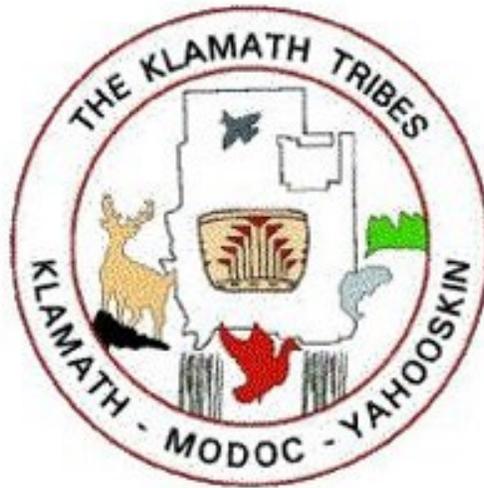




Klamath Tribal Health & Family Services

October Newsletter



2020



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COVID-19 IN THE KLAMATH TRIBES

As Covid-19 entered into our lives health experts warned at that traditionally underserved communities, including Alaska Native/American Indian, would be at greater risk for Covid-19. KTHFS looked at data spanning March through September 2020 to test this assumption.

Early in the epidemic KTHFS activated our Emergency Preparedness Incident Management Team (IMT). This team quickly and creatively adapted KTHFS services to meet safety guidelines to ensure both patient and staff safety. Adaptations due to covid-19 included drive-up covid-19 testing, purchasing rapid testing machines, creating negative air pressure patient rooms, temporary housing, and contactless prescription medication and living necessities drop off. Any cases within KTHFS immediately prompted closing of the office, isolating the covid-19 positive patient, quarantine for affected staff, and building disinfection before reopening.

Between March and September 2020, 888 tribal members were tested achieving a 12% testing rate based on the total AI/AN population count of 7,424 in Klamath County. Of those tested 50 positive patients were identified and no mortalities as of this writing. The majority of the people tested at KTHFS were between the ages of 30-39 with most cases being identified in August and September. Test positivity rate based on gender showed a 5.6% rate among male and 6.3% among females. The highest test positivity was seen among the 0-29 age group which constituted 60% of the total positive cases. Total positivity rate (TPR) was 13.5% (0-14 years), 10.3% (15-19 years), and 8.1% (20-29 years) with the highest testing rate seen in August and September 2020.

Continued inside....

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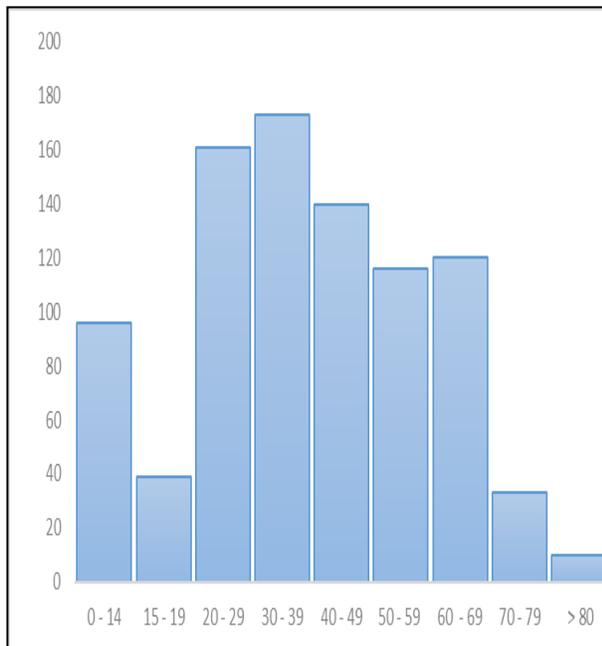


