



Patient --- HANDBOOK



GWY.9 DBF
CHEROKEE NATION®
Health Services



OKLAHOMA

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About Cherokee Nation Health Services

Cherokee Nation is the largest federally recognized Native American tribe with more than 380,000 registered tribal citizens. There are 240,737 enrolled Cherokees residing in Oklahoma, and more than 141,000 living within the Cherokee Nation reservation. Cherokee Nation Health Services (CNHS) is the largest tribally-operated health care system in the United States. CNHS is a growing multifaceted health care system.

In the clinical setting, the system serves over 100,000 patients throughout 11 health care facilities. These include nine tribal health centers, one employee health center and one tribal hospital. Additionally, CNHS offers a wide array of community, social, mental and public health programs such as the behavioral health, public health nursing, cancer prevention, diabetes prevention, Women Infants and Children, emergency medical services, environmental health, health research, emergency and risk management, clinical quality improvement and quality management. The Cherokee Nation Public Health programs work with a variety of tribal, public, private and community organizations to improve health outcomes.

CNHS administers programs to ensure that we provide the most effective patient care, plans and coordination of services, manage information technology and oversee facilities management. The departments addressed above include but are not limited to, Health IT, Health Privacy and Compliance, and Institutional Review Board/ Research and Finance.



Our Foundation

Vision

Healthy Cherokee people, families and communities for this and future generations.

Mission

To ensure the story of the Cherokee Nation continues, we partner with individuals, families, and communities to improve our health and quality of life.

Values

Cherokee Nation Health Services operates with seven values and guiding principles.

Self-Determination

For Cherokees by Cherokees.

Excellence

A legacy of superior quality and selflessness carried through generations.

Respect

Holding each other sacred.

Visible to the Community

Our strength is in our collective collaborations with each other.

Integrity

Doing the right thing and achieving the highest standard in service.

Compassion

Supporting each other with genuine concern and kindness.

Equity

Balancing resources to address greatest needs



Special Message
INFECTION PREVENTION AND COVID-19

Special Message - Infection Prevention and COVID-19

Cherokee Nation Health Administration is actively working with our partners at the federal and state level to best serve the needs of our patients, families and communities in an effort to stop the spread of COVID-19. Across our health system we have focused on training our providers to identify, isolate and care for patients with known or suspected COVID-19.

Our teams of Infectious Disease and Environmental Management experts have guided the implementation of infection control practices within our health facilities. Our infection control and prevention strategies include but are not limited to: drive-through testing, screening procedures and mask mandates, increased frequency of cleaning, social distancing measures, amendments to policies and the rapid expansion of telehealth services.

COVID-19 Drive-through screening and testing is available at all Cherokee Nation Health Centers Monday – Friday (weather permitting). Testing capacity and requirements will apply. Not all individuals who are screened will be tested.

Those with COVID-19 report a wide range of symptoms from mild symptoms to severe illness. Symptoms may appear 2-14 days after exposure to the virus. Look for emergency warning signs for COVID-19 (trouble breathing, persistent pain or pressure in the chest, new confusion, inability to wake or stay awake and/or bluish lips or face). If someone is showing any of these signs, seek emergency medical care immediately. For the full list of COVID-19 symptoms and tips for infection control visit the Centers for Disease Control website at www.cdc.gov.

For COVID-19 Related Questions and Concerns

- **Cherokee Nation COVID-19 Call Center: 1-833-528-0063**
General information, reporting travel, test results and monitoring.
- **COVID-19 Cherokee Speakers Hotline: 539-234-4000**
COVID-19 related assistance for Cherokee speakers and their families.
- **Cherokee Nation Behavioral Health Hotline: 918-316-3492**
Speak to a licensed therapist about any distress related to COVID-19.
- **Cherokee Nation Public Health Contact Tracing: 918-316-5735**
Questions regarding exposure to someone with COVID-19.

Other COVID-19 Resources

- **Cherokee Nation Website and COVID-19 Dashboard:**
<https://health.cherokee.org/corona-virus-covid-19/>
Latest COVID-19 data from Cherokee Nation.
- **Cherokee Nation Health Services Patient Portal:**
<https://health.cherokee.org/patient-portal/>
Online access to your health records including your COVID-19 test results.

Emergency Pandemic Visitor Policy

In order to protect patients, employees, staff, volunteers and the community from potential exposure COVID-19, Cherokee Nation Health Services is updating the following emergency pandemic visitor policy effective April 30, 2020. No visitors will be allowed to accompany or visit patients at Cherokee Nation Health Services facilities except under the following circumstances presented below:

W.W. Hastings Hospital

- Pediatric patients will be allowed **one** adult caregiver. Designated caregiver must stay on campus for entire duration of patient's stay.
- Labor and Delivery patients will be allowed **one** adult visitor/caregiver. Designated visitor/caregiver may not attend the C-section (if applicable) and will be required to stay on campus for entire duration of the patient's stay.
- For end of life support, visitation will be approved by the Medical Director or the House Supervisor on a case-by-case basis.
- Adult Emergency Department and Urgent Care patients will **not** be allowed visitors.
- Pediatric Emergency Department and Urgent Care patients will be allowed **one** adult caregiver. The designated caregiver must stay in the room for the entire duration of the patient's stay.
- Adult Emergency Department and Urgent Care patients with special and/or functional needs will be allowed **one** adult caregiver. The designated caregiver must stay in the facility for the entire duration of the patient's stay.
- Drivers for surgical patients will be allowed to enter the facility only to verify presence. Drivers will have to be screened for symptoms and/or exposure. If symptoms and/or exposure are present, driver will not be allowed to participate in surgical process. Another driver will have to be arranged prior to surgery proceeding.

All Outpatient Health Centers

- Pediatric patients will be allowed one adult caregiver. The designated caregiver must stay in the facility for the entire duration of the patient's appointment.
- Adult patients with special and/or functional needs will be allowed one adult caregiver. The designated caregiver must stay in the facility for the entire duration of the patient's appointment.

