



Dental Unit changes policy on late arrivals

A common problem in the dental unit is patients arriving late to their scheduled appointments.

Our providers' schedules are designed in the most efficient way to allow for the maximum number of patients to be seen, without sacrificing the highest quality of care to our patients.

Arriving late to a dental appointment causes problems in the flow of our schedules.

In the past, many appointments were set up for one hour so that the maximum amount of dental work could be performed in that hour.

Recently, we began scheduling some ap-

pointments for thirty minutes in order to accommodate more patients throughout the day.

The CIRHC and LRJHC policy has been that if a patient is up to 15 minutes late, he can still be seen for

on the person who was late.

In short, by arriving late to an appointment, you may be short-changing the next person as well as yourself.

Because of these issues, we are amending the policy for patients who show up late.

We need to shorten the grace period to 10 minutes, so that one person showing up late does not compromise the appointment of the next person.

This should not cause any change for most people, as they arrive to their appointments on time.

If you are late, you will be informed when you come into dental that your appointment will need to be re-scheduled, and the importance of arriving on time will be stressed.

We thank you for your cooperation and emphasize that overall this will lead to more on-time appointments.

Thank You,
The Dental Staff

Cattaraugus Health Center Dental Unit

716-532-5582
ext. 5260

Lionel R. John Health Center Dental Unit

716-945-5894
ext. 3250

Normally, this works well and we can potentially see two patients who require a shorter visit in a one hour period.

However, a problem arises when a patient arrives late for his appointment.

his appointment.

This becomes nearly impossible when scheduling patients for 30 minute appointments.

If someone arrives 15 minutes late, it puts us in the impossible position of trying to do 30 minutes of dentistry in 15 minutes.

In addition, what is often overlooked is the unfortunate position this puts the next patient in.

If one appointment runs over the allotted time because of someone arriving late, this keeps the person who showed up on time for the next appointment waiting in the lobby until the procedure is finished

Childhood obesity affects all of us

As many of you are aware, we are seeing an increase in the numbers of children with obesity and diabetes.

A recent article in the *New England Journal of Medicine* (Feb. 11, 2010) reviewed childhood obesity in a Native American population out west.

The results of this study are alarming as they indicate a significantly-marked reduction in life expectancy for those children who were in the groups with the greatest levels of obesity.

If you have concerns about your child's weight, please call our health centers for an appointment.

Cattaraugus Indian Reservation Health Center
716-532-5582

Lionel R. John Health Center
716-945-5894

Please remember it is the responsibility of all of us to keep our children healthy.

We all need to promote more exercise and healthier diets among our children.

We also need to set good examples with regard to nutrition and exercise.

JOIN US TO LEARN HOW YOU CAN LIVE A HEALTHIER LIFE, FROM A 'REAL PERSON' WITH DIABETES WHO HAS 'WALKED IN YOUR SHOES'.

Thursday, April 29
You won't want to miss this special session.

"Taking Control" and "Understanding Insulin: Myths and Realities"

Both Territories
Cattaraugus
 "Taking Control"
 • 10 a.m. to 12 noon
 • CHWC Rm. 155
Allegany
 "Understanding Insulin"
 • 5 to 7 p.m.
 • LRJHC Grand Room

Frank Atherton is an A1C Champion. He has diabetes and will share his personal experiences and helpful insights on successfully managing diabetes. If you haven't already, please take the first step toward living a healthier life.

"You are not alone on your journey with diabetes."

Call Lori Crassi at 716-532-6223 with any questions. Sponsored by sanofi-aventis

US-GLA-08-05-081

Health Department Web site:
www.senecahealth.org

NAME	PHONE
REMINDER: For after-hours assistance:	
NAME	PHONE
Lionel R. John Health Center	716-945-5894
NAME	PHONE
Cattaraugus Indian Reservation Health Center	716-532-5582

N O P Q R S T U V W X Y Z



New faces at the CHWC and CIRHC

Four new staff members have joined the team at the Cattaraugus Indian Reservation Health Center and the Community Health and Wellness Center.



