$15		\$20		\$25		\$30	

The Sliding Fee Scale is Based On HHS 100 % Poverty Guidelines Effective Jan 20,2014



Comprehensive Health Care  
for  
American Indian People



Accredited by  
Accreditation Association  
for Ambulatory Health Care, Inc.

**PROGRAM PHILOSOPHY**

Central Valley Indian Health, Inc. was established in May 1971 with the purpose of improving the quality and quantity of health care services to the American Indian people of Fresno, Madera and Kings Counties. To achieve this purpose, a system of Health Education, Preventive Medicine, Medical and Dental Services is provided.

**ORGANIZATION**

Central Valley Indian Health, Inc. is a P.L. 93-638 Program that contracts with the Indian Health Service to provide services in the Central Valley area. This organization is governed by a Board of Directors representing the following areas:

- Area 1-*  
North Fork  
North Fork Rancheria  
O’Neals
- Area 2-*  
Oakhurst  
Coarsegold  
Ahwahnee  
Picayune Rancheria  
Raymond  
Bass Lake  
Cedar Valley  
Knowles  
Nippinawasee
- Area 3-*  
Big Sandy Rancheria  
Auberry  
Friant  
Prather
- Area 4-*  
Watts Valley  
Tollhouse  
Cold Springs Rancheria  
Burrroughs Valley
- Area 5-*  
Dunlap  
Squaw Valley  
Tivy Valley  
Drum Valley
- Area 6-*  
Hanford  
Armona  
Lemoore  
Santa Rosa Rancheria

**Patient Scheduling**  
**Patients who are late 15 minutes or more for a scheduled appt. will be seen as a walk-in or rescheduled.**

**CLINIC SERVICES**

**Central Valley Indian Health, Inc.**  
2740 Herndon Avenue, Clovis, CA 93611

- Medical, Nutrition (559) 299-2608
- Optician (559) 324-8643
- Outreach (559) 299-2634
- Dental (559) 299-2570
- PRC, Eligibility & Patient Services Rep. (559) 299-3262
- Referrals (559) 299-3109
- Administration (559) 299-2578

**Office Hours:**

Monday- Friday 8 am to 5 pm  
Closed 12-1 (Lunch)

**For After Hours Medical Assistance**

Phone (559) 299-2608

**For After Hours Dental Assistance**

Phone (559) 453-4500  
Community Regional Medical Center

**Patient Grievance Procedure**

Patients who have a grievance should first speak with the Director of the Department that there is a grievance with; if the grievance is not handled satisfactorily, then a grievance may be filed with the Administration Department. All patient grievances are reviewed by the Quality Assurance Committee, made up of CVIH Board Members and staff. Action deemed appropriate will be taken.

**Central Valley Indian Health Behavioral Health Services**

2565 N. Alluvial, Suite 172  
Clovis, CA 93611  
**(559) 374-2240**

**Office Hours:**

Monday-Friday 8 a.m.-5 p.m.  
Closed 12-1 (Lunch)

**For after hours:**

Phone Exodus Recovery Center  
24 hour Crisis Line 559-453-1008

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**North Fork Indian and Community Health Center**

32938 Road 222, Suite 2  
North Fork, CA 93643

Medical, Nutrition, Outreach (559) 877-4676

**Office Hours:**

Monday, Tuesday, Thursday & Friday  
(Closed Wednesdays)  
8 am to 5 pm  
Closed 12-1 (Lunch)

**For After Hours Medical Assistance**

Phone (559) 877-4676

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**Central Valley Indian Health, Bullard**

255 W. Bullard Ave., Suite 109,  
Clovis, CA 93612

Medical (559) 325-5715

**Office Hours:**

Monday-Friday 9 a.m.—6 p.m.

~ Coming Soon ~

**Central Valley Indian Health Clinic, Prather**

29369 Auberry Road, Suite 102  
Prather, CA 93651

Medical, Nutrition (559) 855-5390

Outreach (559) 855-5394

**Medical Office Hours:**

Monday-Friday 8 am to 5 pm  
Closed 12-1 (Lunch)

**For After Hours Assistance**

Phone (559) 855-5390

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**Tachi Medical Center**

16835 Alkali Drive, Suite M  
P.O. Box 8  
Lemoore, CA 93245

Medical, Nutrition (559) 924-1541

Outreach (559) 924-0649

Dental (559) 924-0460

**Medical Office Hours:**

Monday-Friday 8 am to 5 pm  
Closed 12-1 (Lunch)

**Dental Office Hours:**

Tuesday & Thursday  
8 am to 5 pm  
Closed 12-1 (Lunch)

**For After Hours Assistance**

Phone (559) 924-1541