ALL Cherokee Nation Health Services Facilities

- All visitors/caregivers will be screened for symptoms such as fever, cough, and/or shortness of breath. Visitors/caregivers will have their temperature taken to assure they do not have a fever. The visitor/caregiver will be asked if they have been in contact with anyone suspected of being infected with COVID-19, upon arrival. If symptoms and/or exposure are present, the visitor/caregiver will not be allowed to enter the facility.
- Visitors/caregivers must be **18 years of age or older**.



Eligibility Policy

A) Cherokee Nation will provide 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 Section A of this policy:

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 Executive Medical Director determines that services are necessary to control a public health hazard or an acute infectious disease which constitutes a public health hazard; or
4. A non-IHS eligible child, who has not attained 19 years of age, who is the adopted child, stepchild, foster-child, or legal ward of an eligible Indian.

B) 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 case of emergency, as an act of humanity, individuals not eligible for IHS services may be provided temporary care and treatment. The Medical Director or designee at each facility shall determine whether a medical emergency exists.

C) The Executive Medical Director of Cherokee Nation Health Services may designate in writing care and treatment, which may be provided to control public health hazards, such as immunizations and services provided through or in conjunction with the Women, Infant and Children (WIC) Program.

D) Primary medical and dental services, and required pharmaceuticals will be provided to Public Health Service (PHS) Commissioned Officers through contracts with the Public Health Service. Retirees and their dependents are not covered by this program. Dependents of Commissioned Officers of the Public Health Service on Duty at an IHS or Cherokee Nation facility and who, are living with such officers may be provided care as authorized in the Uniformed Services Health Benefit Program. Dental treatment is limited to that which is necessary for allaying pain and for treatment of acute oral pathological conditions. Elective procedures, extensive diagnostic studies and long-term care must be authorized by the Office of Federal Employees' Compensation. Certain programs funded by sources other than IHS may be restricted to the users who meet the eligibility requirements established by the funding source. Programs having restrictions include, but are not limited to the Medical Emergency Resource Program (MERP), the Breast and Cervical Cancer Program (commonly referred to as CDC), and services funded through tribal funds such as Fuel Tax. Information on eligibility for these programs is available from the program intake or management.

A. Required Documents to Establish Eligibility

1. Proof of descendency for persons of any age may be established by presenting any of the following:
 - a. Certificate of Degree of Indian Blood (CDIB)
 - b. Tribal enrollment or citizenship card issued by a federally recognized Indian tribe
 - c. Document issued by a federally recognized tribe
2. Proof of descendency may be established for a person who has not attained the age of 19, by presenting any of the following:
 - a. Any document listed in Paragraph A (1) above
 - b. Adoption Decree, Marriage License, Custody Order from Child Welfare Agency, or Guardianship Order
 - c. Any document listed in Paragraph A (1) above for the Indian parent plus one of the following:
 - i. Birth certificate
 - ii. Notarized affidavit from eligible parent attesting to parentage

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

- Proof of descendency of the father of the child (i.e., Certificate Degree of Indian Blood [CDIB], tribal enrollment card from federally recognized tribe, letter of descendency 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. CDIB
5. Document issued by a federally recognized Indian tribe

Interpreters

When communication barriers are identified, such as language, inability to hear, read or other sensory impairments, Cherokee Nation Health Services (CNHS) provides reasonable accommodations to assist patients to understand their medical conditions, and obtain consent for treatment, services, and benefits. Accommodations are provided at no cost to persons being served Administration or a designee at each health center is responsible for maintaining a list of qualified interpreters' names, phone numbers, qualifications and hours of availability. Additionally, the list will include auxiliary aids which may be available to assist patients/clients. Contact the Nursing House Supervisor or if applicable, the Administrative designee, to implement communicative assistance.

Complaints and Grievances

Cherokee Nation Health 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 Cherokee Nation Health Services employee. A privacy matter, or suspected non-compliance with the Compliance Plan, may be considered a Complaint or Grievance. These will be handled in accordance with the Cherokee Nation Health Services Compliance Plan.

Patient's Responsibilities

When you receive services from Cherokee Nation Health Services, you have the responsibility:

- To understand that your lifestyle affects your health and to take an active part in your own wellness and health care;
- To follow the agreed upon treatment plan;
- To provide your health care provider with complete and accurate information;
- To report to your health care provider all medications you are taking as well as over-the-counter products, herbal remedies and dietary supplements;
- To provide a copy of your living will, power of attorney or advance directive;
- To arrange transportation by a responsible adult following certain medical procedures;
- To treat health care professionals, staff members and other patients with consideration, respect and dignity;
- To report if you have Sooner Care, Medicare, VA benefits, or other health care insurance which may be necessary to apply for Contract Health Services;
- To observe the rules of the facility and/or program and to respect the property by not defacing or destroying any part of it;
- To take an active role in your health care. If you are not able, designate someone else ahead of time who knows you well enough to be involved;
- To learn about your illness, tests and treatment. Obtain literature and ask questions. If you do not understand the information, ask for more information;
- To be 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 look right, call it to the nurse's attention;
- To ask questions if you do not understand your test results or health care. Keeping a log of events while you are in the hospital is a good idea. You may also write questions for the doctors and nurses so you won't forget them;
- To have your identity checked by two types of identification (DOB, chart number, identification band, name, etc.) If anyone administers treatments or medications to you, make sure they double check your identification;
- To make sure the health care workers wash their hands before taking care of you. If you did not see them washing their hands, you make ask them if they have;
- To discuss with your nurse, doctor, or nursing supervisor if you have concerns about your care or safety.

Patient's Rights

When you receive services from a Cherokee Nation Health Services, you have the right:

- To be treated with consideration, respect and dignity, free from all forms of abuse and harassment, in a safe environment;
- To have your cultural, psychosocial, spiritual, 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 in order 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 Cherokee Nation practitioner, if requested, and to change primary and specialty physicians/dentists if available;
- To request and/or refuse treatment and to leave against medical advice;
- To be advised if research affecting your care or treatment is proposed and the right to refuse to participate;
- To receive a Beneficiary Notice of non-coverage and the right to appeal premature discharge;
- To voice complaints and suggest changes to any caregiver without reprisal and have your complaint or suggestion addressed;
- To prompt notification of admissions to the patient and/or patient's representative and physician;
- 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 free from restraints of any form that are not medically necessary;
- To receive visitors whom, the patient designates, including, but not limited to a spouse, domestic partner (including same-sex domestic partner), family member, 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.