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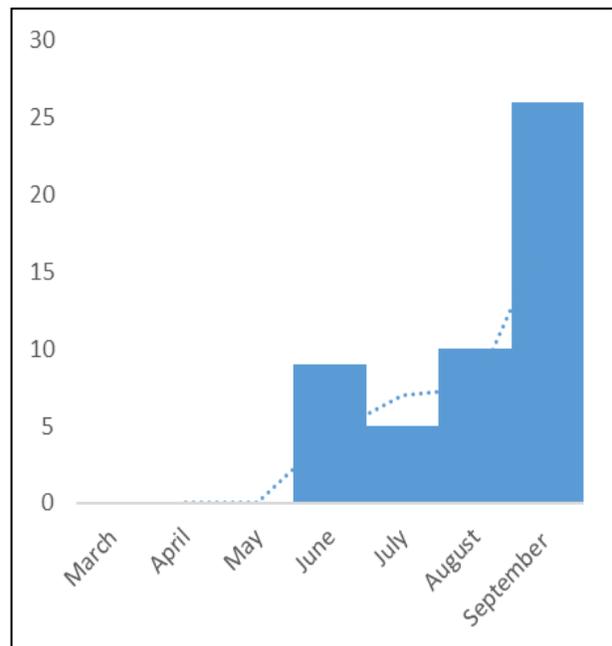
Census Bureau estimates Klamath County to hold approximately 68,238 people. Of the total resident in Klamath County 10,657 were tested for Covid-19. Of these 295 tested positive with three deaths. This brings the testing rate of the county as a whole to 15.6%, a test positivity rate of 2.8% and case fatality rate (CFR) of 1.02%. Klamath County's CFR is far lower than that of the national rate of 2.9% however, this rate is higher than that of the Klamath Tribes and other local AI/AN, where there have been no covid-19 mortalities to date despite the disproportionately higher risk factors in the AI/AN population. While in the Klamath Tribal and other local AI/AN members served by our facilities, most of the

cases have been in the population below 29 years of age, Klamath County as a whole has seen most of its cases in the 29-59 aged population.

Although the pandemic has significantly impacted and devastated the world, our findings do not support the projection that the epidemic will disproportionately affect the Klamath Tribes and other local AI/AN served by our facilities due to proper and timely actions that were taken. The experience of our Klamath Tribes is good evidence of the impact of good public health practice, responsible government, and compassionate medical care gives on the epidemiology of outbreaks around the world.



Number of people tested for Covid-19 in Klamath Falls as of September 2020



Epidemic curve of COVID-19 and testing trend among Klamath Tribes (March – September, 2020)

FROM THE HEALTH GENERAL MANAGER

The **Klamath Tribal Health & Family Services (KTH&FS)** is an amazing family of individuals who are committed to better tribal health and wellbeing. With over 135 staff who work daily to mitigate epidemics and other health challenges, while providing quality healthcare services to tribal members, KTH&FS is setting a new standard for tribal communities across the United States of America.

With CARES funds, and working in partnership with the Tribal Council and Tribal Admin, KTH&FS has reduced the impact of COVID-19 on tribal community with significant reduction in confirmed cases and zero mortality as the time of this report. This is despite the projected worst impact on minority tribes and communities with significant comorbidities. And with Tribal resources, more structures is been acquired to expand key services to tribal members living in Klamath Falls and Beatty. For instance, in the last few weeks, KTH&FS applied and obtained additional grants to provide

Contactless centers in Klamath Falls, Chiloquin and Beatty. These centers will reduce COVID-19 risk associated with direct physical contact while seeking care, improve quality of telehealth, minimize expenses by tribal members in the use of personal data for video conferencing, as well as bring healthcare services closer to the elderly population, and those physically or mentally indisposed.

Community survey that will include assessment of social determinants of health (SDH), impact of COVID-19 and wild fire on the health and wellbeing of the people.

Additional wrap around services to the communities impacted by COVID-19

Commercial tobacco cessation campaign towards reducing tobacco use and misuse.

The Tribal health system also recently went through the **Accreditation Association for Ambulatory Health Care, INC (AAAHC)** survey which, we believe, went very well. An earlier survey of system strengths, weaknesses, opportunities and threats revealed that KTH&FS has mainly highly committed staff population who are pleased to support the tribal community. Thus, it is not surprising that despite COVID-19 and the telework policy of the tribe, there are a good number of staff who come to work daily, and work long hours, (including weekends sometimes) to deliver quality services to the tribes.

Looking forward, we hope to ensure that all staff are appropriately appreciated, that work packages are well defined, and each staff is well trained and equipped to deliver excellent services to the tribe. We therefore encourage all to maximize new and old channels available to communicate, inform, educate, and transform the tribal community and staff from what we are today, to what we desire to be.

