

# Health and Hope Medical Outreach

1911 Cooks Hill Road

PO Box 986

Centralia, WA 98531

360-623-1485



## Volunteer Handbook

2015

Health & Hope

*...I was sick, and you cared for me... Matt 25:36*

Hello Volunteers,

We welcome you to the family of dedicated individuals who give of their time and talents to support Health and Hope Medical Outreach (HHMO). We anticipate that you will find the same rewards in your volunteer activities as we have. We know it will be as rewarding to those served. We thank you for your interest and willingness to join this fantastic team.

A group of like-minded Christian physicians, nurses, and community members of Lewis County created HHMO in 2010 in response to the growing number of uninsured patients requiring urgent health care coupled with the limited number of accessible healthcare providers. HHMO strives to provide a holistic approach to care centered on the physical, emotional, psychosocial and spiritual aspect of the patient in a respectful and caring environment. The clinic is currently designed to meet urgent medical needs of those living in the greater Lewis and Southern Thurston Counties.

HHMO is a 501 (C)(3), non-profit organization and is incorporated by the State of Washington. As we grow, we plan to expand the scope of our care based on the needs of the community. We operate on donations of time and money. For us to continue to offer desperately needed medical services we need both medical and non-medical volunteers who can offer respectful and compassionate care to those who have limited resources.

There are many opportunities in which one can serve as a volunteer for HHMO; some require more time commitment than others. This handbook has been developed to help you better appreciate the mission and vision of the clinic, to understand its operation, to recognize opportunities to serve as a volunteer, and to learn what is required in a volunteer role. We hope you find the handbook helpful and we welcome your suggestions for improvement to future editions.

Best Regards,  
Kevin Caserta, MD  
HHMO Board President

## Did You Know?

- Eight out of 10 uninsured Americans either work or are in working families. Being uninsured means going without needed care. It means minor illnesses become major ones because care is delayed. Tragically, it also means that one significant medical expense can wipe out a family's life savings and the problem is getting worse. As the price of health care continues to rise, fewer individuals and families can afford to pay for coverage. Fewer small businesses are able to provide coverage for their employees, and those that do are struggling to hold on to the coverage they offer. It is a problem that affects all of us; but *you* can help.
- 2011 Lewis County Community Assessment Showed:
  - 1 out of 8 people live below the federal poverty level
  - 6 out of 10 single moms who have kids under the age of 5 live in poverty
  - 1 out of 5 adults do not have medical insurance
  - There is 1 healthcare provider per 1,352 people, nearly double the state average
  - There is 1 mental health provider per 14,872 people, six times higher than the state average
  - Ranks 36 out of 39 counties in the state for high-risk health behaviors
  - 1 in 5 adults smoke
  - 1 in 3 adults are obese
  - 1 in 10 people over the age of 16 are considered illiterate

## Mission Statement

- We serve the underprivileged and isolated people of Lewis County by providing holistic, quality healthcare and guidance in the name of Jesus Christ.

## Vision Statement

- To establish sustainable, remote healthcare outreach centers throughout Lewis County that provide free, holistic, comprehensive care focusing on the physical, spiritual, emotional, and psychosocial aspects of the whole person, is staffed by volunteers, changes lives, and brings glory to God.

## Code of Ethics

- All persons who work or volunteer at HHMO share in the responsibility of observing a code of ethics that requires truthfulness, honesty, and personal integrity. Furthermore, all clinic employees and volunteers will share in the responsibility for observing the code of ethics that regulate the activities of health care providers and all other health care professionals.
- All information concerning patients or clinic business must be held in strict confidence and must not be discussed with persons not authorized to receive any medical, mental health, substance abuse, or financial details.
- For our patients we will strive at all times:
  1. To provide a high quality of care for our uninsured patients.
  2. To provide access to the medications and labs appropriate to patient care.

3. To provide culturally appropriate education and care for all personal health concerns.
  4. To enroll eligible clients in governmental and private health care programs.
  5. To facilitate access to available primary health care providers.
  6. To refer patients to specialty health care as needed.
  7. To offer mental health support and access to services.
  8. To facilitate access to substance abuse evaluations, interventions, and treatment programs.
- For all of our volunteers and providers we will strive at all times:
    1. To provide clinic staff with the appropriate resources needed to serve our patients most effectively.
    2. To facilitate efficient health care in a clinic setting.
    3. To create a professional and satisfying work environment.
    4. To function as a team committed to the needs of our patients.
  - HHMO embraces the spirit of volunteerism and service as embodied in our health care professional volunteers.