Your Privacy Matters

Patients have rights under federal law that that protects their health information. This law sets rules and limits on who can access a patient's health care.

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 held by those who must follow this law

What rights do you have over your health information?

Providers and health insurers must comply with your right to:

- 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 give your 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 identify who are involved with your health care unless you object
- To make sure doctors give good care and nursing homes are clean and safe
- To protect the public's health, such as by reporting when the flu is in your area

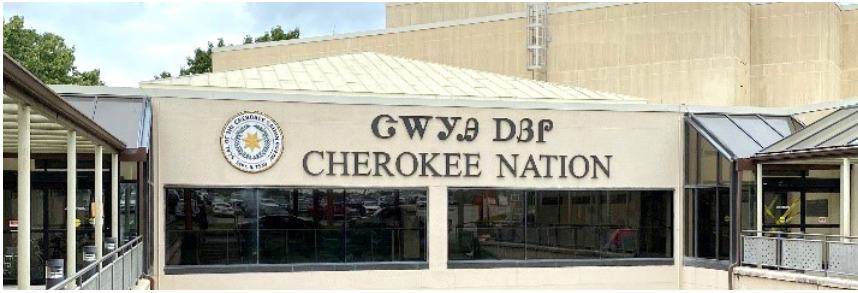
Without your written permission, your provider cannot:

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



Inpatient Care

W.W. HASTINGS HOSPITAL



Cherokee Nation W.W. Hastings Hospital

100 S. Bliss Ave, Tahlequah, OK 74464

Main: 918-458-3100

Hours of Operation: Monday – Friday from 8 a.m. – 5 p.m.

Emergency Department: 24 hours, 7 days a week

Originally an Indian Health Service hospital, W. W. Hastings opened in 1936 on what has since been annexed into Northeastern State University Campus. In 1984 the hospital moved to its current location on Bliss Avenue and has undergone several expansion projects to serve the growing patient population.

Now with 152,000 square feet, the facility has increased space for direct patient care. The Cherokee Nation assumed operations and management of the W.W. Hastings Hospital on October 1, 2008.

Scope of Service

- Emergency Department
- Urgent Care
- Intensive Care Unit
- Step Down Unit
- Medical-Surgical
- Pediatric Inpatient Services
- OB/Newborn
- Inpatient and Outpatient Surgery
- Infusion Clinic
- Pharmacy
- Laboratory
- Radiology

Hospitalized Patient Information

Visiting Hours

See the current Emergency Pandemic Visitor Policy on page 7.

Personal Belongings

Valuables should be sent home and not kept at the hospital. If you have money or anything worth more than a few dollars, please have the nurse notify the Security Office so it can be locked in a safe.

Parents of Minor Patients

It is strongly recommended that a parent stay at the bedside if the patient is an infant or small child. Our staff will assist the parent with the infant, if a break is needed.

Medical Safety

It is important for you and your family to know what you can do to prevent potential errors. You will be asked questions, sometimes repeatedly, about your illness and medications. We gather this information to guide us in your medical care.

Telephones

There is a telephone at the bedside for local calls. You must first dial “9” and then the telephone number. To make collect or credit card calls, dial 9 + 0 for an outside operator.

Your friends and family may call you. They may call **918-458-3100**. The operator will transfer your call to the room or nurse’s station.

Chaplain Service

There are daily visits by the hospital chaplain. However, we will be happy to contact the clergy of choice.

Pressure Ulcer Prevention

We will try to make your stay as comfortable as possible. We will ask you questions related to your nutrition and skin. We may have special things we can do prevent you from developing pressure ulcers (bed sores). If you have question, concerns or special needs regarding your stay here, please let your nurse or medical provider know.

Safety and Fall Prevention

Patient safety is top priority. We will ask you questions that relate to your risk of falling while you are in the hospital. Based on these questions, we may make safety recommendations to prevent falls and injuries while you are here.

Meals

Patient meals will be provided and depend on the diet the doctor has ordered. Menus are provided if you want to order something other than what is being served. Meal times are at 8:00 A.M, 12:00 P.M, 5:00 P.M. Complimentary juice, tea and coffee are provided for our patients.

Vending machines are available by Café Hastings on the second floor for visitors. Café Hastings serves breakfast and lunch Monday through Friday.

Complaints and Grievances for Hospital Services

If you have complaints or grievances regarding your care or treatment at this facility, please contact one of the following:

- Medical/Surgical Nurse Director: 918-458-3189
- Intensive Care Unit: 918-458-3111
- Obstetrical Unit Nurse Director: 918-458-3185
- Surgical Services Nursing Director: 918-458-3118
- Patient Advocate: 918-207-3721
-

It is your right to address grievances directly to:

- DNV GL: 1-866-496-9647
- Centers for Medicare and Medicaid Services: 1-800-633-4227

Discharge Planning

A discharge planner and/or case manager is available during the day Monday through Friday and they will help you make arrangements if you need special care or equipment when you go home.

A Registered Dietitian is available during the day Monday through Friday to answer questions about your diet before you go home.

Referral Education

During the referral process, patients are educated regarding all of their treatment options, including the option to refuse referrals. This education is ordinarily provided by a licensed practitioner during a clinical visit. Education should include the type of provider to which you are being referred. Patients have the right to choose the provider for which they are being referred to. This is different from who incurs the cost of the referred care (see Purchased and Referred care on pg. 39)

Discharge Preparation Checklist

Before leaving the hospital, the following tasks should be completed:

- ◇ **I have talked with doctors, nurses or staff about help I will need after I leave.**
- ◇ **I understand what symptoms I need to watch out for and whom to call should I notice them.**
- ◇ **I have been involved in decisions about what will take place after I leave.**
- ◇ **I understand where I am going after I leave.**
- ◇ **I understand what my medications are, how to obtain them, and how to take them.**
- ◇ **I understand the potential side effects of my medications and whom I should call if I experience them.**
- ◇ **My family or someone close to me knows that I am being discharged and what I will need once I leave the hospital.**
- ◇ **If I am going directly home, I have a follow-up appointment with my doctor, and I have transportation to this appointment.**

PLAN EARLY

Reduce your chances of being readmitted and increase your chances for a healthy recovery by planning early. Take steps as soon as possible during your stay to plan for a successful transition from the hospital.

