



Guide to Services

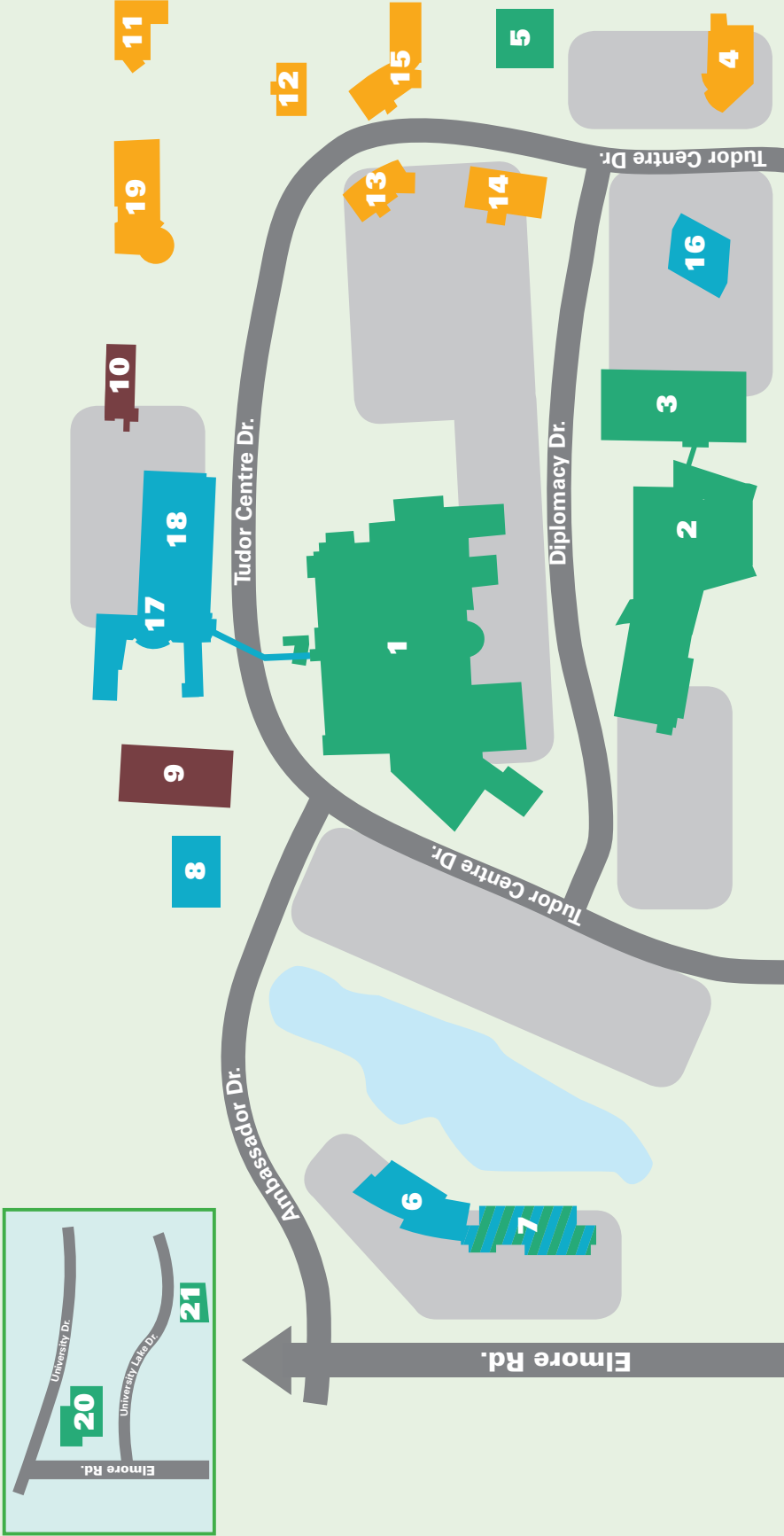
at the Alaska Native Medical Center



ANMC Mission

Working together with the Native community to achieve wellness by providing the highest quality health services for all Alaska Native people.

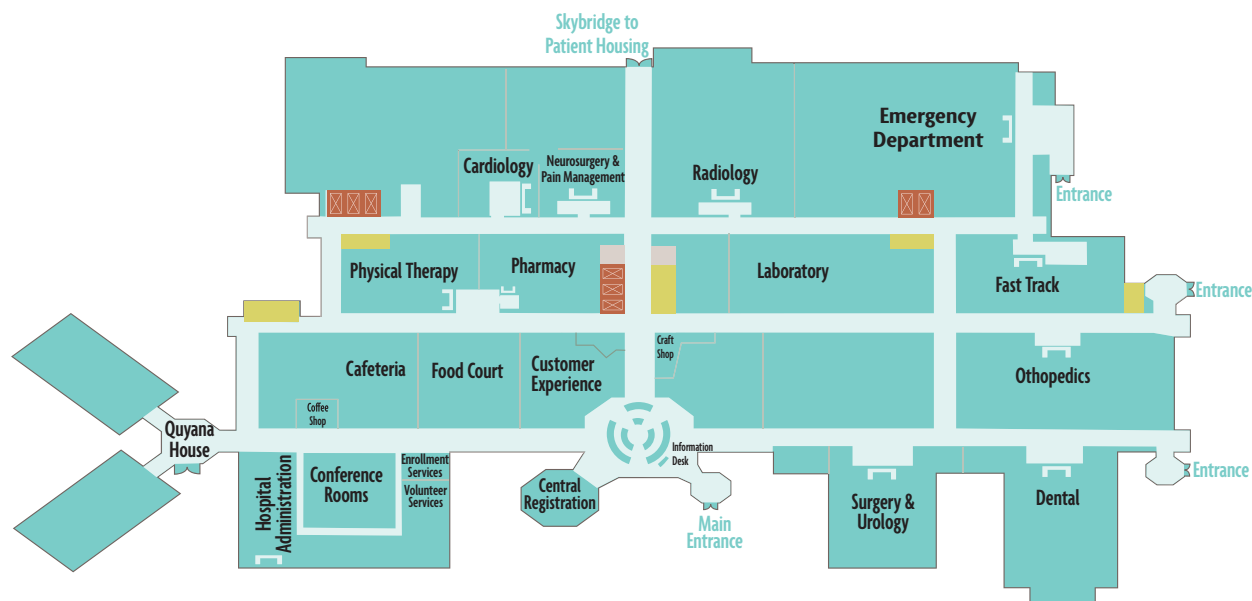
The Alaska Native Tribal Health Consortium and Southcentral Foundation jointly own and manage the Alaska Native Medical Center under the terms of Public Law 105-83. These parent organizations have established a Joint Operating Board to ensure unified operation of health services provided by the Medical Center.