## **Management's Rights and Responsibilities**

- HHMO Board of Directors, Executive Director and Medical Director have the right to exercise the customary function of management, including but not limited to, the rights and responsibilities as follows:
  1. Manage and control the medical premises, equipment, and work flow.
  2. Select, terminate, assign, and supervise volunteers.
  3. Determine and/or change clinic hours and shifts.
  4. Determine and change the size of, composition of, and qualifications of volunteers required for each shift.
  5. Establish, change, abolish, and adapt new policies, practices, procedures, rules and regulations without prior notice.
  6. Determine and modify volunteer job descriptions and classifications.
  7. Determine and change methods and means by which clinic operations are performed.
  8. Assign duties to volunteers in accordance with the needs and requirements of the clinic as determined by the Executive Director.
  9. Work with volunteers to ensure that their efforts are personally rewarding.
  10. Carry out all other ordinary functions of management.

## **No Charge Policy**

- HHMO is a community based, non-profit organization that provides free quality urgent medical care and referral services at no cost to those in Lewis and South Thurston Counties. HHMO is funded with individual donations. Providing quality healthcare services at no charge is integral to the mission of HHMO. HHMO is committed to providing quality healthcare services to those who have no other options for medical care.

- No fees are charged to uninsured or underinsured patients for immediate and/or ongoing medical services, regardless of socioeconomic status or the nature of the medical care that is provided. Those who seek care at HHMO will be triaged, treated, and referred for ongoing continuing services without regard to their financial limitations or resources. HHMO's front desk/registration clerks will request proof by the second visit. Acceptable proof through a W-2 or a recent pay stubs, sign a statement affirming their place of residence, and a drivers license or piece of mail with their name and address on it.

## Frequently Asked Questions

- 1. When is HHMO open?** The clinic is open every Tuesday evening from 5:30pm – 8:30pm, however, patient registration starts at 5:15pm and ends at approximately 8:00pm.
- 2. Where is HHMO located?** The clinic is located inside the Northwest Pediatrics at 1911 Cooks Hill Road in Centralia. From I-5 take exit 81 and turn west. Drive about half a mile and location is on the right.
- 3. Do clients need an appointment?** No. All patients are seen on a walk-in basis only.
- 4. If a client needs immediate medical care will they be seen first?** HHMO **does not** provide emergency medical care. Patients presenting with any health care problem that may be life-threatening will be assessed by a HHMO health care provider and triaged to the appropriate facility.
- 5. Are children treated at HHMO?** Yes. It is also noted that children are eligible for free health care in the state of Washington and should be followed by a primary care provider.
- 6. What services does the clinic provide?** Services include limited urgent care, prescriptions, lab work, and community resources referrals.
- 7. Are all of the services at the clinic free?** Yes; however a donation jar is available for any client who would like to make a monetary donation. No one will be refused care if they are unable to make a donation.
- 8. Who is eligible to be seen at the clinic?**
  - Patients can be of any age.
  - Patients must be non-insured or underinsured and not eligible for Medicare, DSHS, or military insurance. Uninsured is defined to be patients with insurance plans with large deductions similar to ACA Bronze Plan. Patients will be required to sign a statement affirming their non-insured or underinsured status.
  - Patient's income must be at 200% of the poverty level or below.
  - Patients will be asked to bring proof of income (previous W2's or 2 recent pay stubs) by their second visit to the clinic.
  - Patients must be residents of Lewis County or South Thurston County including Tenino, Grand Mound, Rochester, Oakville and Rainier. Patients will be asked to sign a statement affirming their place of residence and asked to bring a driver's license or piece of mail with their name and address at their second visit.
- 9. Are there other free clinics in Washington?** Yes. The three closest clinics are:
  - Cowlitz Free Medical Clinic

- 1405 Delaware St
- Longview, WA 98632
- 360-501-1205
- Visit their website at <http://cowlitzfreeclinic.org/>
- Olympia Union Gospel Mission
  - 413 Franklin ST NE
  - Olympia, WA 98501
  - 360-709-9725
  - Visit their website at <http://www.ougm.org>
- Olympia Free Clinic
  - 108 State Avenue NW  
Olympia, WA 98501
  - 360-529-1937
  - Visit their website at <http://www.theolympiafreeclinic.com/>

**10. How does HHMO respect patient privacy?** Patients receiving care at HHMO are accorded the same respect, confidentiality, and consideration that they would receive at any other health care facility. All volunteers are required to sign a confidentiality agreement and are responsible for adhering to Health Insurance Portability and Accountability Act (HIPAA).