To begin, ask to speak with your discharge planner, and review the following:

- Your discharge summary and discharge plan
- Your complete medicine list and instructions
- Your upcoming appointments
- What to do if you don't feel well

A Reason to Plan Early

If you need a rehabilitation facility, nursing home, skilled care or other service after your stay, you'll need time to find and weigh your options. For help comparing services in your local area, go to:

www.medicare.gov/nursinghomecompare

www.medicare.gov/homehealthcompare

www.qualitycheck.org

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PRIMARY CARE

Outpatient Care

HEALTH CENTERS



Cherokee Nation Outpatient Health Center (CNOHC)

19600 E. Ross St., Tahlequah, OK 74464

Main: 539-234-1000

Hours of Operation: Monday – Friday from 8 a.m. – 5 p.m. (hours may vary for specialty programs)

Located on the W.W. Hastings Hospital campus in Tahlequah, the Cherokee Nation Outpatient Health Center is the newest 469,000-square-foot, four-story outpatient health facility and the largest health center operated by the Cherokee Nation. As the largest Indian Health Service joint venture health facility in the United States, the history and culture of Cherokee Nation played an influential role in designing the health center. Consistent with Cherokee Nation's commitment to sustainable and conscientious development, the facility will be certified as LEED Silver (Leadership in Energy and Environmental Design). The health center opened in October 2019, helping the tribe deliver first-class care to citizens.

Scope of Service

- Ambulatory Surgery
- Audiology
- Behavioral Health
- Dental
- Diabetes Program
- Dietary Services
- Endoscopy Lab
- Environmental Services
- Healthy Eating for Life Program (H.E.L.P.)
- Laboratory
- Medical Specialties
- Optometry
- Orthopedics
- Patient Advocate
- Patient Benefit Coordinator
- Pediatrics
- Pharmacy
- Physical Rehabilitation & Wellness
- Podiatry
- Primary Care
- Public Health Department
- Purchased & Referred Care (Contract Health)
- Quality Management
- Radiology
- Resident Clinic
- Respiratory
- Surgery
- Specialty Clinic
- Women's Health
- WIC



A-Mo Health Center

900 N. Owen Walters Blvd., Salina, OK 74365

Main: 918-434-8500

Hours of Operation: Monday – Friday from 8 a.m. – 5 p.m. (hours may vary for specialty programs)

The A-Mo Health Center is located on ten acres of land where, it is said, Cherokees and other residents once came to trade for salt, hence its name A-Mo, translated to mean “The Salt Place.” The health center opened in April of 1996 and has an estimated 28,840 square feet of space.

Scope of Service

- Behavioral Health
- Cancer Program
- Dental
- Diabetes Program
- Dietary Services
- Laboratory
- Medical Social Work
- Optometry
- Patient Benefit Coordinator
- Pediatrics
- Pharmacy
- Primary Care
- Public Health Department
- Public Health Nursing
- Purchased & Referred Care (Contract Health)
- Quality Management
- Radiology
- WIC



Cooweescoowee Health Center

395200 W. 2900 Rd., Ochelata, OK 74051

Main: 918-535-6000

Hours of Operation: Monday – Friday from 8a.m. – 5p.m. (hours may vary for specialty programs)

“Koo-wi-s-gu-wi” was Chief John Ross’s Cherokee name, thus an interpretation into Cooweescoowee. The Cooweescoowee Health Center broke ground in December of 2013 and opened in June 2015. The Health Center is a facility on 20 acres, boasting 28,000 square feet of space, replacing the previous 5,000-square-foot satellite clinic known as Bartlesville Health Center. This space now allows the Health Center to offer additional services to patients in this region.

Scope of Service

- Behavioral Health
- Dental
- Diabetes Program
- Dietary Services
- Laboratory
- Medical Social Work
- Optometry
- Patient Benefit Coordinator
- Pharmacy
- Physical Rehabilitation & Wellness
- Primary Care
- Public Health Department
- Public Health Nursing
- Purchased & Referred Care (Contract Health)
- Quality Management
- Radiology
- WIC



Redbird Smith Health Center

301 S. JT Stites Blvd., Sallisaw, OK 74955

Main: 918-744-1400

Hours of Operation: Monday – Friday from 8 a.m. – 5 p.m. (hours may vary for specialty programs)

This facility was originally constructed in 1992, dedicated in 1993, and was the first Indian Health Clinic to be constructed new in the Cherokee Nation under tribal management. Located on 36 acres, this site has two buildings; a 21,945-square-foot facility which provides services such as Dental, Administration, Behavioral Health and Public Health Nursing.

In 2008, an 11,444-square-foot building was constructed to increase the capacity of the previous health center. In 2014, an additional 30,000 square feet of space was built to allow for further expansion of services. This building houses services such as Optometry, Family Medicine, Laboratory Services, Pharmacy, Radiology, Physical Therapy, Mammography Services and WIC.

Scope of Service

- Behavioral Health
- Dental
- Diabetes Program
- Dietary Services
- Laboratory
- Medical Social Work
- Optometry
- Patient Advocate
- Patient Benefit Coordinator
- Pediatrics
- Pharmacy
- Physical Rehabilitation & Wellness
- Primary Care
- Public Health Department
- Public Health Nursing
- Purchased & Referred Care (Contract Health)
- Quality Management
- Radiology
- WIC



Sam Hider Health Center

859 Melton Dr., Jay, OK 74346

Main: 918-253-1700

Hours of Operation: Monday – Friday from 8 a.m. – 5 p.m. (hours may vary for specialty programs)

The Sam Hider Health Center first opened its doors in 1989 in the former Jay Memorial Hospital and has since moved to the current facility in 2015. The health center square footage went from 28,345 to 42,000 square feet of floor space. As the demand for additional health services increased, the Cherokee Nation began constructing a larger facility to better serve its citizens. This expansion allowed Sam Hider Health Center to add Physical Therapy and Bone Density Testing.