Alaska Native Health Campus

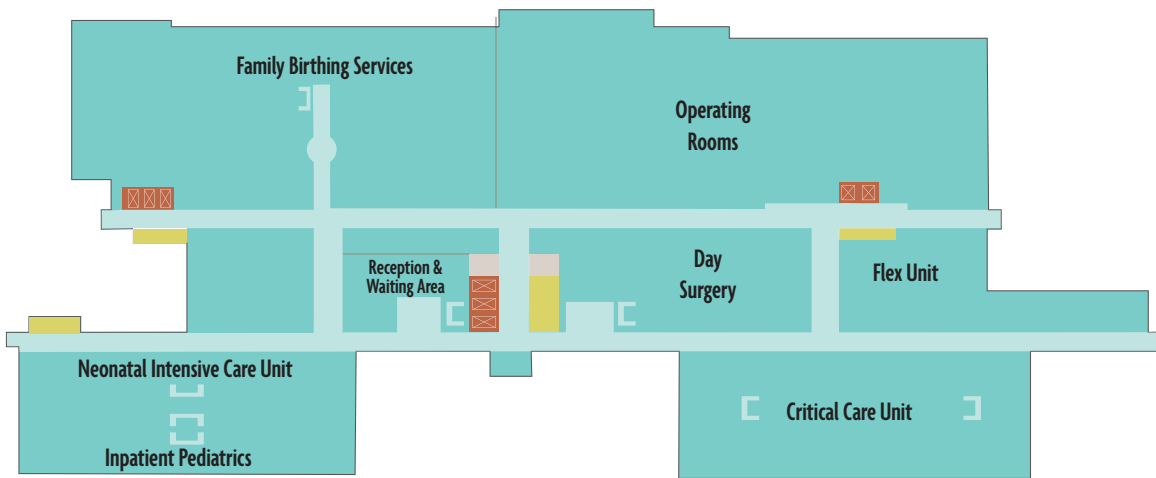
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|--|---|---|
| 1. Alaska Native Medical Center Hospital
4315 Diplomacy Drive | 8. Inuit Building
4141 Ambassador Drive | 15. Mount Yukla Building
4175 Tudor Centre Drive |
| 2. Anchorage Native Primary Care Center
4320 Diplomacy Drive | 9. Alaska Cares
3925 Tudor Centre Drive | 16. Diplomacy Building
4500 Diplomacy Drive |
| 3. Flattop Mountain Parking Garage
4450 Diplomacy Drive | 10. Centers for Disease Control & Prevention
4055 Tudor Centre Drive | 17. Patient Housing at ANMC
4001 Tudor Centre Drive |
| 4. Fireweed Mountain Building
4341 Tudor Centre Drive | 11. Bird Ridge Building
4145 Tudor Centre Drive | 18. ANTHC Parking Garage
4043 Tudor Centre Drive |
| 5. Mount Marathon Building
4201 Tudor Centre Drive | 12. Heritage Plaza Office
4155 Tudor Centre Drive | 19. Nuka Wellness and Learning Center
4085 Tudor Centre Drive |
| 6. Consortium Office Building
4000 Ambassador Drive | 13. Mount Natashtat Building
4160 Tudor Centre Drive | 20. ANMC ENT, Audiology and Ophthalmology Clinic and Ambulatory Surgery Clinic
3801 University Lake Drive |
| 7. Healthy Communities Building
3900 Ambassador Drive | 14. Ahklun Mountains Building
4501 Diplomacy Drive | 21. ANMC Pulmonology Clinic, Pulmonary Function Lab and Sleep Center
3976 University Lake Drive, Suite 100 |





ANMC Hospital First Floor

- Cafeteria
Cardiology Clinic
Central Registration
Conference Rooms
Craft Shop
Customer Experience
- Dental
Emergency Department
Enrollment Services
Fast Track
Hospital Administration
Information Desk
- Laboratory
Neurosurgery & Pain Management Clinic
Orthopedic Clinic
Pharmacy
Physical Therapy
- Quyana House
Radiology
Surgery and Urology Clinic
Volunteer Services



ANMC Hospital Second Floor

- Critical Care Unit
Day Surgery
Family Birthing Services
Flex Unit
- Inpatient Pediatrics
Neonatal Intensive Care Unit
Operating Rooms
Reception & Waiting Area

ELEVATOR RECEPTION STAIRWAY RESTROOM

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Introduction to ANMC

Alaska Native Medical Center Guide to Patient Services

Welcome to the Alaska Native Medical Center (ANMC). We are happy to be your health care provider of choice. This Guide to Patient Services is a resource for you and your family when visiting ANMC to help navigate the system as well as provide information on all the services we offer.

As an acute, specialty, primary and behavioral health care provider, ANMC provides comprehensive medical services for Alaska Native and American Indian people living in the state. ANMC includes a 167-bed hospital, a full range of medical specialties and primary care services, and operates both the Quiana House, a 56-room, 108-bed facility, and Patient Housing at ANMC, a 202-room facility, for out-of-town patients and their escorts. The hospital works in close partnership with Alaska's Tribal health facilities to support a broad range of health care and related services.

About the Alaska Native Tribal Health Consortium

The Alaska Native Tribal Health Consortium (ANTHC) is a nonprofit Tribal health organization managed by Alaska Native Tribal governments and their regional health organizations. ANTHC provides statewide services in specialty medical care; construction of water, sanitation and health facilities; community health and research; information technology and professional recruiting.

About Southcentral Foundation

Southcentral Foundation (SCF) is a nonprofit Alaska Native health services organization established under the Tribal authority of Cook Inlet Region Inc. (CIRI). SCF's primary focus areas include Primary Care, Behavioral Health, Women's and Children's Services, Dental, Optometry and a wide range of related services. SCF provides more than 80 health care programs and services for 65,000 Alaska Native and American Indian people in Anchorage, the Matanuska-Susitna region and the 55 rural villages that make up the Anchorage Service Unit.

Registration

Central Registration/Admitting

Eligibility

Eligibility to receive direct health services at ANMC is outlined below. You need a medical record number to begin receiving medical care at ANMC, and must do the following:

1. Fill out a Patient Registration Worksheet and a Notice of Privacy Practice. You can get these forms in person at Central Registration near the front entrance of the hospital.
2. Bring your Certificate of Degree of Indian Blood (CDIB) card or letter or your Tribal ID, in addition to your state-issued driver's license or ID card to the Central Registration office on the first floor of the ANMC hospital.

ANMC provides direct health services to individuals who meet the following requirements:

American Indian or Alaska Native

- An Alaska Native person listed on the original Alaska Native Claims Settlement Act (ANCSA) roll;
- A lineal descendant of a person listed on the original ANCSA roll;
- A person holding a Certificate of Degree of Indian Blood (CDIB) issued by the Bureau of Indian Affairs (BIA) or a federally recognized Tribe;
- A person recognized as an official member of a federally recognized Indian tribe (excluding honorary or other non-constitutional or non-customary forms of membership).

Children of an eligible Alaska Native or American Indian person, including:

- Non-Indian foster children;
- Adopted children;
- Stepchildren;
- Legal wards or orphans, until they reach the age of 19.