Join me as we together translate all our dreams for the tribes from mere articles of faith to expressions of reality in the lives of all tribal members. We hope and pray that the various innovations and projects initiated will add value to the tribes as a group, and to you as an individual.

Meanwhile, I want to thank the Education Unit lead by Lt CDR Joseph Tibay, the Newsletter Editor, Shaymaa Taha, and all those that contributed to this edition. Congratulations on an excellent version of the KTH&FS Newsletter. You are the best!

Together, we will serve our people better.

Warmest regards,

Dr. Obinna Oleribe DrPH, FRCP, FWACP, MBA
Health General Manager

BREAST CANCER AWARENESS MONTH

October Is Breast Cancer Awareness Month. We here at Klamath Tribal Health are on a mission- to Save Our Women! From Breast Cancer... our women matter, and we are determined to save them from this disease.

Here is the thing. 1 in 8 women will have Breast Cancer in their lifetime. Think of the women in your life. You will know someone who will have it, or probably already do know someone who has had it. The best way to save a life from Breast Cancer? Early detection! The earlier Breast Cancer is found, the better the chance of survival. In fact, some early detected breast cancers have survival rates up to 99%. The newest research shows though, that Native Women have survival rates much lower than that...and that is something we need to change.

How do you detect Breast Cancer early? Annual mammograms, starting at age 40. If you have a strong family history of cancer (not just Breast Cancer) talk to your provider early about your history to see if you need to have high risk cancer screening done.

Klamath Tribal Health in collaboration with Sky Lakes Medical Center is holding a 2 day Breast Cancer Screening Event, February 24th and 25th. These days have been reserved solely for our Klamath Tribal Health women to have their annual mammogram done. To sign up for one of these slots, call us at the clinic, or stop by the walk in clinic, and we can get you an appointment. Its that easy. We only have 60 spots though, so get scheduled now- it might just save your life.



TREATMENT FOR OPIOID ADDICTION

KTHFS is excited to be expanding its services to include Medication Assisted Treatment (MAT) for Opioid Use Disorder; commonly referred to as opioid addiction. Opioid Use Disorder is defined as problematic pattern of opioid use that leads to involuntary physical dependency and serious disruption in one's life. With the introduction of prescription opioids such as OxyContin and Vicodin the last three decades have seen a dramatic increase in Opioid Use Disorder, and in turn has also led to an increase in overdose deaths. Data from the North Portland Area Indian Health Board (NPAIHB) shows 60% of Native American overdose deaths in Oregon involve prescription medications. In 2017 the U.S. Department of Health and Human services declared the opioid crisis an epidemic and national health crisis prompting more federal and state funding to help those struggling to stop heroin or prescription medication usage.

To address this opioid epidemic and help heal our community the MAT program at Klamath Tribal Health and Family Services combines treatment from both medical and behavioral health professionals for greater holistic treatment. Staff understand many times underlying reasons for opioid use is lack of alternative pain management options and/or lack of healthy coping mechanisms to use during tough times. This program will provide education and customized treatment to address these challenges as well. We are excited to be providing this new program to our community as it has been shown that patients who participate in Medication Assisted Treatment are more likely to complete and remain in recovery than those who do not. To learn more about the new Medication Assisted Treatment for opioids call Shaymaa Taha at the Wellness Center at 541-882-1487 ext: 348.



DIABETES MANAGEMENT PROGRAM

In 2020 we have faced many challenges due to the COVID-19 pandemic but we faced the challenges with resilience and strength. We have been there for each other in the aftermath of fires and during this world-wide pandemic all while striving to remain steadfast in how we manage and live healthy lives. We strive to continue following a healthy eating plan, see our health provider regularly, get yearly immunizations, and take care of our mental health. Here are a few of the ways Diabetes Management program can help.