Scope of Service

- Behavioral Health
- Dental
- Diabetes Program
- Dietary Services
- Laboratory
- Optometry
- Patient Advocate
- Patient Benefit Coordinator
- Pharmacy
- Physical Rehabilitation & Wellness
- Primary Care
- Public Health Department
- Public Health Nursing
- Purchased & Referred Care (Contract Health)
- Quality Management
- Radiology
- WIC



Vinita Health Center

27371 S. 4410 Rd., Vinita, OK 74301

Main: 918-256-4800

Hours of Operation: Monday – Friday from 7 a.m. – 5:30 p.m. (hours may vary for specialty programs)

The Vinita Health Center began as a satellite clinic of the Will Rogers Health Center in 2001. In 2012, Cherokee Nation replaced the small facility with a 94,000-square-foot facility, expanding the services provided to our patients.

Scope of Service

- Behavioral Health
- Dental
- Dietary Services
- Laboratory
- Medical Social Work
- Optometry
- Patient Advocate
- Patient Benefit Coordinator
- Pediatrics
- Pharmacy
- Physical Rehabilitation & Wellness
- Primary Care
- Public Health Department
- Public Health Nursing
- Podiatry
- Purchased & Referred Care (Contract Health)
- Quality Management
- Radiology
- Wellness Center
- WIC



Will Rogers Health Center

1020 Lenape Dr., Nowata, OK 74048

Main: 918-273-7500

Hours of Operation: Monday – Friday from 8 a.m. – 5 p.m. (hours may vary for specialty programs)

The first Nowata Primary Health Care Clinic was established in 1989 by the Cherokee Nation. The clinic was located in a modest building and eventually relocated to the community's industrial park in 1997. As the demand for health care in the area increased, Cherokee Nation constructed a new state-of-the-art facility to meet the growing demand and better serve its citizens. The 27,005-square-foot facility opened in December 2007 and was renamed the Will Rogers Health Center.

Scope of Service

- Behavioral Health
- Diabetes Program
- Dietary Services
- Endocrinology
- Laboratory
- Medical Social Work
- Optometry
- Patient Benefit Coordinator
- Pharmacy
- Physical Rehabilitation & Wellness
- Podiatry
- Primary Care
- Public Health Nursing
- Purchased & Referred Care (Contract Health)
- Quality Management
- Radiology
- WIC



Three Rivers Health Center

1001 S. 41st St. E., Muskogee, OK 74403

Main: 918-781-6500

Hours of Operation: Monday – Friday from 8 a.m. – 5 p.m. (hours may vary for specialty programs)

The Three Rivers Health Center in Muskogee opened in 2008 and was the result of a joint venture program with the Indian Health Service. The facility, of more than 100,000 square feet was constructed to appropriately accommodate the size and scope of its service population.

Scope of Service

- Behavioral Health
- Dental
- Diabetes Program
- Dietary Services
- Laboratory
- Medical Social Work
- Optometry
- Patient Advocate
- Patient Benefit Coordinator
- Pediatrics
- Pharmacy
- Physical Rehabilitation & Wellness
- Podiatry
- Primary Care
- Public Health Nursing
- Purchased & Referred Care (Contract Health)
- Quality Management
- Radiology
- WIC



Wilma P. Mankiller Health Center

471688 Hwy. 51, Stilwell, OK 74960

Main: 918-696-8800

Hours of Operation: Monday – Friday from 8 a.m. – 5 p.m. (hours may vary for specialty programs)

The Wilma P. Mankiller Health Center opened its original 37,374-square-foot facility in 1995. In 2015, a 28,000 square foot addition was completed to allow the expansion of services to our patients. In 2020, construction began again to rebuild the original structure. The 80,000-square-foot west side of the health center is anticipated to open in 2021, making the entire facility approximately 110,000 square feet. This recent expansion of the Wilma P. Mankiller Health Center is a prominent mark on its history, enabling the facility to become an even stronger health care resource for our citizens.

Scope of Service

- Behavioral Health
- Dental
- Diabetes Program
- Dietary Services
- Laboratory
- Medical Social Work
- Optometry
- Patient Benefit Coordinator
- Pediatrics
- Pharmacy
- Physical Rehabilitation & Wellness
- Primary Care
- Public Health Nursing
- Purchased & Referred Care (Contract Health)
- Quality Management
- Radiology
- WIC



Services & Programs



Pharmacy Refill

Health Library Search

Cherokee Nation Public Health

COVID-19

Homepage

www.cherokee.org

Health Record

Messaging

Appointments

Health Centers and Hospitals

Patient Info

COVID-19 INFO



Mission

To ensure the story of the Cherokee Nation continues, we partner with individuals, families, and communities to improve our health and quality of life.

Vision

Healthy Cherokee people, families and communities for this and future generations.

Values

Cherokee Nation Health Services operates with seven values and guiding principles.

Patient Portal

Cherokee Nation is dedicated to helping improve your overall health care experience by providing convenient, streamlined resources to help you better manage your health. The patient portal is a tool that gives you the flexibility to access your health information and other resources on your time and between visits to your Cherokee Nation health center. The patient portal is available over the internet, which means that you can use it from virtually anywhere. You can also use the patient portal to access information for family members and individuals for whom you provide care if given permission. We hope this tool will help you take an active role in your health care.

As a patient of the Cherokee Nation, enrolling in the patient portal will allow you to:

- **Securely message with your physician**
- **View appointments**
- **Review your lab results**
- **Request prescription renewals**
- **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.

- You can find the link to the Cherokee Nation Patient Portal at <http://www.cherokee.org> or access it directly from <https://cherokee.iqhealth.com>
- Cerner provides support to the portal and is available any time at 1-877-621-8014 or at <https://cernerhealth.com/help> (This is for the Patient Portal account issues only.)