Limited types of services can be administered to non-beneficiary women who are pregnant with an Alaska Native or American Indian child.

Hours and contact information for Central Registration:

6 a.m.-6 p.m. Monday-Friday
Phone: (907) 729-1395

(After hours and on holidays, services are provided in the Emergency Dept.)

www.anmc.org/patients-visitors/eligibility

Emergency Care

The ANMC Emergency Department provides emergency and urgent care medical services, including the evaluation and stabilization of patients transferred to ANMC from other facilities and communities. ANMC’s Emergency Department is staffed by board-certified emergency physicians and nursing staff who specialize in care for patients with serious illnesses and injuries.

ANMC will provide emergency medical screening and stabilization to all individuals in accordance with the Emergency Medical Services/Emergency Medical Treatment and Active Labor Act Policy and related procedures. ANMC may also provide additional care that may be needed until an appropriate referral can be made and/or to complete the course of treatment.

For further assistance or questions, contact the Emergency Department at (907) 729-1729.

Insurance

Did you know the Indian Health Service provides funding for only a portion of our Tribal health needs? That’s why using your private insurance, Medicare and Medicaid benefits is important. Every time you visit ANMC and use your insurance, Medicare, Medicaid or Denali KidCare benefits, you are helping to strengthen the Alaska Tribal Health System.

These benefits help ANMC and other Tribal health organizations improve the quality of care and expand services for Alaska Native and American Indian people.

ANMC’s Health Benefit Specialists offer friendly customer service and can assist with the entire enrollment and renewal process. They are located in Primary Care, Pediatrics and OB/GYN clinics at the Anchorage Native Primary Care Center. Representatives are also located in ANMC’s Central Registration.

Hours and contact information:

Anchorage Native Primary Care Center

Phone: (907) 729-4470
Toll free: (800) 478-3343
7:30 a.m.-5:30 p.m. Monday-Friday
4320 Diplomacy Drive
Anchorage, AK 99508

ANMC Central Registration

Phone: (907) 729-1395
6 a.m.-6 p.m. Monday-Friday
4315 Diplomacy Drive
Anchorage, AK 99508

Accessing your Medical Information

MyHealth Patient Portal

MyHealth is an online health management tool for patients across Alaska. MyHealth allows patients greater access to their limited health record and health care team. For more information, please visit <http://anmc.org/patients-visitors/myhealth/>.

Alaska Health Information Exchange (HIE)

The Alaska Health Information Exchange (HIE) is the electronic sharing of health-related information. The Alaska eHealth Network is an organization that manages the electronic sharing of health information between electronic health record (EHR) systems in Alaska. This is done through a secure, encrypted data exchange using standards developed specifically for health care. The only person who can access and view your data is your physician or their designated staff. Insurance companies can also see a subset of the data that applies to their billing. For more information, please visit <http://anmc.org/hie/>.

Release of Information

If you need a copy of your health records or health information for pick-up, or to be faxed to a provider, you may visit our website (www.anmc.org/contact-us/health-records-request) and download, print, fill out and return the Authorization For Use And Disclosure Of Health Information form to us. The form may also be picked up from our office. Please include a copy of your valid identification when submitting any requests, or you may show your identification upon picking up your records.

Hours and contact information:

8 a.m.- 5 p.m. Monday-Friday
Phone: (907) 729-3019
Fax: (907) 729-3001

Physical address: 4141 Ambassador Drive, Suite 118
Anchorage, AK 99508

Purchased/Referred Care

Formerly known as Contract Health Services, Purchased/Referred Care (PRC) is a benefit to eligible Alaska Native and American Indian patients that provides funding for covered medical services not available at Alaska Native Medical Center (ANMC). Following ANMC Purchased/Referred Care’s policies and procedures may allow us to assist with the cost of medical services received from non-ANMC facilities and providers. To be eligible for Purchased/Referred Care, you must have lived in Alaska for at least 180 days.

What is the referral process for routine scheduled care?

- Visit your primary care provider and, if necessary, they will make the appropriate referral.
- An ANMC provider initiates all referrals.

All patients are screened for Medicaid, Medicare or private health insurance. Purchased/Referred Care will assist with the application process.

What is the referral process for emergency medical care outside of Alaska?

In an emergency, seek medical attention first and then notify Purchased/Referred Care as soon as possible, ideally within three days. Anyone acting on behalf of the patient can make the call. Coverage for those traveling outside of Alaska is limited to emergent medical care. Emergency medical coverage is provided for:

- People moving outside Alaska (180 days maximum) other than residents of communities within the regions of Tanana Chiefs Conference (TCC), Ketchikan Indian Community, Metlakatla Indian Community or SouthEast Alaska Regional Health Consortium (SEARHC), as these regions have their own designated Contract Health funds.
- Travelers, temporarily outside Alaska, other than residents of communities within the regions of TCC, Ketchikan Indian Community, Metlakatla Indian Community or SEARHC, as these regions have their own designated Contract Health funds.
- Full-time students and legal dependents, other than residents of communities within the regions of TCC, Ketchikan Indian Community or Metlakatla Indian Community, as these regions have their own designated Contract Health funds.

Hours and contact information:

8 a.m.-5 p.m. Monday-Friday
Toll free: (800) 478-1636
Phone: (907) 729-2470

If you are a resident of a community in the regions of TCC, SEARHC, Ketchikan Indian Community, or Metlakatla Indian Community, please contact them directly for more information.

Physical Address:

4141 Ambassador Drive, #148
Anchorage, AK 99508

Mailing Address:

4315 Diplomacy Drive
Anchorage, AK 99508

Travel, Lodging and Transportation

The Quyana Care Coordination Center was created to standardize travel coordination to and from ANMC and make the journey to and from ANMC as easy and stress-free as possible for our people.

The Quyana House and Patient Housing at ANMC provide on-site accommodations for our people who live more than 90 miles outside of Anchorage and are traveling to ANMC for an appointment or procedure. We also have accommodations available off-campus if the Quyana House and Patient Housing at ANMC are full.

Travel Management Office agents coordinate travel to ANMC, making lodging arrangements, Medicaid arrangements, and providing Anchorage airport and hotel transportation information. We coordinate arrangements with specialty clinics and regional health providers, and provide our patients with a number to call 24 hours a day, seven days a week.

Upon confirmation of appointments and travel, guests, along with specialty clinics and regional health providers, will receive a confirmed appointment letter with key travel information. Agents also call guests prior to their travel date to review travel information and ensure they are ready to make the journey to ANMC.

ANMC also provides shuttle service to and from ANMC and the Ted Stevens Anchorage International Airport, Alaska Regional Hospital and off-campus hotel accommodations provided by ANMC. Some of our shuttles are able to accommodate car seats. If you use a wheelchair and need a ride from the airport to ANMC, please call us toll free at (855) 482-4382 prior to boarding your flight and we can arrange for a wheelchair-accessible van to meet you.