- Eyecare – annual eye exams to prevent retinopathy
- Footcare – athletic shoes or orthotic to keep feet healthy.
- Dental incentives and care
- Lab work – monitor diabetes, heart, kidneys, cholesterol and to prevent complications
- Gym Memberships (YMCA, Ella Redkey, National Fitness, SNAP 24/7) & physical training with Clarence Gentry
- Diabetes Reiki Therapy
- Nutrition Consultation with our registered dietitian
- Native Mindfulness classes in collaboration with Dr. Jeff Proulx
- Provide Living Well with Diabetes Self-Management Workshops

If you are interested in learning more about any of these services please contact DM Program Coordinator Aislyn Ukpik at KTHFS 541-882-1487 X304

DENTAL APPOINTMENTS AVAILABLE



It has been an interesting last few months, especially for the dental department and we greatly appreciate the understanding of our patients through these times. I would like to explain to our patients our department's unique challenges and our progress.

A great deal of what dentistry normally involves using devices that create a fog like spray that remains in the air. This fog could increase the risk of covid-19 for both patients and staff. Due to this we are currently requiring a Covid test before any aerosol or mist creating procedures. In addition, the Dental Department has been able to isolate the dental rooms as well as install devices that rotate the air in the various operatories. Like everyone, we are looking forward to the day when we do not need to require a Covid test.

In spite of these limitations we can still do many things. If our patients have a dental concern please call and we will do our best to take care of you. Many things CAN be done without creating mist in the air. We thank you all for your understanding.

Dental Walk-In hours: **Monday-Friday: 7:30 am - 10:30 am**
Monday-Thursday 1pm-2:30pm

RETURNING HOME:

RE-ENTRY FROM PRISON

Waq'lis'i maqlaqs,

The KTHFS Re-Entry program's goal is to help our Tribal Members return to life in the Klamath community and stay out of prison. We do this by transporting tribal members home; scheduling A&D or Mental Health appointments; helping with basic needs; and providing the support necessary for gaining housing and employment.

Sometimes our Tribal members are released early or we are not aware they are in prison and this is our ask: let us know if you or your family member is in prison so we can make sure you/they are aware of our services.

If you would like to make sure your loved one is on our list, please call me at 541-884-1841 ext. 410 or 541-273-6516. Email: Devery.saluskin@klm.portland.ihs.gov Address: 633 Main St. Klamath Falls OR 97601. Or call Ashanti Hakeem at 541-892-0794.

Mo sep'kec'a

Devery Saluskin



MOTIVATION TO CHANGE

Why would anyone need motivation to recover? What is wrong with them? Don't they love themselves? Don't they love their family?

The answer to these questions lies in understanding the nature of addiction. Complex interactions between physical, psychological and social factors severely hamper addicted individuals ability to recognize that their use of substances is causing problems in their life. These same factors also lead to poor impulse control. Poor impulse control leads to more and more substance use, which leads to more life problems, which lead to more "relief" being needed, and thus the cycle continues, getting more insidious.

Some have likened this to a semi-truck without brakes trying to stop while going downhill. It's a vivid and appropriate illustration. I'd add that it's like they have no windshield wipers, and they're in a storm.

So how can we help our family, friends and patients build motivation to recover? Here are some suggestions-

Treat those struggling with substances with respect. Many that are affected by addiction perceive that they have been treated poorly by society at large, but feel accepted by others in addiction. They aren't going to move toward sobriety when they don't feel welcome.

Believe in them. Many suffering from addiction don't believe they can change. When others express faith that change is possible many suffering from addiction can slowly adapt their thinking.

Take advantage when they are motivated for change. Motivation to change is not

constant. It wanes, and it surges. Nagging people to change when they have no motivation is ineffective. It's much more productive to support change when those in need of recovery are showing some motivation. Use these opportunities to help get them enrolled in Treatment services, attend peer led groups such as Wellbriety, participate in cultural events or attend spiritual events.

Role model sobriety. Seeing others use substances- even responsibly- can contribute to those suffering from addiction thinking that using the substance isn't really a problem and/or can trigger them to use.

Give positive feedback. When small positive changes are made, compliment them. Ask how they did it. This sort of reinforcement helps to embed the changes into their routine and establish that skills are learned and applied- and it combats the idea that some people are just born with innate morality and self-control.

Protect your boundaries. While we want to stay supportive of those struggling with addiction, it is important that you maintain the safety of yourself and the rest of your family. Clear boundaries can provide that protection and help those with problem use understand that there are consequences for their actions.

These are just a few suggestions that have worked well for many people. Building motivation to change can take time. Stay the course to give your friends and family the best chance for success.