Barbara Thumm

Barbara Thumm, an addiction counselor in the Behavioral Health Unit of the CHWC, holds a bachelor's degree in mental health counseling from Gannon University.



Shantel Burning

Shantel Burning joins the Child and Family Unit as a case manager at the CHWC.

Shantel's experience includes vocational rehabilitation counseling with the Seneca Nation and



Mandi LeRoy

employment at the Head Start Program branch office in Washington, D.C. as a program associate.

Mandi LeRoy joins the Cattaraugus team in the role of "director of first impressions" — receptionist at the Community Health & Wellness Center.

Mandi holds a certificate in office technology.



Cynthia Doolittle

Cynthia Doolittle returns to the

Cattaraugus Indian Reservation Health Center as a registered nurse.

Originally from Newtown, Cynthia holds an associate's degree in health information and a bachelor's degree in nursing.

Child Health Plus

Community members whose American Indian/Alaskan Native children are enrolled or eligible for enrollment in Child Health Plus at the \$20, \$30 or \$40 monthly premium **will no longer be responsible for the premium payment.**



payment, if electing to enroll or remain enrolled in the plan.

If the monthly premium costs prohibited you from enrolling in the past or you have questions about this change, please con-

tact our patient benefits specialists: Paula Slocum-Hammer in Allegany 945-5894 ext. 3253 or Stacy Thompson in Cattaraugus, 532-5582 ext. 5275.

Those who were screened at the full-premium amount are still responsible for the monthly premium

Balancing Your Life and Diabetes 2010

A new Diabetes Self-Management Class will be starting April 15.

The class will meet Thursdays, from April 15 through June 3 at 5 to 6 p.m. in room 126 of the Community Health and Wellness Center.

For more information, contact Claudine Ford at 716-532-8223 ext. 5294.

FOR EMERGENCY SERVICES WHEN THE CATTARAUGUS TERRITORY CHWC IS CLOSED, PLEASE CALL:

CHILD AND FAMILY – SNI Marshal's office: 532-4900

HOPE – Medical emergencies: Medical Unit answering service at 532-5582.

BEHAVIORAL HEALTH
Mental Health Emergencies:

Erie County residents:
Crisis Services 1-800-724-0461 or 834-3131
Haven House 716-884-6000

Cattaraugus County residents:
Crisis Services 1-800-339-5209 or 945-3970; Lake Shore Hospital 951-7238
Catt. Co. Community Action Hotline 1-888-945-3970

Chautauqua County residents:
Domestic Violence/Rape Hotline 1-800-252-8748

TRANSPORTATION NOTICE

Due to a staffing shortage in transportation, local transportation to appointments at CIRHC and CHWC will be temporarily affected.

Every attempt is being made to schedule appointments to these sites on Mondays, Tuesdays and Thursdays when driver availability is greater. Unfortunately, some transportation requests will likely be denied until driver positions are filled.

Please note: This shortage will NOT affect Buffalo transports.

Your understanding and patience is appreciated as we work to accommodate the transportation needs of our community.

If you have questions or need further information, please contact Lisa Thompson, HOPE Case Manager, at 532-8245.





Tips for Teens: *The Truth About HIV / AIDS**

Get the Facts...

AIDS—*acquired immunodeficiency syndrome*—is caused by HIV, the *human immunodeficiency virus*. HIV weakens your body's immune system, making it less able to fight against diseases and infections. HIV passes from one person to another through contact with the bodily fluids of someone infected with the virus. Most often, the virus spreads through oral, vaginal, or anal sex during which a condom is not used, or by sharing a needle. Mothers can pass the virus on to their babies during pregnancy or birth or by breast-feeding.

It's not a "gay thing." Heterosexual sex is the most common source of infection for females, and the second most common source for males. And while more men than women contract HIV, women's rate of infection is increasing.