If you have questions about eligibility for travel, accommodations or Medicaid, please see contact information below.

Hours and contact information:

Quyana Care Coordination

24 hours a day, seven days a week
Toll-free phone: 1-855-482-4382
Phone: (907) 563-2662

Quyana House Front Desk

7:30 a.m.-midnight, seven days a week
(907) 729-2400

Patient Housing at ANMC Front Desk

24 hours a day, seven days a week
(907) 729-2400

Travel Office

24 hours a day, seven days a week
(907) 563-2662 or toll-free at 1-855-482-4382

Medicaid Office

8:30 a.m.-5 p.m. Monday-Saturday, Noon-4:30 p.m. Sunday
(907) 729-2400, option 2

Customer Experience

ANMC Customer Experience wants to ensure the best possible experience for all of our customers and visitors. We are here to help you with whatever you need while at the hospital. Please do not hesitate to contact us.

We work closely with all patients and families, in partnership with staff, to assist in creating the absolute best hospital experience possible.

Customer Experience staff visits all hospital patient areas on a daily basis to ensure every person has what they need while they are at ANMC. We are also available to assist with directions, escorting patients, language interpretation, notarizing Advanced Directives and medical documents – simply call us, we are here to help you. Please feel free to contact the Customer Experience Department with any concerns, comments, compliments and questions.

ANMC Hospital Customer Experience

8 a.m.-5 p.m. Monday-Friday
(907) 729-3990 or toll-free at 1-877-223-9284

Anchorage Native Primary Care Center Customer Service provides many opportunities for customer-owners to share feedback, voice concerns and report privacy issues. For your convenience, we are available Monday-Friday 8 a.m.-5 p.m.

Anchorage Native Primary Care Center Customer Service

8 a.m.-5 p.m. Monday-Friday
(907) 729-3299





Inpatient Hospital Services

Family Birthing Services

Having a baby is an exciting experience and we do everything possible to make it enjoyable and memorable. ANMC is honored to serve as a trusted health partner for you and your baby. Our health care team specializes in caring for expectant and new mothers and their babies. Our department includes the areas of OB Triage, Labor and Delivery, and Postpartum.

ANMC provides labor and delivery services for the greater Anchorage Service Area and is the primary referral center for high-risk pregnancies within the Alaska Tribal Health System. More than 1,600 babies are delivered annually at ANMC. Family Birthing Services is located on the second floor of the ANMC hospital.

(907) 729-3200

Pediatrics

At ANMC, our team works hard to provide the best possible care for the growth, development, health and wellness of your child. Like adults, children come to the hospital for various reasons ranging from observation to critical care. ANMC has an advanced Neonatal Intensive Care Unit and a Pediatric Intensive Care Unit. Just as the Neonatal Intensive Care Unit is equipped and staffed with specialized physicians (neonatologist) and nurses to care for premature and sick newborns, our Pediatric Intensive Care Unit is equipped and staffed with specialized physicians (pediatric intensivists) and specialized pediatric nurses to care for children with the most serious complications or illnesses.

Providers and staff in the Inpatient Pediatrics Department care for nearly 1,000 children admitted to the hospital each year. The team of highly trained and experienced staff will do everything possible to make your child and family feel safe and comfortable while at ANMC. Inpatient Pediatrics is located on the second floor of the ANMC hospital.

(907) 729-1050

Critical Care Services

ANMC Critical Care Services provides comprehensive, holistic and culturally sensitive multidisciplinary management of critically ill patients from throughout Alaska. We treat geriatric, adult and occasionally pediatric critically ill medical-surgical patients, trauma patients and cardiac patients. The support center provides care for those experiencing complex health issues.

(907) 729-1850

Inpatient Neurosurgery, Orthopedics and Surgery (4th Floor)

The adult inpatient neurosurgery, orthopedic and surgery units are located on the hospital's fourth floor. The two areas on this floor, 4 East and 4 West, each have 23 beds and a combination of single- and double-occupancy rooms. Private rooms are reserved for patients requiring isolation or special treatments. The 4 West Neurosurgery and Orthopedic Area provides care for a myriad of neurosurgery and orthopedic post-operative patients. The 4 East Surgery Area provides care to adults who are hospitalized post surgery.

4 East Phone: (907) 729-1130

4 West Phone: (907) 729-1288

Inpatient Internal Medicine and Medical-Surgical (5th Floor)

The adult inpatient internal medicine and medical-surgical areas are located on the hospital's fifth floor. The two areas on this floor, 5 East and 5 West, each have 23 beds and a combination of single- and double-occupancy rooms. Single-occupancy rooms are reserved for patients requiring isolation or special treatments. Both areas provide care to adults who are hospitalized with a wide variety of conditions.

5 East Phone: (907) 729-1360

5 West Phone: (907) 729-2380

Internal Medicine Hospitalists

Internal Medicine Hospitalists are physicians who specialize in the practice of hospital medicine and are dedicated to the delivery of comprehensive medical care to hospitalized patients. During your hospital stay, you may have more than one hospitalist, but you will always be provided a high-quality continuity of care. Nurse practitioners also work closely with our hospitalists to provide excellent care and are available to answer many questions. If you remain in the hospital for an extended stay, the nurse practitioner may be the provider you see more frequently for greater continuity of care.

A hospitalist is available on-site 24 hours a day, seven days a week to answer your questions and respond to your medical needs. Because hospitalists work in shifts, this can sometimes mean that the same doctor will not be working every day. Depending on your length of stay in the hospital, you may see two or more hospitalists while admitted. Hospitalists work with primary care providers, surgeons, specialists, nurses and other medical professionals in managing your hospital care.

You may contact a hospitalist after returning home if you have any questions about your hospital stay.

To reach a hospitalist between the hours of 8 a.m.-4:30 p.m., call (907) 729-2188

To reach a hospitalist between the hours of 4:30 p.m.-8 a.m., call (907) 563-2662



Specialty Outpatient Clinics

Referrals for specialty care are made by the Alaska Tribal Health System’s network of providers located in village clinics, community health centers, and regional hospitals.

If you are from outside the Anchorage Service Unit, you receive your primary care in your community or regional hub. You are also eligible for specialty referral and inpatient care at the Alaska Native Medical Center (ANMC) hospital in Anchorage.

If you are visiting Anchorage from another area of Alaska and are in need of primary care services, ANMC offers several options– you may be seen in the Emergency Department (Fast Track) or make an appointment to visit Internal Medicine (for adults), Outpatient Pediatrics (for children) or Obstetrics and Gynecology (for specialty women’s health).

ANMC also has a Walk-in Clinic for patients of all ages who live outside the Anchorage Service Unit and have an illness or injury that needs immediate care but are not experiencing a medical emergency. The Walk-in Clinic sees patients on a first come, first served basis.

