



Walk-in Clinic

Klamath Tribal Health & Family Services

330 Chiloquin Boulevard
Chiloquin, OR 97624
(541) 882-1487

Frequently Asked Questions (FAQ)

Monday – Friday, 8:00 a.m. – 3:30 p.m.

* First Wednesday of the Month: 9:30 a.m. – 3:30 p.m.

Dear Patients

We have good news to share. You spoke. And we heard you! The KTHFS Medical Clinic introduced a new service on March 1, 2017. A **“Walk-in” Clinic** is now being offered to registered patients. We care about our patients and want to make sure you get the care you need when you need it. Below are answers to frequently asked questions.

- 1. What is a Walk-in Clinic?** A Walk-in Clinic offers care for acute conditions, such as minor injuries or illnesses. The Walk-in Clinic is here for your everyday health needs like allergies, colds and flu, pink eye, and booster shots (see a list of services on last page).
- 2. How does a Walk-in Clinic work?** Our Medical Clinic Staff will work as a team to **triage** your medical needs. Stop by the Wellness Center during Walk-in Clinic times. Your needs will be evaluated by our Triage Team. Our staff includes licensed physicians and nurse practitioners as well as registered nurses, certified medical assistants, and an x-ray technologist who have experience and training to care for acute illnesses.
- 3. Do I need an appointment?** Appointments will not be scheduled during Walk-in Clinic times. Services are available on a first come, first serve basis. There will be times when you will have to wait to be seen.

4. **Aren't you already a "walk-in" clinic?** Not exactly. Our Scope of Work with the Indian Health Service is to provide primary care services—this means we offer care and management for illnesses that last a long time—such as heart disease, diabetes, and others. These types of appointments are generally scheduled ahead of time with the primary care provider.
5. **Can I still be treated for chronic conditions in Walk-in Clinic? What about conditions that require ongoing care and monitoring?** The Walk-in Clinic does not take the place of your primary care provider. If you have been previously diagnosed with a chronic disease, you will be referred to your primary care provider for ongoing care. Examples of chronic conditions include hypertension, diabetes, and high cholesterol. You will be asked to schedule regular appointments with your primary care provider.
6. **What kinds of conditions do you treat at a Walk-in Clinic?** We provide care for (minor) illnesses and injury such as: the flu, strep throat, sprains and strains and seasonal allergies. Our clinicians are trained to diagnose and prescribe medications as needed.
7. **When is Walk-in Clinic offered?** Walk-in Clinic is available Monday-Friday, 8:00 a.m. to 3:30 p.m. Please note that on the first Wednesday of the Month, walk-in hours are 9:30 a.m. – 3:30 p.m.
8. **What is the difference between a Walk-in Clinic and going to the Emergency Room?** The Walk-in Clinic is for conditions that require prompt attention but do not pose an immediate, serious threat to your health or life. In general, if your medical concern or symptoms are life threatening call 911 or go directly to a hospital emergency room.
9. **What should I do if I think I have a severe illness or injury? Can I come in if I am having a medical emergency?** You should go to the nearest emergency department, or call 911.
10. **Who can use the Walk-in Clinic?** All eligible Indian beneficiaries who have completed registration paperwork and a health history are welcome to receive Walk-in care.
11. **Do you treat all ages?** Yes, we do.
12. **Does the Walk-in Clinic operate on a first come, first serve basis?** Although we will generally operate on a first-come first-serve basis, we have a duty to *triage* patients according to the urgency of their medical needs and/or symptoms.
13. **Who will I see?** KTHFS is staffed by team of highly skilled, licensed clinicians who are trained to treat people for many common illnesses like strep throat, the flu and seasonal allergies. Our staff includes licensed physicians and nurse practitioners as well as registered nurses, certified medical assistants, and an x-ray technologist who have experience and training to care for acute illnesses.

- 14. How late can I walk in and still be seen?** We will do our best to accommodate patients who arrive before 3:30 p.m. to be seen.
- 15. Will you refill my medication?** A temporary refill can be provided until you are seen by a primary care provider.
- 16. What kinds of tests can you perform?** We are equipped to draw blood, perform a complete physical, perform x-rays, conduct an ECG test, drug test and many others. Please call first if you have questions about specific testing capabilities.
- 17. How long will I have to wait to be seen in a Walk-in Clinic?** The answer depends on the number of patients in our queue. Visits for simple complaints can take as little as 20 minutes. Most visits are complete in less than an hour. However, since patients can walk-in to be seen on a first-come, first-served basis, occasionally, you may experience longer than typical wait times. KTHFS will make every effort to staff the clinic appropriately to keep wait times to a minimum.
- 18. Do you provide gynecological exams?** We perform gynecological exams when appropriate. We do not do Pap smears in Walk-in Clinic. **Do you treat STDs at Walk-in Clinic?** Yes, we do.
- 19. What if I need additional or follow up care after my visit?** Some conditions require follow-up. If your condition requires ongoing care you will be referred to your primary care provider. Your Walk-In Clinic team will tell you if this is an option. We also have special guidelines for urgent and emergency situations.
- 20. What if the Provider cannot deal with my issue at the walk-in clinic?** If your issue falls outside of the scope of practice of your provider, s/he may refer you to your primary care provider or a specialist. Alternatively, if the provider feels your issue is urgent and needs immediate attention you may be referred to the local emergency department.

It's all about you. Know your body. Know your symptoms. And also, know the right appointment type for you.

Emergency Care	Walk-in Clinic	Primary Care Appointment
<p>Suitable when you experience life-threatening conditions or symptoms</p>	<p>Suitable for acute conditions (minor injury or illness)</p>	<p>Suitable for management of chronic disease that requires treatment or management over long periods of time</p>
<p>Call 911 or go to Emergency Room</p>	<p>Walk-ins available Mon-Fri, 8:00 – 3:30 p.m. 1st Wednesdays: 9:30-3:30 p.m.</p>	<p>Schedule a regular appointment with your KTHFS Primary Care Provider</p>
<p>Examples: Abdominal pain Amputations Chest pain Cuts to the hands or face Life-threatening injury One-sided weakness Severe wounds Stroke-like symptoms</p> <p><i>Purchased/Referred Care (P/RC) -eligible patients must call the P/RC Department within 72 hours to request a purchase order in the event of a hospital emergency room visit.</i></p>	<p>Examples: Adult immunizations Allergy symptoms Asthma (mild asthma attack) symptoms Bronchitis and respiratory illness Colds, Chest congestion Ear ache, Ear wash Eye infection symptoms Fish hook removal Flu shots (when available) Flu Symptoms Insect bites Minor cuts, scrapes, burns Minor sunburns Motion sickness prevention Pregnancy test Sinus infection symptoms Skin conditions Sore throat Sprains/strains STDs Stomach problems Urinary tract infection symptoms</p>	<p>Examples: Anxiety medication Care of pregnant patients Chronic (long-term) pain Chronic illness such as diabetes, heart disease or hypertension and high cholesterol General Assistance (GA) Paperwork Neck or back (spinal) conditions ODOT Physicals / Paperwork Orthotic / prosthetic care Physicals Routine medication refills SSI (Disability) Paperwork TB Testing Well-child Exams Well-woman Exams + PAP smear Workman's Compensation (on-the-job injury)</p>