Using alcohol and drugs increases your risk for HIV infection. Injection drug use is a leading cause of transmission; users contract the virus when they share needles and syringes with an infected person. In addition, alcohol and non-injection can affect your judgment and lower your inhibitions leading you to take risks you are less likely to take when sober, such as having unprotected sex. Any kind of drug use can contribute to the spread of HIV/AIDS when users trade sex for drugs or when they engage in risky behaviors while under the influence of drugs.

Before You Risk It...

Get the facts. Not having sexual intercourse is the most effective way to avoid sexually transmitted diseases (STDs), including HIV/AIDS. For teens who choose to be sexually active, these prevention measures lower your risk of an HIV infection.

- Avoid alcohol and drugs. They use can cause you to make sexual choices you wouldn't make when sober.
- Only engage in sexual activity that does not involve vaginal, anal, or oral sex.
- Have intercourse with only one uninfected partner.
- Use a latex condom every time you

have sexual intercourse of any kind.

Know the risks. The majority of young people who have HIV are infected sexually. As more teens have become aware of the risk, fewer are having sex and more teens who are sexually active are using condoms. The second most common source of HIV is intravenous drug use, but any activity where blood exchange is possible is risky. Teens should not share needles for any activity, including steroid drug injection, tattooing, or body piercing.

Stay informed. While most people who have the disease now live much longer due to medical research and new drugs, there is no cure.

Know the Signs...

How can you tell if you or someone else may already have HIV? If you have not had unprotected sex or shared a needle, it is very unlikely that you have HIV. The only way to know if you are infected is to be tested. The following may be warning signs of HIV infection:

- Weight loss
- Frequent fevers and sweats
- Lack of energy
- Swollen lymph glands in the armpits, groin, or neck
- Persistent skin rashes
- Severe herpes infections that cause mouth, genital, or anal sores
- Short-term memory loss

No one should assume they are infected if they have these symptoms. Any of these symptoms can be related to other illnesses. Again, the only way to find out if you are infected with HIV is to be tested.

What can you do to help someone whose drug or alcohol use is putting them at risk for HIV/AIDS? Be a real friend. You might even save a life. Encourage your friend to stop using substances or seek professional help. For information and referrals, call the U.S. Dept. of Health and Human Services SAMHSA's Health Information Network at 1-877-726-4727 or visit the Web site at www.samhsa.gov./SHIN

*Source—U.S. Dept. of Health and Human Services

Important Information for our Contract Health eligible patients

ATTENTION: Any patient who may have delinquent Contract Health Services accounts with outside providers or facilities:

Claims, letters and collection notices must be submitted to the Health Controller.

They can be mailed to the health center:

LRJHC
PO Box 500
Salamanca, NY 14779
Attn: Health Controller

They may also be dropped off at the LRJHC or CIRHC.

Please be sure the bills you are submitting are for services for which you received a referral from one of our clinical providers.

Please note on the bill if the patient has other means of financial resources or insurance coverage such as BlueCross/BlueShield, Independent Health or Medicaid.

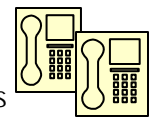
As you know, Contract Health coverage by the Health Department is not an insurance and it is payor of last resort.

ATTENTION SNHD PATIENTS WHO HAVE HEALTH INSURANCE COVERAGE: Please inform the off-site providers. If you receive a bill in the mail it would be helpful to call the toll free number to make sure they billed your primary insurance first. Your primary insurance must be billed before SNHD. **REMINDER the 72 hour EMERGENCY NOTIFICATION POLICY has to be followed before SNHD pays the bills.**

For more information, please contact Darlene Miller, Health Controller at 716-945-5894.

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PLEASE NOTE



The Health Department is in the process of updating its phone system. You should find the new system more user-friendly and efficient.

When calling any of our facilities, please be patient and listen carefully to the entire automated prompt menu. Although it is up and running, there may be some changes as we continue to monitor and improve the system's features.

Please be aware that if calling for emergency information after normal business hours the menu will have a prompt to connect you directly to the answering service.