Audiology

The Audiology Clinic provides comprehensive hearing evaluations and counseling for hearing loss and hearing loss prevention for customer-owners of all ages. Other services include diagnostic procedures, tests for dizziness/balance, hearing aid evaluations and newborn hearing screening and follow-up.

How do I make an appointment?
To make an appointment, you must first receive a referral from your primary care provider or another specialty clinic.

Who is eligible for services?
All Alaska Native and American Indian people living in Alaska.

Where is the clinic located?
Our clinic is located on the second floor of the University Lake Medical Center at 3801 University Lake Drive.

Clinic hours and contact information:
8 a.m.-5 p.m. Monday-Friday
(907) 729-1400

Cardiology

The Cardiology Clinic offers care to patients with a variety of heart problems. Our providers commonly see patients who have coronary artery disease, heart rhythm problems, heart valve problems, heart failure and pacemakers or defibrillators.

How do I make an appointment?
To make an appointment, you must first receive a referral from your primary care provider or another specialty clinic.

Who is eligible for services?
All Alaska Native and American Indian people living in Alaska.

Where is the clinic located?
Our clinic is located on the first floor of the ANMC hospital.

Clinic hours and contact information:
8 a.m.-5 p.m. Monday-Friday
(907) 729-4700

Colorectal Cancer Screening

There are two types of screenings offered at the Colorectal Cancer Screening Clinic, colonoscopies and fecal immunochemical tests. The likelihood of Alaska Native people developing colorectal cancer is double that of Caucasian people. Early detection is key, and colon screening exams are recommended by ANMC for Alaska Native men and women ages 40 and older.

How do I make an appointment?
Appointments can be made by calling and scheduling in advance if you are 40 and older and have not had previous screenings.

Who is eligible for services?
All Alaska Native and American Indian people living in Alaska.

Where is the clinic located?
Our clinic is located on the first floor of the ANMC hospital in the Surgery Clinic.

Clinic hours and contact information:
8 a.m.-5:30 p.m. Monday-Friday
(907) 729-2700

Ear, Nose & Throat

The Ear, Nose and Throat (ENT) Clinic provides comprehensive and world-class care of ear, nose and throat conditions for our customer-owners. These services include specialty care for common illnesses such as sinusitis and ear infections, and chronic ear, nose and throat diseases. We also provide state-of-the-art care for hearing loss, neck and thyroid masses, voice and swallowing difficulties, and facial reconstructive surgery.

How do I make an appointment?

To make an appointment, you must first receive a referral from your primary care provider or another specialty clinic.

Who is eligible for services?

All Alaska Native and American Indian people living in Alaska.

Where is the clinic located?

The main ENT Clinic is located on the second floor of the University Lake Medical Center at 3801 University Lake Drive.

Clinic hours and contact information:

8 a.m.-5 p.m. Monday-Friday
(907) 729-1400

Emergency Department

The Emergency Department provides emergency medical services, including the evaluation and stabilization of patients transferred to ANMC from other facilities and communities. ANMC’s Emergency Department is staffed by board certified emergency physicians and nursing staff who specialize in care for patients with serious illnesses and injuries.

ANMC is a Level II Trauma Center, making it the trauma referral center for all of Alaska’s Tribal health facilities. Trauma centers are hospitals that have specialists trained in taking care of severely injured patients. ANMC has held this distinction since 1999.

Who is eligible for services?

All Alaska Native and American Indian people living in Alaska.

Where is the Emergency Department located?

We are located on the first floor of the ANMC hospital.

Hours and contact information:

24 hours a day, seven days a week
(907) 729-1729
No medical advice is given over the phone.

Internal Medicine

The Internal Medicine Clinic focuses on the diagnosis and treatment of adult medical conditions and provides various services that include podiatry (feet); dermatology (skin, hair and nails); diabetes; early intervention services for HIV and AIDS; endocrinology (hormones); gastroenterology (stomach); general internal medicine; hepatology (liver); infectious diseases; neurology (brain and nervous system); neurologic testing; and rheumatology (joints and connective tissue).

If you are from outside the Anchorage Service Unit (ASU) and have non-urgent health care needs, you can be seen in the Internal Medicine Same Day Clinic, unless you are younger than 18 years old (can be seen in Pediatric Clinic) or being seen for an obstetrics or gynecology visit.

How do I make an appointment?

To make an appointment for specialty services you must first receive a referral from your primary care provider or another specialty clinic. Patients from outside of the ASU may call the Walk-In Clinic for a same-day appointment.

Who is eligible for services?

All Alaska Native and American Indian people living in Alaska.

Where is the clinic located?

The Internal Medicine Clinic is located on the third floor of the Healthy Communities Building at 3900 Ambassador Drive.

Clinic hours and contact information:

8 a.m.-5 p.m. Monday-Friday
(907) 729-1500

Maternal Fetal Medicine

The Maternal-Fetal Medicine Clinic provides consultation and evaluation of high-risk pregnancies for women and newborns that have complications identified prior to or during pregnancy. We work collaboratively with the OB/GYN physicians and certified nurse midwives.

How do I make an appointment?

A referral from your primary care provider or another specialty clinic is required.

Who is eligible for services?

All Alaska Native and American Indian women living in Alaska, as well as non-beneficiary women pregnant with an Alaska Native or American Indian child.

Where is the clinic located?

Our clinic is located within the OB/GYN Clinic on the first floor of the Anchorage Native Primary Care Center at 4320 Diplomacy Drive.

Clinic hours and contact information:

8 a.m.-5 p.m. Monday-Friday
(907) 729-1779 or (907) 729-3136

Neurosurgery

The Neurosurgery Clinic specializes in providing a full range of neurosurgery services, including trauma services for head, neck and spine injuries, and treatment for acute and traumatic brain injuries such as strokes and aneurysms.

How do I make an appointment?

Your primary care provider or another specialist should refer you to the Neurosurgery Clinic.

Who is eligible for services?

All Alaska Native and American Indian people living in Alaska.

Where is the clinic located?

The Neurosurgery Clinic is located on the first floor of the ANMC hospital.

Clinic hours and contact information:

8 a.m.-5 p.m. Monday-Friday
(907) 729-2525

Oncology and Hematology

The Oncology and Hematology Clinic offers personal, state-of-the-art cancer care and treatment. We bring all aspects of care, from physician visits to lab appointments to the pharmacy, to our patients at one convenient location.

Our clinic sees patients that have been referred for the treatment of cancers or blood diseases. The Infusion Center administers infusions for patients who need chemotherapy, hydration, blood products, biologics and other infusions. People who are being seen in our clinic and have additional issues that are not oncology and hematology related will still need to see their primary care provider.

How do I make an appointment?

To make an appointment, you must first receive a referral from your primary care provider or another specialty clinic.

Who is eligible for services?

All Alaska Native and American Indian people living in Alaska.

Where is the clinic located?

The Oncology and Hematology Clinic is located on the fourth floor of the Healthy Communities Building at 3900 Ambassador Drive.