Patient Portal Registration

There are two ways for patients to register for the patient portal:

1. **Onsite Enrollment:** After your next appointment, click on the invitation link provided in an email sent from Cherokee Nation Health Services (CNHS).
2. **Self-Enrollment:** Register online at <https://cherokee.iqhealth.com/self-enroll>.

Onsite Enrollment

At your next appointment or hospital visit, a CNHS team member will assist you with your patient portal enrollment. Upon check-in, a team member will ask if you would like to receive an invitation to enroll in the patient portal. If you prefer not to wait until then to enroll, you may do so at <https://cherokee.iqhealth.com/self-enroll>. Onsite enrollment process at check-in, a team member will ask if you would like to receive an invitation to enroll in the patient portal.

Be ready to:

- **Provide your email address.**
- **Select and answer a security question as part of the enrollment process for your security protection. Your choices will include birthday, zip code or last four of your Social Security Number.**

An email invitation from Cherokee Nation Health Services with a link to complete your registration will be sent to the email address provided.

Register through your email invitation:

- **Click the link in your email from CNHS inviting you to join the patient portal.**
- **Complete the registration process and set your password.**
- **Once registration is complete, information from CNHS will automatically be sent to your portal.**
- **Your invitation will expire after 90 days so please register quickly after you receive the email invitation. You may want to check your spam in case your invitation is not recognized by your software.**

You will receive a reminder if you haven't activated the code after 7 days, and then again after 30 days from the time your invitation was sent. These are the only reminders you will receive during the 90-day period.

Online Self-Enrollment

This option is only available for patients who have visited a Cherokee Nation Health Services location. If you prefer to register yourself prior to your next visit, you may complete the form at <https://cherokee.iqhealth.com/self-enroll>. Self-enrollment is available Nation Health Services patients who are age 13 or older who don't currently have access to the new CNHS patient portal. Self-enrollment is currently not available for children, caregivers or guardians. If you manage the health of a patient, talk to the patient's health care provider during the next visit to receive a personal invitation to view their health information.

Self-enrollment process:

- Go to <https://cherokee.iqhealth.com/self-enroll> to enroll.
- Enter your demographic information and click **“Next.”**
- Enter your verification information and click **“Next, Create Your Account.”**
- Enter your email address under **“I Need an Account”** and click **“Sign Up.”**
- Enter your demographic information, create your account username and password, select and answer a security question, and agree to the Cerner patient portal terms of use and privacy policy and click **“Create Account.”**

You will receive an email notifying you when new information is available on your portal. This includes information about any visits, lab work, etc. and answers to any questions you have to your physician or other provider. If during the self-enrollment process your identity cannot be matched to a patient record, you will be notified that you do not qualify for self-enrollment. This can happen for a variety of reasons. Simply contact your provider office and request an invitation to join the patient portal.



Cherokee Nation Emergency Medical Services

22114 S. Bald Hill Rd., Tahlequah, OK 74464

Main: 918-453-5200

Cherokee Nation Emergency Medical Services (CNEMS) is a state-licensed, paramedic-level ambulance service owned and operated by the Cherokee Nation. CNEMS consists of three major components: ambulance services, communications, and training.

Ambulance Services

Provides paramedic-level services to all citizens of Cherokee, southern Delaware, northern Sequoyah and western Adair Counties. Ambulance services operate 24 hours a day, seven days a week.

Communications

Provides communication officers and support within Cherokee County 911 Center. Communications officers are licensed EMT's and certified in Emergency Medical Dispatch. The 911 Center is staffed 24 hours a day, seven days a week.

Training Program

The Cherokee Nation Training Program provides education on a local, state and national level and is certified through multiple agencies including the American Heart Association, National Association of Emergency Medical Technicians, National Safety Council, American Geriatrics Society and Oklahoma State Department of Health. It Provides diverse training to the public in areas from CPR to EMT.



Cherokee Nation Emergency Management

22114 S. Bald Hill Rd., Tahlequah, OK 74464

Main: 918-207-3800

Cherokee Nation Emergency Management (CNEM) is a department of the Cherokee Nation Marshal Service. CNEM mitigates, prepares, responds and recovers from natural and man-made disasters, events and emergencies that occur within the Cherokee Nation.

CNEM works with emergency management teams in cities, towns, counties and the State of Oklahoma, as well as the Federal Emergency Management Agency (FEMA) through a vast network of emergency management professionals. During emergencies, CNEM coordinates tribal emergency operations including:

- Monitoring potentially severe events
- Evaluating the possibility for securing state, federal disaster assistance
- Managing tribal resources
- Providing emergency public information
- Developing and distributing situation reports
- Conducting preliminary damage assessments
- Activation of the CNEM Incident Management Team

Resources

CNEM has access to multiple local, state, national and tribal resources to improve response, recovery and communications.

Training Program

The Cherokee Nation Emergency Management training program provides education to local, state, national and tribal level agencies in areas such as Incident Command System, FEMA position specific command and Hazard Vulnerability Assessments.



Jack Brown Center

P.O Box 948, Tahlequah, OK 74465

Main: 918-453-5501

Toll-free: 1-877-448-0496

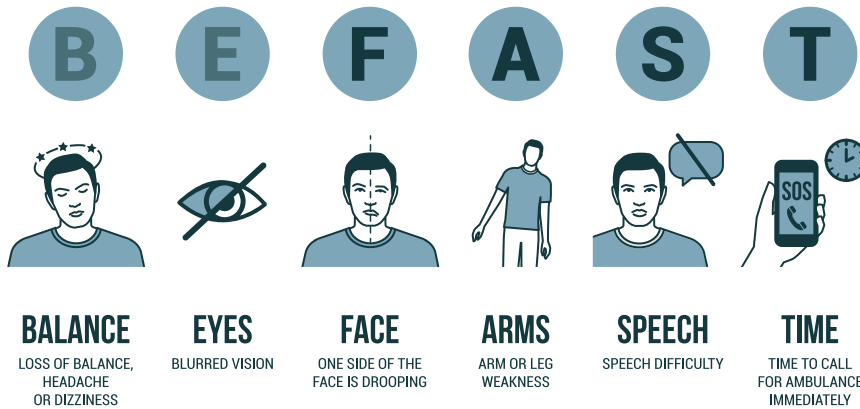
The Jack Brown Center is a 36-bed, co-educational facility located in Tahlequah, Oklahoma, funded by Indian Health Service and operated by the Cherokee Nation. Jack Brown Center provides chemical dependency education and treatment for Native American adolescents. The center serves native youth ages 13-18 who are experiencing substance abuse problems. This minimum 14-week program includes behavior modification, individual, family, and group counseling. Jack Brown Center can treat dual diagnosis as well, and uses evidence based and or best practices in the treatment of the youth.

