

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

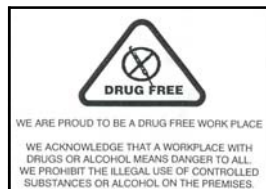
Central Valley Indian Health provides comprehensive dental services:

- ◆ 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 2018

CENTRAL VALLEY INDIAN HEALTH INC.-SLIDING FEE SCHEDULE BASED ON ANNUAL INCOME CATEGORIES													
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	12,140	12,140	14,568	14,568	16,996	19,424	16,996	19,424	19,424	21,852	21,852	21,852
2	0	16,460	16,460	19,752	19,752	23,044	26,336	23,044	26,336	26,336	29,628	29,628	29,628
3	0	20,780	20,780	24,936	24,936	29,092	33,248	29,092	33,248	33,248	37,404	37,404	37,404
4	0	25,100	25,100	30,120	30,120	35,140	40,160	35,140	40,160	40,160	45,180	45,180	45,180
5	0	29,420	29,420	35,304	35,304	41,188	47,072	41,188	47,072	47,072	52,956	52,956	52,956
6	0	33,740	33,740	40,488	40,488	47,236	53,984	47,236	53,984	53,984	60,732	60,732	60,732
7	0	38,060	38,060	45,672	45,672	53,284	60,896	53,284	60,896	60,896	68,508	68,508	68,508
8	0	42,380	42,380	50,856	50,856	59,332	67,808	59,332	67,808	67,808	76,284	76,284	76,284
9	0	46,700	46,700	56,040	56,040	65,380	74,720	65,380	74,720	74,720	84,060	84,060	84,060
10	0	51,020	51,020	61,224	61,224	71,428	81,632	71,428	81,632	81,632	91,836	91,836	91,836
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 1, 2018



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, Dental, Nutrition and Behavioral Health 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 4- Watts Valley Tollhouse Cold Springs Rancheria Burroughs Valley**

Area 2- Oakhurst Coarsegold Ahwahnee Picayune Rancheria Raymond Bass Lake Cedar Valley Knowles Nippinawasee

Area 3- Big Sandy Rancheria Auberry Friant Prather **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.

CVIH Clinics accept Medicaid, Medicare, State Children's Health Insurance Program (SCHIP) & most private insurances

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.
For After Hours Medical Assistance
Phone (559) 325-5715

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