Clinic hours and contact information:

8 a.m.-5 p.m. Monday-Friday
(907) 729-1180

Ophthalmology

The Ophthalmology Clinic offers comprehensive eye care services as well as outpatient and inpatient consultations by board certified ophthalmologists. Our team provides medical and surgical management of a wide variety of conditions, including but not limited to, cataracts, strabismus, eyelid abnormalities, prematurity related eye problems, glaucoma, and eye trauma.

How do I make an appointment?

To make an appointment, you must first receive a referral from your primary care provider or another specialty clinic.

Who is eligible for services?

All Alaska Native and American Indian people living in Alaska.

Where is the clinic located?

The Ophthalmology Clinic is located on the second floor of the University Lake Medical Center at 3801 University Lake Drive.

Clinic hours and contact information:

8 a.m.-5 p.m. Monday-Friday
(907) 729-1400

Orthopedics

The Orthopedics Clinic provides highly skilled specialists who focus on the prevention, diagnosis and treatment of diseases of the spine, bones, joints, hands, muscles and other parts of the musculoskeletal system.

How do I make an appointment?

To make an appointment, you must first receive a referral from your primary care provider or another specialty clinic.

Who is eligible for services?

All Alaska Native and American Indian people living in Alaska.

Where is the clinic located?

The ANMC Orthopedics Clinic is located on the first floor of the ANMC hospital.

Clinic hours and contact information:

8 a.m.-5 p.m. Monday-Friday
(907) 729-1600

Pain Management

The Pain Management Clinic specializes in neck and back pain as well as chronic pain syndromes. We make multimodal pain management recommendations that include pharmacologic, psychological, rehabilitative and other options. We also perform interventional procedures based on the patient’s condition and pathology.

How do I make an appointment?

Your primary care provider or another specialist should refer you to the Pain Management Clinic. Patients must complete a questionnaire before an appointment will be made. Patients previously seen in the Pain Management Clinic can call the clinic directly for an appointment.

Who is eligible for services?

All Alaska Native and American Indian people living in Alaska.

Where is the clinic located?

The clinic is located inside of the Neurosurgery Clinic on the first floor of the ANMC hospital.

Clinic Hours and contact information:

8 a.m.-5 p.m. Monday-Friday
(907) 729-2525

Podiatry Clinic

The Podiatry Clinic diagnoses, treats and rehabilitates abnormal conditions of the feet and lower limbs. Our Clinic also works prevent and correct deformities of the feet, keeps people mobile and active, relieves pain, treats infections and works with diabetic patients to keep their feet healthy.

How do I make an appointment?

To make an appointment, you must first receive a referral from your primary care provider or another specialty clinic.

Who is eligible for services?

All Alaska Native and American Indian people living in Alaska.

Where is the clinic located?

The Podiatry Clinic is located on the fourth floor of the Healthy Communities Building at 3900 Ambassador Drive.

Clinic hours and contact information:

8 a.m.-5 p.m. Monday-Friday
(907) 729-1500

Pulmonology Clinic, Pulmonary Function Lab and Sleep Center

The Pulmonology Clinic specializes in the diagnosis and treatment of problems relating to the lungs. The clinic offers comprehensive therapeutic and diagnostic services to adults with disorders of the respiratory system. Our highly qualified team includes pulmonologists, respiratory therapists, nurses and diagnostic technicians.

ANMC’s Sleep Center specializes in diagnosing and treating people with sleep disorders through diagnostic tests, sleep studies and treatment of their condition. Our 8-bed Sleep Center treats both adult and pediatric patients.

How do I make an appointment?

To make an appointment, you must first receive a referral from your primary care provider or another specialty clinic.

Who is eligible for services?

All Alaska Native and American Indian people living in Alaska.

Where is the clinic located?

The Pulmonology Clinic, Pulmonary Function Lab and Sleep Center are located on the first floor of the Alaska Pacific Medical Building at 3976 University Lake Drive.

Pulmonology Clinic and Pulmonary Function Lab hours and contact information:

8 a.m.-5 p.m. Monday-Friday
(907) 729-8141

Sleep Center hours and contact information:

8 p.m.- 7 a.m. Monday-Saturday
Sleep Center patient check-in: 8 p.m.
Sleep Center patient depart: 7 a.m.
(907) 729-8141



Surgery

The Surgery Department provides comprehensive surgical services for all age groups. Our surgery facilities allow many patients to come in for same-day surgery and leave after a few hours to recover in their own homes with family and friends. Your provider will let you know the length of stay your procedure requires. In addition, compressive colorectal and breast screenings are available upon the request of your primary care provider.

We provide general surgery for all ages.

How do I make an appointment?

To make an appointment, you must first receive a referral from your primary care provider or another specialty clinic.

Who is eligible for services?

All Alaska Native and American Indian people living in Alaska.

Where is the clinic located?

Our clinic is located on the first floor of the ANMC hospital.

Clinic hours and contact information:
 8 a.m.-5 p.m. Monday-Friday
 (907) 729-2700

Urology

The Urology Clinic specializes in the care of cancers of the urinary tract; the male reproductive system and prostate enlargement; stress incontinence in women; kidney stones; and congenital deformities in children. Our board-certified urologists evaluate and treat patients with a variety of urological conditions.

How do I make an appointment?

To make an appointment, you must first receive a referral from your primary care provider or another specialty clinic.

Who is eligible for services?

All Alaska Native and American Indian people living in Alaska.

Where is the clinic located?

The Urology Clinic is located on the first floor of the ANMC hospital.

Clinic hours and contact information:
 8 a.m.-5 p.m. Monday-Friday
 (907) 729-2700

Walk-in Clinic

For our patients living outside of the Anchorage Service Unit, ANMC offers a Walk-in Clinic for non-emergent health care services for our people while visiting Anchorage. ANMC’s Walk-in Clinic is for patients of all ages who have an illness or injury that needs immediate care but are not experiencing a medical emergency.

How do I make an appointment?

The Walk-in Clinic doesn’t take appointments. It is first come, first served.

Who is eligible for services?

All Alaska Native and American Indian people living outside of Anchorage.

Where is the clinic located?

The Walk-in is located on the third floor of the Healthy Communities Building at 3900 Ambassador Drive.