Jack Brown Center is accredited by both the Oklahoma Department of Mental Health and Substance Abuse Services and Commission for Accreditation of Rehabilitation Services. There is no cost for treatment. Clients must be citizens of a federally recognized tribe.

Stroke Services

Cherokee Nation Health Services partners with the Regional Brain Institute (RBI) to provide the highest quality of neurological and stroke care. RBI specialists provide hypertension and vascular internal medicine services at the Cherokee Nation Outpatient Health Center in Tahlequah for Cherokee citizens and anyone eligible for services within Cherokee Nation Health Services.

Stroke Warning Signs



Call 911 immediately. Do **NOT** wait to see if symptoms get better or try to drive yourself to the hospital.

Cardiovascular Services

Cherokee Nation is a partner in the Northeast Oklahoma Heart Center. This allows us to keep more patients near their home while receiving world class cardiology care. Because of our support of the Heart Center, we're able to provide our community with a cath lab capable of performing angioplasty and cardiovascular surgery in Tahlequah. Northeast Oklahoma Heart Center's heart and vascular team is dedicated to providing the most advanced care to help ensure patients the best possible quality of life. Since launching one of the region's first open heart surgery programs more than 10 years ago, Northeast Oklahoma Heart Center has been proud to be the regional cardiac provider of choice, earning distinctions for excellence in our heart and vascular programs.

Heart Attack Warning Signs

The main symptom of a heart attack is chest pain or discomfort. It can also feel like pressure, fullness or squeezing in your chest. These feelings may start gradually and get worse, or they may come and go. The symptoms of a heart attack can be different for women. Women may also have unusual heartburn, shortness of breath, lightheadedness, nausea, or they may feel tired or anxious weeks before a heart attack.

Call 911 immediately. Do not wait to see if symptoms get better or try to drive yourself to the hospital.

HIV/HEP C Services

Hepatitis C and HIV are treatable diseases and Cherokee Nation Health Services offers treatment for both. Hepatitis C in particular can be CURED with oral medications taken once a day for 8-12 weeks. The only way to know your HIV or Hepatitis C status is to get tested. Testing is offered at all Cherokee Nation Health Center locations.

For those individuals who are at a higher risk of acquiring HIV, Cherokee Nation Health Services also offers preventive treatment with a pill taken once a day, called Pre-Exposure Prophylaxis or PrEP. This treatment not only protects you from HIV but empowers you to help our community in decreasing the spread of HIV. If you are interested in more information regarding HIV testing, treatment, or prevention please text “**Cherokee PrEP**” or “**Cherokee Test**” to **97779** or you can contact Cherokee Nation Health Services Specialty Clinic at **539-234-2150**.

HERO Project

The HERO Project is the Cherokee Nation’s Children’s Behavioral Health unit. Our goal is to support our children, youth, families, and communities. We provide counseling and support services for families with children from newborn to 21 years of age who are citizens of a federally recognized tribe. For more information about the HERO project, call **539-234-3500**.

Healthy Eating for Life Program (HELP)

The Cherokee Nation Outpatient Health Center Healthy Eating for Life Program (HELP) Clinic is the health system’s formal weight loss program, designed to foster life-long change. The HELP Clinic functions as a multidisciplinary program designed to give participants the tools they need to overcome obesity. Education will include weight loss and lifestyle modifications such as healthy eating, exercise, tracking progress, portion control, accountability, support groups, cognitive behavioral therapy and surgical options.

Purchased and Referred Care (Contract Health)

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 Cherokee Nation 14-county reservation.

Referrals

When you are referred by a Cherokee Nation or IHS 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, a **NEW** referral must be generated by a Cherokee Nation or IHS provider.

What to Bring to Your Appointment

1. A copy of the referral from PRC
2. Copies of any third party insurance cards such as Medicare, Medicaid, Private Insurance, etc.
3. Copies of x-rays and/or CT scans.

Applying for Third Party Coverage is a **MUST**

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 Benefit Coordinator, the county DHS office, funding agency, or if you are hospitalized at another facility. 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 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.

Emergency Room Call-ins

Emergency room visits and hospitalizations must be reported within 72 hours of the time your treatment starts. Call in's will be accepted from the patient or a representative acting on the patient's behalf. Please call the nearest PRC office where you receive care or nearest your home address. Numbers are provided below. Cherokee Nation offices cannot accept notifications for patients who reside in Claremore Indian Hospital, Creek Nation, Northeastern Tribal Health, or Pawnee Service Unit funding. You will be directed to contact those service units if you reside in one of those areas.

Billing

Any billing you receive, for which you have obtained an approved referral, may be taken to the nearest PRC office which you are familiar or nearest your home address or mailed to:

Contract Health Billing Office

P.O. Box 1128

Tahlequah, OK 74465

Out of State Residents

Patients not living in Oklahoma are not eligible for Purchased and Referred Care.