GREIVING THE LOSS OF A LOVED ONE

When we lose a loved one, it is a very personal experience. While nobody can tell you exactly what you will feel or for how long, here are some common things that people may think, do, and/or feel after losing a love.

- Shock, denial, feeling “numb,” or disbelief
- Guilt, “I should have done…” “If only I had…”
- Sadness, crying
- Feeling like you want to die, feeling like “nothing matters” or “what is the point?”
- Anger, feeling “out of control”
- Confusion, asking Creator, family, friends, or yourself “why?!” “why did this happen?”
- Wanting to avoid or stay away from things that remind you of that loved one
- Inability to stop thinking about the loved one, cannot let go of things reminding you of them
- _____ - Add your ideas here*

Remember – grief is different for each person and so is the amount of time we each need to feel grief.

Moving Forward: Here are some tips you can try that may help you through times of grief:

Prayer – prayer can be a powerful healing experience. This can be done by yourself or with family and friends. Keep in mind that COVID-19 does create barriers, be mindful of social distancing and utilize resources such as Facetime, Google Duo, Facebook Chat, Zoom, or group phone calls.

Traditional medicines –Medicines can be used with prayer and they can have a powerful healing effect, including healing from grief, getting rid of bad thoughts, energy, and spirits.

Smudging with and/or burning tobacco, sage, cedar, sweetgrass, wild celery root

Drinking teas made from wild celery root, rosemary, mint, local berries also aid in relaxation and mindfulness

_____ - Add your ideas here*

Activities – there are various activities that can help with grief. Here are a few examples:

Exercise – walking, shooting hoops, working out, dancing, drumming

Hobbies – beading, reading, playing games at home with family, cooking, coloring, painting, making crafts

_____ - Add your ideas here*

Talking to someone – having a person (or people) to talk to can be very helpful in times of grief. Here are some ideas for people you can reach out to (please be mindful of social distancing):

Family, talking circles, friends, neighbors

Coaches, mentors, teachers, elders

_____ - Add your ideas here*

Grief counseling and groups – there are many local resources for grief. For tribal members, KTHFS offers:

Counseling or therapy – this can be for an individual, a family, just for kids, and for couples. Call the KTHFS Youth and Family Guidance Center at 541-884-1841 to ask questions and/or schedule an appointment

Grief and loss group – adult tribal members who would like to share their experiences, hear the experiences of others, and learn about ways of coping with grief can join *dic gitki!* (you should be comforted) group. This is offered Tuesdays from 2-3pm at 633 Main St. You do not have to be an established client to attend. Space is limited due to social distancing practices – please call 541-884-1841 to check about availability.

PHARMACY UPDATE

To better serve our patients, the pharmacy has implemented several changes to be aware of.

Curbside Delivery continues to be the primary method of picking up medications. Please utilize designated parking spots and call the phone number listed to request a staff member to bring your medications to your vehicle. Please remain in your car as our team is still trying to socially distance.

Home Delivery services have doubled during the pandemic as we are now offering home delivery services to all our patients that live in our service area and are enrolled in our Medication Synchronization Program. We also delivery to patients who test positive for Covid-19, are quarantined, or are at higher risk of Covid-19 complications.

The Medication Synchronization Refill Program now accounts for over 60% of the pharmacy's prescription volume. In this program a pharmacist calls enrolled patients once a month to review the medications needing to be refilled; it significantly helps patients have medications they need and improves adherence. If you take multiple monthly medications and think you would benefit, don't hesitate to call the pharmacy and request to enroll.

Urgent After Hours Prescriptions KTHFS will cover a short supply of urgent or emergency prescriptions for a patient while the KTHFS Pharmacy is closed from the Rite Aid Pharmacy in Klamath Falls. Only Contract Health Services (CHS) or Purchased Referred Care (PRC) eligible members can receive this service. Please communicate to Rite Aid that you are a Klamath Tribal Member and provide them with any additional prescription drug insurance. If Rite Aid partial fills your prescription, it is your responsibility to then call the Klamath Tribal Pharmacy when we are open for us request a transfer for the prescription(s) remainder.

If you have questions regarding eligibility or when a prescription could be filled at Rite Aid, please call the KTHFS Pharmacy at 541-783-2438.