Clinic hours and contact information:
 9 a.m.-9 p.m. Monday-Saturday
 10 a.m.- 6 p.m. Sunday
 (907) 729-1500

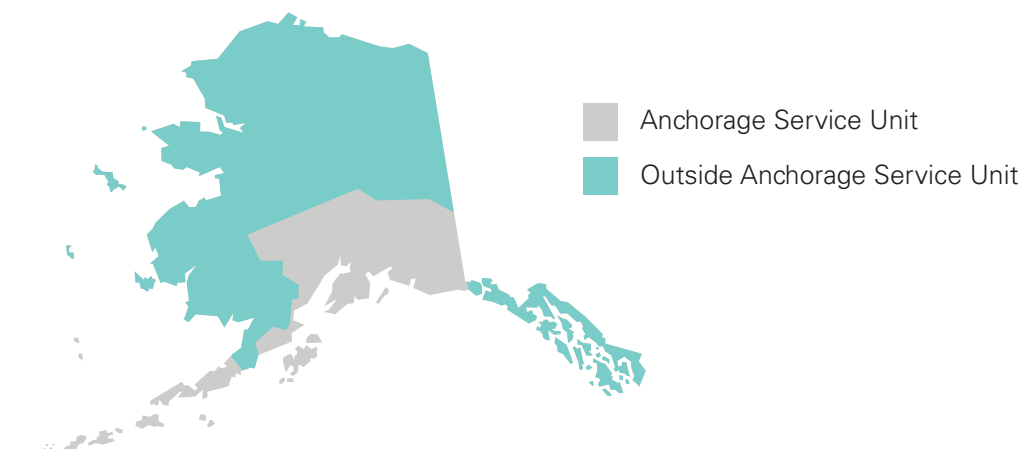




Primary Care Services

ANMC provides a full spectrum of primary health care services for adults and children in Anchorage and the villages of the Anchorage Service Unit. The Primary Care clinics provide same-day appointments, acute and chronic disease treatment, preventive care, maternity and pediatric care. Your primary care team will work in partnership with you—and in partnership with each other—to ensure you are getting the tools, support and resources you need to make decisions, and that all your health needs are addressed.

If you live in the urban or rural Anchorage Service Unit (see map below), you are eligible for Primary Care and Primary Care village support services.



How do I get a primary care provider?

Villages: In the Anchorage Service Unit villages your primary care provider is the local village provider whether a community health aide, nurse practitioner, or physician assistant. These primary care providers are supported by a primary care team in the Anchorage Native Primary Care Center at ANMC. This ANMC Primary Care Team connected to each village is also available to see anyone from that village who might be in Anchorage.

The best way to connect is through your local village provider, but direct contact to the ANMC team is also fine.

Anchorage and Mat-Su Valley: Call empanelment at (907) 729-3376 or sign up in person at Anchorage Native Primary Care Center (ANPCC) Administration, located on the second floor of the ANPCC, to receive a primary care provider and schedule an appointment.

How do I make an appointment?

Villages: Appointments at ANMC are best made through your local village clinic provider, who will coordinate with staff at ANMC. Appointments can also be made directly with the primary care team associated with your particular village.

Anchorage and Mat-Su Valley: Call and schedule your appointment.
Who do you provide services to?
We provide service to all Alaska Native and American Indian people living in Anchorage and the Anchorage Service Unit. There are six primary care clinics: 1 East, 1 West, 2 East, 2 West, 3 East and 3 West located on the first, second and third floors of the Anchorage Native Primary Care Center, 4320 Diplomacy Drive, Anchorage, AK 99508.

Clinic hours and contact information:
8 a.m.-6 p.m. Monday-Friday
8 a.m.-4:30p.m. Saturday (Primary Care 2 East only)
(907) 729-3300

Obstetrics and Gynecology

Obstetrics and Gynecology provides a full range of health services for women, both pregnant and not pregnant, from adolescence to post-menopausal.

Services include low- and high-risk obstetric care, cervical health, breast health, family planning, diagnosis and treatment of vulvar and vaginal disorders, incontinence and pelvic prolapse, and gynecologic cancers; evaluation and treatment of infertility and menstrual cycle disorders; and general gynecologic screening and treatment for sexually transmitted infections.

How do I make an appointment?
A referral from your primary care provider or another specialty clinic is required.

Who is eligible for services?
All Alaska Native and American Indian women living in Alaska.

Where is the clinic located?
The Obstetrics and Gynecology Clinic is located on the first floor of the Anchorage Native Primary Care Center at 4320 Diplomacy Drive.

Clinic hours and contact information:
8:45 a.m.-5 p.m. Monday-Friday
(907) 729-3100

Pediatrics

Outpatient Pediatrics provides outpatient primary care and specialty consultative care for children. Our team works hard to provide the best possible care for the growth, development, health and wellness of your child. Families can make appointments for services such as well child check-ups, school and sports examinations, immunizations, as well as diagnoses and treatment of acute illnesses, developmental screenings, and guidance on behavioral and parenting concerns.

How do I make an appointment?
If your child is empaneled to a pediatrician in our Pediatrics department, you can call to schedule an appointment. If your child is empaneled at another clinic, a referral from a primary care provider or another specialty clinic is required.

Who is eligible for services?
All Alaska Native and American Indian people living in Alaska.

Where is the clinic located?
Pediatrics is located on the second floor of the Anchorage Native Primary Care Center at 4320 Diplomacy Drive.

Clinic hours and contact information:
8 a.m.-6 p.m. Monday, Wednesday-Friday
9:45 a.m.-6 p.m. Tuesday, 9 a.m.-4:15 p.m. Saturday
(907) 729-1000

Dental

The Dental Clinic located in the ANMC hospital primarily serves children, as well as offers emergency services for adults. Services include exams, hygiene services, fillings, oral surgery, and emergency walk-in services. The Fireweed Building location focuses primarily on dental care for adults.

How do I make an appointment?
Appointments for children and adults can be made by calling and scheduling in advance. Emergency or urgent services are provided on a first-come, first-served basis at the ANMC hospital location.

Who is eligible for services?
All Alaska Native and American Indian people living in Alaska.

Where is the clinic located?
We have two dental locations. One location is on the first floor of the ANMC hospital. Our second location is on the first floor of the Fireweed Building at 4341 Tudor Centre Drive, near the ANMC hospital.

Clinic hours and contact information:
7:30 a.m.-6 p.m. Monday, Tuesday, Thursday,
7:30 a.m.-5 p.m. Friday, 7:30 a.m.-5 p.m. Wednesday
(907) 729-2000

Complementary Medicine

The Complementary Medicine Clinic provides care for acute illness or injury as a complement to the primary care model of wellness by offering acupuncture, chiropractic therapy and clinical massage therapy for all age groups.

How do I make an appointment?
A referral from your primary care provider is required.

Who is eligible for services?
Alaska Native and American Indian people living in the Anchorage bowl.

Where is the clinic located?
The Complementary Medicine Clinic is located on the second floor of the Anchorage Native Primary Care Center at 4320 Diplomacy Drive.

Clinic hours and contact information:
8 a.m.-6:30 p.m. Monday-Thursday, 8 a.m.-5 p.m. Friday
(907) 729-4320

Behavioral Health

Behavioral Health offers immediate encounter access and integrated care as well as specialized services for our people. With increased integration, including in primary care, our services focus on the link between chronic medical and behavioral health conditions. Behavioral Health meets immediate needs by providing patients access to a behavioral health consultant or a community case manager. We also offer numerous learning circle groups (topic examples: Grief and Loss, Substance Use, PTSD, Anger, etc.). Behavioral health services such as assessments, medication management, crisis intervention, and counseling/therapy are available when needed.

