

## ELIGIBILITY

Appointments are scheduled with the registration department on a daily basis. At the time of the appointment, it is the responsibility of the patient to supply RRTHC with all required documentation including the following: Native American verification, proof of physical address, birth certificate if required, social security number, driver's license and proof of an alternate resource.

**You will not be seen by any provider until you have completed the registration process.**

## ADMISSIONS AND RECORDS

Before a patient can be seen for any medical, behavioral health or dental appointment, they are required to update their information and their alternate resource status. If a Native American patient does not have an alternate resource, the patient will have 45 days to provide one or they will be ineligible for care until they can provide an alternate resource. Once the patient has provided all required documentation, they are eligible for health care services.

## BEHAVIORAL HEALTH

The Behavioral Health Department provides Psychiatry and Psychotherapy services to improve mental, emotional, social, and spiritual well-being while respecting cultural tradition. Referrals are initiated through the Medical Department employing an integrated and collaborative approach. The Behavioral Health Department is comprised of Licensed Therapist, Associate Therapist, Psychiatry providers and Case Managers, and Admissions Team.

## TRANSPORTATION

Patient transportation is available to patients who have a scheduled appointment to use the RRTHC services or who have a RRTHC referral to another local healthcare provider. Transportation is available for those patients that have no other way of getting to their appointments. Transportation is not available for out-of-town appointments. A 72-hour notice is required to receive transportation services.

Patients with Partnership are encouraged to request transportation through Partnership at the following number (866) 828- 2303.

## COMMUNITY HEALTH

Community Health specializes in Diabetic Management and Nutrition Education, offering patients essential resources and guidance for healthy living. Our Diabetic Educator ensures patients have the necessary medication, knowledge, and skills to manage diabetes effectively. Our Dieticians promote sustainable, nutritious choices to help patients achieve their overall goals. We hope to see you at one of our many fun events or classes.

## DENTAL

The RRTHC dental staff strive to provide access to efficient, high quality dental care. We have a full dental staff including dentists, hygienists, and dental assistants that are proud to serve our Native Americans. Dental Services include exams, cleanings, periodontal treatments, fillings, extractions, sealants, and denture repair.

## PHARMACY

The pharmacy provides safe, effective and economical drug therapy. We also assure patients understand their medications and how to use them. There is always a pharmacist available for consultations especially if you are receiving a new medication.

We accept most major insurance plans including many Medicare D Plans.

## PURCHASED/REFERRED CARE (PRC)

The Purchased/Referred Care (PRC) Department has funds that can be used to provide services not available at the center to eligible Federally Recognized California Indians living in the designated service area. These services may include emergency room visits and other specialty visits that may be necessary for patient health care. A RRTHC provider must complete a referral form and prior authorization must be obtained before the appointment with all outside providers or the patient may be responsible for payment

## MEDICAL DEPARTMENT

The Medical Department is comprised of Medical and Osteopathic Physicians, Physician Assistants, Nurse Practitioners, Registered Nurses and Medical Assistants. We offer a full spectrum of family health care from newborns to the elderly. We offer complete men and women's health care including family planning, prenatal care, immunizations, sports physicals and pediatric care.

We have a full time Urgent Care provider available to ensure our patients can receive care when they have an unplanned urgent care needs.

**All RRTHC physicians are Board Certified.**

## ADVANCED DIRECTIVES

We also offer services to help patients complete an advanced directive and an on-site notary public. Appointments are strongly suggested for both of these services.

**Just a reminder...  
We now have an on-site lab  
available for your laboratory needs.  
They are located on the second floor.**

## Welcome to the Redding Rancheria Tribal Health Center

The Redding Rancheria Tribal Health Center was established in 1991. We are a State of the Art ambulatory health care center offering high quality health care to the American Indian communities of the western two-thirds of Shasta County and all of Trinity County.

Services include comprehensive medical, pharmacy, behavioral health, dental, lab, nutritional services, community health, and diabetes.

In addition to clinical services, the Redding Rancheria Tribal Health Center offers a wide range of special events throughout the year, which focus on health promotion and disease prevention strategies including a health fair, senior focus group, talking circle, cooking classes, youth classes, smoking cessation and more.

### MISSION STATEMENT

The mission of the Redding Rancheria Tribal Health Center is to develop and provide responsive, cost effective, high quality health care services that meet the needs of the Redding Rancheria Tribal members and other Native American Indians residing in our service area.

We are committed to excellent care, a compassionate, respectful attitude and full involvement of the patient and family in health care decisions.

### OTHER SERVICES AVAILABLE

Other services provided at either the health center or at the Redding Rancheria Tribal office include senior nutrition, Indian child welfare, energy and housing assistance, and traditional healing.

Please call Redding Rancheria Tribal office  
at 530-225-8979



### GENERAL INFORMATION

#### RRTHC HOURS

Monday through Friday

7:30 a.m. to 6:00 p.m.

(Unless otherwise posted)

#### MEDICAL RECEPTION/APPOINTMENTS

530-224-2700

#### DENTAL APPOINTMENTS

530-226-1750

#### BEHAVIORAL HEALTH APPOINTMENTS

530-226-1741

#### PHARMACY HOURS:

Monday thru Friday

8:30 a.m. to 5:30 p.m.

#### PHARMACY REFILL LINE

530-224-2716



## Redding Rancheria Tribal Health Center



**1441 Liberty Street  
Redding, CA 96001**

**530-224-2700**

Toll free: 1-800-378-2700  
Main Fax: 530-224-2738  
[www.Redding-Rancheria.com](http://www.Redding-Rancheria.com)