If you have an urgent problem with a prescription when KTHFS is closed, call 541-882-1487 and choose 9 for the Nurse On-Call.

WHAT IS AAAHC?

Accreditation Association for Ambulatory Healthcare(AAAHC), INC

What is accreditation?

Achieving accreditation means the organization has undergone a thorough review of its policies and practices and has met nationally recognized standards for high quality health care. Both quality and performance of services are measured against nationally recognized standards. Accreditation represents the "gold standard" in ambulatory (outpatient) care.

- A voluntary process
- Measures quality of services
- Measures performance against national standards
- Seen as "Good Housekeeping Seal of Approval"

Benefits of AAAHC accreditation?

- Increased patient safety
- Increased employee safety
- Improved quality of care for our patients
- Achieve regulatory compliance
- Quality is displayed throughout the organization
- Increased funding opportunities
- Great recruitment & retention

Where are we now?

KTHFS has accomplished BIG goals along the way...for example; constructing a beautiful health center with medical/dental/pharmacy/behavioral health in Chiloquin, upgrading all facilities in our system, converting all departments to electronic health records, adopting and implementing policies on patient and employee safety, ongoing staff training, and development of a long range strategic plan.

On October 1st and 2nd KTHFS hosted two (2) surveyors from AAAHC for our first accreditation survey. Our preparation, presence and participation in the accreditation review process involved all of KTHFS and was highly successful. A huge thank to each one our staff members for their dedication and commitment to ensuring KTHFS maintains a safe and high-quality standard of care. Results of our survey report will be reviewed in the next few weeks and then we will receive notice of our approval!!! Celebration to come!

For information regarding AAAHC accreditation contact: Nikowa Mendez, MHA, BSN, RN
nikowa.mendez@klm.portland.ihs.gov 541-882-1487 x221

SCALE: STRATEGIC COMMUNITY ACTION FOR LASTING EMPOWERMENT

As the pandemic continues, the Oregon Health Authority recognizes at-risk, underserved, and tribal populations are in need of additional resources to mitigate the effects of COVID-19. In August, OHA allotted 45 million to be distributed statewide. KTHFS applied and received \$500,000 for the SCALE project.

KTHFS SCALE project encompasses three sections:

1. Contactless Tele health centers
2. COVID-19 Contact Tracers and Wrap Around Services
3. SDOH (Social Determinants of Health) Tribal Survey

It's our goal to set up at least two contactless telehealth centers that will be facilitated by Emergency Medical Technicians (EMT's). We are hoping to encourage patients who may otherwise be reluctant to engage in a telehealth appointment to pursue going to a contactless telehealth center. Here, the EMT will be able to take vitals, facilitate the call, and perform blood draws if needed.

In effort to support our medical team and tribal members, we will put together a team of four to conduct contact-tracing, investigating, reporting, as well as connect quarantined tribal members for wrap-around services. We are hoping to see a higher compliance rate within our tribal population in proper quarantining, decrease spread of COVID-19, and decrease the work-load of our over-worked medical team.

The SDOH survey will be given to ALL tribal members in Klamath County. Surveyors will collect data via phone calls, in-person visits, and sending surveys via e mail to optimize participation. This data will give us much-needed information for strategic program planning, grant writing, and identifying pressing challenges.

For more information on the SCALE project please contact Erika Meng.

TESTED BY FIRE

On Labor Day, what would become known as the 242 fire began raging in our forests and threatening our community, but a family of caregivers leapt to action. Urgent calls alerted the Klamath Tribal Health team and that night staff left their homes on a holiday weekend, in the middle of a pandemic to love their community. They evacuated elders, moved animals, opened their doors, and offered labor and assistance in any way they could.

By morning, as the fire continued to grow, and evacuations spread, KTHFS Emergency Team jumped into action. Providers made lists of patients living in evacuation areas that may have difficulty evacuating, and made calls to ensure safety. Evacuation plans were formed for people requiring emergency assistance that were not yet in mandatory evacuation zones so if the time came, their safety was ensured. We coordinated housing, donations of needed supplies, distribution of emergency medication, and community health visits.