How do I make an appointment?
You can visit the clinic for immediate access to a behavioral health consultant or you may call during service hours to talk to someone.

Who is eligible for services?
Alaska Native and American Indian people age 18 and older living in Anchorage and the Anchorage Service Unit. The Fireweed Behavioral Services Clinic also provides services for youth and families.

Where is the clinic located?
A clinic is located on the first floor of the Anchorage Native Primary Care Center and another clinic is located on the third floor of the Fireweed Building at 4341 Tudor Centre Drive.

Clinic hours and contact information:
8 a.m.-6 p.m. Monday-Friday
(907) 729-2500

Traditional Healing

The Traditional Healing Clinic provides traditional Alaska Native approaches to health in an outpatient setting in conjunction with other services offered. Tribal doctors assist people of all ages with practices such as Healing Hands, Culturally sensitive supportive counseling, Cleansing, Healing Touch, Talking Circles, prayer, songs, dances and consultations with Elders.

How do I make an appointment?
A referral from your primary care provider is required.

Who is eligible for services?
We serve all Alaska Native and American Indian people living in Anchorage and the Matanuska Valley who have primary care providers at the Anchorage Native Primary Care Center or the *Benteh Nuutah* Susitna Valley Native Primary Care Center.

Where is the clinic located?
The Traditional Healing Clinic is located on the first floor of the Anchorage Native Primary Care Center at 4320 Diplomacy Drive.

Clinic hours and contact information:
8 a.m.-5 p.m. Monday-Friday
(907) 729-4958

Support Services

Laboratory

The Laboratory provides diagnostic services and inpatient phlebotomy services. ANMC’s pathology services include general diagnostic services in adult and pediatric surgical pathology.

We receive laboratory testing from across the state, serving all of our Alaska Tribal Health System partners. ANMC is also the only surgical pathology facility within the Alaska Tribal Health System, so it renders tissue diagnoses on specimens collected from across Alaska.

Laboratory hours:
24 hours a day, seven days a week

Pharmacy

The Pharmacy fills new and refill prescriptions for patients in the Anchorage Service Unit and for statewide patients when they are in Anchorage. Individuals living in the Anchorage Service Unit can also call into our toll-free line to have prescriptions refilled and mailed directly to their home. The toll-free automated pharmacy refill line is 1-877-320-4321. Please allow seven days for delivery.

There are two pharmacy locations for your convenience:

- First floor of the ANMC hospital
- First floor of the Anchorage Native Primary Care Center

Hospital Pharmacy hours and contact information:
8 a.m.-8 p.m. Thursday-Tuesday, 9 a.m.-8 p.m. Wednesday
Normal hours on all holidays with the exception of
Christmas Day and Thanksgiving Day, which are from 10 a.m.-6 p.m.
(907) 729-2100
Toll-free refill hotline: 1-877-320-4321

Anchorage Native Primary Care Center Pharmacy hours contact information:
8:30 a.m.-7 p.m. Monday-Friday, 9 a.m.-5:30 p.m. Saturday
(907) 729-2150
Toll-free refill hotline: 1-877-320-4321

Physical Therapy

Physical Therapy provides both inpatient and outpatient therapy services, including inpatient speech language pathologist services and outpatient occupational hand therapy.

How do I make an Appointment?
A referral from your primary care provider or another specialty clinic is required.

Who is eligible for services?
All Alaska Native and American Indian people living in Alaska.

Where is the clinic located?
There are two physical therapy clinics on the ANMC campus:

- The first floor of the hospital which serves both inpatient and outpatient.
- Physical Therapy Wellness Center located in the Mt. Marathon building and provides only outpatient services.

Hospital Physical Therapy Clinic hours and contact information:
8 a.m.-5 p.m. Monday-Friday
Limited therapy services available on weekends and holidays.
(907) 729-1270

Mt. Marathon Physical Therapy hours and contact information:
8 a.m.-4:30 p.m. Monday-Friday, closed weekends and holidays.
(907) 729-5641

Radiology

Radiology provides imaging services including general X-ray, CT scans, mammography, MRIs, ultrasounds and bone densitometry scans.

Hospital Radiology Clinic hours:
8 a.m.-6:30 p.m. Monday-Friday
The clinic is staffed 24/7 for emergencies and provides MRI services by appointment only, from 8 a.m.-6:30 p.m. daily.
(907) 729-2300

Anchorage Native Primary Care Center Radiology Clinic hours:
Ultrasound services: 8 a.m.-4:30 p.m. Monday-Friday
X-ray services: 8 a.m.-6 p.m. Monday-Friday
Mammography services: 8:40 a.m.-4:30 p.m. Monday-Friday
Bone scans: 9 a.m.-12 p.m. and 2-4 p.m. Monday-Friday
(907) 729-2299

Respiratory Therapy

Respiratory Therapists work throughout the ANMC hospital giving breathing treatments to people with asthma and other respiratory conditions, managing ventilators that keep the critically ill alive, and in the emergency room delivering life-saving treatments.

Respiratory therapists also work in Neonatal Intensive Care Unit and Inpatient Pediatrics, helping kids with conditions ranging from premature birth to cystic fibrosis. They are integral in our operating rooms, working with anesthesiologists to monitor patients’ breathing during surgery.

Who is eligible for services?
Hospitalized patients at the Alaska Native Medical Center.

Respiratory therapists staff ANMC 24 hours a day, seven days per week.



Certifications

Magnet Nursing

In 2003, ANMC became the first hospital in Alaska to receive Magnet® designation for nursing excellence. Today, we remain Alaska’s only Magnet-recognized hospital. It is an honor and a distinction that we continually build on. Magnet recognition is the highest honor bestowed to a health care organization for nursing excellence.

Our Magnet nurses provide culturally appropriate, family-centered care in a unique hospital environment. Among ANMC’s health care team, our nurses are viewed as respected partners, collaborators and leaders. They are constantly seeking ways to improve the services and care we provide, from processes and initiatives to technology and equipment. More than 80 percent of our front line nurses hold Bachelor of Science in Nursing degrees and 45 percent have received specialty certifications.

Level II Trauma Center

ANMC hospital is Alaska’s first Level II Trauma Center, providing the highest level of trauma care in the state since 1999.

Comprehensive Pediatric Emergency Care

In 2015, ANMC received designation as a Comprehensive Pediatric Emergency Care facility by the Pediatric Facility Recognition Program run by the Department of Health and Social Services in conjunction with the Alaska Emergency Medical Services for Children Advisory Board.

Patient Centered Medical Home™

The Anchorage Native Primary Care Center holds the highest level of Patient Centered Medical Home recognition from the National Committee for Quality Assurance (NCQA), which emphasizes the use of systematic, patient-centered and coordinated care that supports access, communication and patient involvement.

Joint Commission Accredited

ANMC is accredited by The Joint Commission, the gold standard of quality care for health care organizations around the nation.

Notes

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