~SNHD Healthy Happenings*~

ALLEGANY Events March 29— April 16

Monday 3/29, 4/5 & 4/12

- Walk and Roll 12:15 p.m. Grand Room LRJHC

Tuesday 3/30, 4/6 & 4/13

- No Activities/Events Scheduled

Wednesday 3/31, 4/7 & 4/14

- T'ai Chi 11 a.m. 44 Seneca St.
- Walk and Roll 12:15 p.m. Grand Room LRJHC

Thursday 4/1, 4/8 & 4/15

- Senior Stretch 11 a.m. 44 Seneca St.
- Walk and Roll 12:15 p.m. Grand Room LRJHC
- 4/15 LIFE Group 5 – 6:30 p.m. LRJHC
- 4/15 SSI/SSD Assistance w/David Donohue LRJHC BHU
(Appointments required 945-5894 Behavioral Health)

Friday 4/2, 4/9 & 4/16

- No Activities/Events Scheduled

CATTARAUGUS Events March 29— April 16

Monday 3/29, 4/5 & 4/12

- Fit for Life 4 p.m. Saylor Gym

Tuesday 3/30, 4/6 & 4/13

- Fit for Life 4 p.m. Saylor Gym
- Ladies Golf 5-6 p.m. (call Tim Miller 532-8223) CHWC

Wednesday 3/31, 4/7 & 4/14

- Stretch and Strengthen 10-11 a.m. AOA
- Fit for Life 4 p.m. Saylor Gym
- 3/31 Sugar Beaters 5 - 6:30 p.m. CHWC Rm. 126

Thursday 4/1, 4/8 & 4/15

- Living in Balance 10-12 noon CHWC Rm. 126
- Fit for Life 4 p.m. Saylor Gym
- 4/1 & 4/15 Links-R-Cise 4:30-5 p.m. CHWC Rm. 155

Friday 4/2, 4/9 & 4/16

- No Activities/Events Scheduled

*Dates, times and locations may be subject to change. For more information, please visit our Web site: www.senecahealth.org or call your respective health center.

Coming Soon!

Health Dept. Day @
Cattaraugus Community Fair



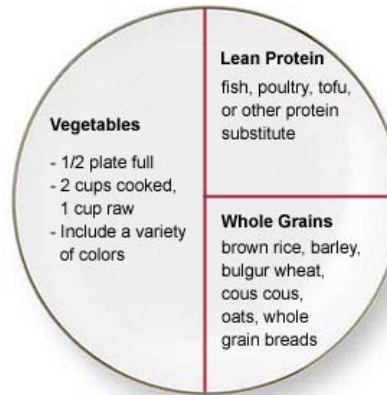
March is National Nutrition Month

... a time for reinforcing healthy and nutritious eating habits.



National Nutrition Month® 2010
American Dietetic Association

Good health depends on eating a variety of foods that contain the right amounts of carbohydrates, protein and healthy fats, as well as vitamins, minerals, fiber and water.



A healthy plate includes:

- 1/2 plate fruits and vegetables
- 1/4 plate lean protein (fish, chicken or meat)
- 1/4 plate whole grain (whole wheat bread, brown rice, or wheat pasta)

Have a cold glass of low fat milk to drink or yogurt and berries for dessert.

- Our health centers are open M-F from 7:30 a.m. to 6 p.m.
- Our providers are on call 24 hours daily.
- If using the ER, failure to call the health centers *before* going to the ER may result in you being responsible for payment .
- For after-hours assistance: LRJHC 716-945-5894/CIRHC 716-532-5582 .
- For life-threatening emergencies: CALL 911, IMMEDIATELY.



This is the International Breastfeeding Symbol. Look for it in upcoming newsletters for helpful tips and facts regarding breastfeeding.

FACT: If you are sick the best thing for your baby is to continue nursing! Your baby will receive antibodies through your milk, which gives protection from the illness. There are very few instances where a mother must stop nursing due to illness. If you require antibiotics, let your doctor know so a medication can be given that is safe while nursing.

Questions? Contact:

Carla Barreno, CLC, at 532-5582
Bethany Snyder, Health Educator, at 532-8223
or Robin Crouse, CLC, at 945-5894