We delivered personal protective equipment and supplies to the Red Cross to prevent COVID-19 spread as evacuations persisted and when firefighters did not have adequate food, we feed them. Conversations between the medical team started well before 6am , and lasted late into the night making sure needs were met, people were accounted for, and that at the end of the day, everyone was well as they could be given the circumstances.

A temporary medical clinic was established at our South 6th Street building for patients to reach medical providers for needed care and pharmacy and transportation staff went into the clinic, despite evacuation, orders to get medications out to patients. Telehealth and home visits were available for lab draws or urgent evaluation.

Ultimately, what we found was that KTHFS does not belong to a building. It is the love for the people of the Klamath Tribes that drives us. Even when some of our team were also evacuated, the love for the community meant we knew we had to do everything we could to help. We were tested by fire, but our love and caring shone through the flames.

HIPAA: NOTICE OF PRIVACY PRACTICES

DONATIONS NEEDED

Waq'lis'i maqlaqs

The Prevention Program is planning on hosting a hide tanning workshop next spring. If you are interested in donating a deer hide to the workshop, please give Prevention a call so we can coordinate a time to receive it. We can also use the brains if you want to put them in a plastic bag, we'll take them too.
541-884-1841

Sep'kec'a

A goal of the HIPAA Privacy Rule is to assure that individuals' health information is properly protected while allowing the flow of health information needed to provide quality health care and to protect the public's health and wellbeing.

What is the HIPAA Notice I receive? Klamath Tribal Health & Family Services offers all patients a copy of its "Notice of Privacy Practices". This Notice is important because it describes how medical information about you may be used and shared and how you can get access to this information.

What is in the Notice? The Notice describes how the Privacy Rule allows providers to use and disclose protected health information. It explains that your permission (authorization) is necessary before your health records are shared for any other reason. The Notice also describes your health privacy rights, the organization's duties to protect health information privacy, and how to contact the organization for more information or to make a complaint if you believe your privacy rights have been violated.

What information is protected? The Privacy Rule protects all individually identifiable health information held or transmitted by a covered entity or its business associate, whether it is in electronic, paper, or oral format. This information is referred to as "protected

health information (or PHI)". PHI is any information that relates to or includes:

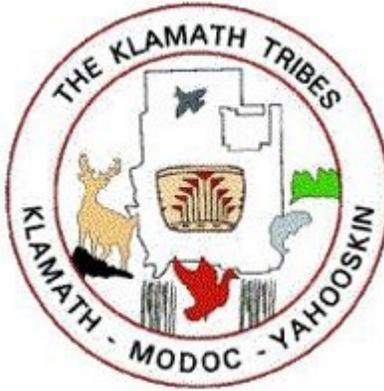
- an individual's past, present or future physical or mental health or condition
- the provision of health care to the individual
- the past, present, or future payment for the provision of health care to the individual
- common identifiers such as an individual's name, address, birthdate or social security number

Why do I have to sign a form? The HIPAA (law) requires we ask you to state in writing that you received the Notice. Signing does not mean that you have agreed to any special uses or disclosures (sharing) of your health records. Refusing to sign the acknowledgement does not prevent a provider or plan from using or disclosing health information as HIPAA permits. If you refuse to sign the acknowledgement, the provider must keep a record of this fact.

How can I receive or view a copy of the Notice of Privacy Practices? There are many ways to obtain a copy or view the KTHFS HIPAA Notice of Privacy Practices:

- The Notice is part of the registration packet offered at the time of registration.
- The Notice is posted at all KTHFS healthcare facilities.
- You may ask for a copy at any time.
- If you would like a copy mailed to you, call the HIPAA Privacy Officer at (541)882-1487.
- The Notice of Privacy Practices can also be found on our website at: <http://www.klamathtribalhealth.org/compliance-hipaa/>

For more information regarding HIPAA and Privacy Practices, please contact the KTHFS' HIPAA Privacy Officer: LCDR Nikowa Mendez, MHA, BSN, RN nikowa.mendez@klm.portland.ihs.gov or 541-882-1487 x221



Contact us at:

**Klamath Tribal Health Wellness
Center**

541-882-1487

330 Chiloquin Blvd

Chiloquin, OR 97624

Youth and Family Guidance Center

541-884-1841

635 Main Street

Klamath Falls, OR 97601