Students

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

Emergency Call-in Numbers

Tahlequah: 539-234-2500

Sallisaw: 918-774-1410

Salina: 918-434-8509

Stilwell: 918-696-8862

Ochelata: 918-535-6015

Vinita: 918-256-4800

Muskogee: 918-781-6563

Jay: 918-253-1715

Cherokee Nation CHS Payables

P.O. Box 1128 – 19600 E Ross St

Tahlequah, OK 74465

All bills and claims go to CHSClaims@cherokee.org

Main number for payables: 539-234-2500 or 918-453-5558

Fax: 539-234-2590 or 539-234-2592

Cherokee Nation Public Health Programs

The Cherokee Nation Public Health Department encompasses a wide array of tribal, public, private and community organizations that work in partnership to promote and assure conditions in which people can be healthy. Cherokee Nation Public Health delivers program services to the 14-county tribal reservation. These programs are multifaceted and use a socio-ecological approach to facilitate policy, system and environmental change. Services include school and community-based health education and prevention programs, youth and elder care, violence prevention, public safety, chronic disease surveillance and reporting, behavioral health, and access to clinical care.

For more information about Cherokee Nation's Public Health Program visit:

www.cherokeepublichealth.org.

Cherokee Nation Cancer Prevention and Control Programs

Main: 918-453-5440

Cherokee Nation's Cancer Control Programs include the Comprehensive Cancer Control Program, Breast and Cervical Early Detection Program and Cancer Registry Program.

The Cancer Prevention and Control Program uses a collaborative impact approach through which the program, its partners and the communities pool resources to promote cancer prevention, improve cancer detection, increase access to screening services, reduce the burden of cancer, build community capacity and implement tribal data initiatives. Cherokee Nation's Cancer Prevention and Control Program is dedicated to increasing breast health awareness and screening for Cherokee women age 40 and older, increasing colorectal cancer screening rates within the Cherokee reservation for both men and women and providing appropriate follow-up and support services.

Cherokee Nation Diabetes Program

The Cherokee Nation Diabetes Program works to prevent diabetes in people who are at risk for the disease, and to prevent and treat diabetic complications in people with diabetes. The Diabetes Program employs clinical staff throughout the Cherokee Nation Health System to provide primary care and podiatry services, diabetes self-management support and education, and intensive diabetes management by pharmacists. Many Diabetes Program staff members are certified Diabetes Educators, and all have extensive diabetes-related training. The Cherokee Nation Diabetes Prevention Program provides a 16-week class and lifestyle coaching, follow-up, and quarterly "after-core" activities for people diagnosed with pre-diabetes, to reduce their risk for diabetes.

Services include:

- Diabetes self-management education
- Equipment for managing diabetes
- Shoes for diabetics

Cherokee Nation Women’s, Infant, and Children (WIC) Program

WIC is federally funded health and nutrition program for women, infants, and children.

Services include:

- Nutrition and health education
- Healthy foods
- Breastfeeding education support
- Referrals for health care and other community services

Participants must meet WIC’s income guidelines. WIC serves women who are pregnant, breastfeeding-postpartum, or non-breastfeeding postpartum; infants, and children under the age of 5.

Within the Cherokee Nation, WIC clinics are located inside the fourteen county tribal reservation providing services to more than 7,300 women, infants, and children each month. WIC serves many diverse family units: married and single parents, working or not working. If you are a father, mother, grandparent, foster parent or other legal guardian of a child under 5, you can apply for WIC for your child.

Smoking Cessation

Cherokee Nation Public Health Program provides smoking cessation classes to people who want to quit the habit or addiction of nicotine through smoking cigarettes, cigars, e-cigarettes, or spit tobacco. Classes are provided at Cherokee Nation Health Centers or within the community.

It is never too late to quit smoking. Thinking about quitting is the first step toward doing it. When you quit smoking, you will start showing signs of physical recovery almost immediately, and you will live longer and stay healthier – so will your family.

There are many benefits to smoking cessation:

- Significantly reduces the risks of heart disease, stroke, and cancer
- Keeping your loved ones healthy by protecting them from dangers of secondhand smoke and setting a good example for children

- Having more energy and feeling good about yourself
- Saving money

Smoking and the use of other tobacco products, including cigars and smokeless tobacco, causes or worsens numerous diseases and conditions. Some products also expose nearby people to toxic secondhand smoke. Find out more on the health effects of smoking, secondhand smoke, other tobacco products and marijuana.

- Smoking is the leading cause of preventable death in the U.S., causing over 438,000 deaths per year.
- Secondhand smoke is a serious health hazard for people of all ages, causing more than 41,000 deaths each year.
- Marijuana smoke contains many of the same toxins, irritants and carcinogens as tobacco smoke.
- Electronic cigarettes are a new tobacco product, and the potential health consequences and safety of these products are unknown.
- Smokeless tobacco products are a known cause of cancer, and are not a safe alternative to cigarettes.
- Cigars have many of the same health risks as cigarettes, including causing certain cancers.

Let us help you quit the unhealthy and costly habit of smoking. For more information on smoking cessation classes, please contact Cherokee Nation Public Health at 1-800-256-0671 or your nearest Cherokee Nation Health Center.

Resources

American Lung Association
www.lungusa.com
 1-800-LUNG-USA

Cherokee Nation Public Health
www.cherokeepublichealth.org
 1-800-256-0671

American Cancer Society
www.cancer.org
 1-800-ACS-2345



CHEROKEE NATION®
 Public Health
Prevent. Promote. Protect.





Commitment to Quality

Health System Accreditations

Meeting Gold Standards

Cherokee Nation Health Services is committed to quality care and services by achieving the gold standard of health care. Many times, being the very first and/or only tribe in the nation to achieve accreditation, certification and recognitions from the primary organizations:

DNV GL	Det Norske Veritas Germanischer Lloyd
ISO	International Organization for Standardization
CAP	College of American Pathologists

But are not limited to the following:

CLIA	Clinical Laboratory Improvements Amendments
PHAB	Public Health Accreditation Board
ASHP	American Society of Health System Pharmacists
CARF	Commission on Accreditation of Rehabilitation Facilities
AADE	American Association of Diabetes Educators
CAAS	Commission on Accreditation Ambulance Services
ACR	American College of Radiology
CAAHEP	Commission on Accreditation of Allied Health Education Programs
Baby Friendly	Designated a Baby Friendly Hospital by Baby Friendly USA
COLA	Commission on Laboratory Accreditation



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Organization for
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