**11. Who can volunteer at HHMO?** We need all types of volunteers; medical, clerical, and spiritual care. Please see the following pages for a complete list of volunteer positions. All volunteers will be asked to submit to a background check. All licensed health care practitioners will go through clinic procedures for credentialing and privileging.

## Volunteer Positions

- **Clinic Coordinator:** Duties include clinic set-up and take down, answering the phone, computer data entry as needed, putting charts together, filing, and tracking patients through the community referrals. Works directly with the Executive Director.
- **Credentialing Coordinator:** Responsible for completing and overseeing all credentialing processes for providers and other licensed or certified healthcare professionals. Good clerical skills and computer proficiency. Will work directly with the Executive Director.
- **Front Desk/Registration Clerks:** Responsible for greeting patients and determining eligibility. Good customer service, clerical skills and computer proficiency. Duties include patient registration, data entry in the EMR, and distribute clinic paperwork to the nurse's station.
- **Greeter:** Greet and welcome patients and visitors upon entry to the clinic. Record patient information and give forms to patient to complete.
- **Intake Interviewer:** Establish initial relationship with the patient in the waiting room and assist the patient with the needs assessment form.
- **Nurse:** RN, LPN, MA or CNA in good standing and currently be practicing in the state of Washington. Duties include: taking vital signs, recording patient history and chief complaint, performing basic lab tests as applicable, administering medications, assisting providers as needed with procedures and documentation in the Electronic Medical Record (EMR).

- **Nurse Manager:** A Registered Nurse (RN) who is responsible to maintain and oversee the running of the clinic. Acts as a resource to clinic staff. Triage patients and coordinate care as needed. Works directly with the Executive Director.
- **Pharmacist:** Pharmacist may be either a Pharm D or RPh with an active license in good standing and currently practicing in the state of Washington. Duties include dispensing medications from the on-site formulary and counseling patients on medication usage.
- **Provider:** Need to be a MD, DO, NP, FNP, ARNP or PA and have an active license in good standing in the state of Washington.
- **Spiritual Care Coordinator:** Responsible for developing and leading the integration of the spiritual care aspect of the mission throughout the clinic. Oversee Resource Coordinators. Works directly with the Executive Director.
- **Resource Specialist:** Responsible for assisting the patient in matters of resource coordination, prayer, scripture, and spiritual health. Assists the patient through the patient care stations, questions and encouragement, and completion of the exit interview.
- **Translator:** Certificate not required. Responsible for assisting other volunteer staff in translating Spanish/English. Will often move with the patient through the complete process at HHMO.
- **Volunteer Coordinator:** Oversees clinic volunteer opportunities, coordinates volunteer activities, coordinates volunteer needs such as name badges, evaluates volunteer performance, and conducts clinic orientation sessions. Designs and maintains the volunteer program including a plan for recruitment and retention of volunteers. Works directly with the Executive Director.

## Volunteer Guidelines

- The role that you will play as a volunteer at HHMO is a critical one. Patients will count on you to guide them as they seek the care that has been long neglected due to a lack of funds to pay for service. They may reflect this need in a variety of behaviors that could include gratitude, humility, self-consciousness, or happiness. They may also demonstrate defensiveness, hostility or aggression. Regardless of how a patient conducts himself or herself it is your role to respond with compassion, respect, kindness, and consideration. It is also important that you understand and follow established procedures and protocols involved with patient care.
- It is expected that all HHMO volunteers will adhere to the following requirements:
  1. Read this handbook and complete the volunteer application form at the end
  2. Pass a background check
  3. Attend a volunteer orientation session
  4. Be in good health – do not report with signs of illness (cold, sore throat, flu, skin lesion, etc.)
  5. Abide by the dress code
  6. Sign confidentiality forms
  7. Perform within HHMO policy and procedures
  8. Notify the Volunteer Coordinator or Executive Director if unable to serve as scheduled
  9. Willing to assist with various tasks within scope

## Clinic Operations

- When the patient arrives:
  1. Patients are greeted at the entrance to the clinic, given a clipboard with forms to be completed, and will be assigned a number based on the order in which they arrive.
  2. When the forms are complete they are taken to the front desk.
  3. If patients are making a return visit to the clinic, their chart is pulled up on the computer.
  4. The front desk/registration clerk will check the forms and patient chart for completions and eligibility.
  5. Once complete, patients will be seen in numerical order unless an emergency exists.
  6. If the clinic is unable to provide the medical services requested, patients will be referred to the Executive Director for further assistance.
- When the patient is ready to see the nurse or provider:
  1. Nurse will take the patient to the exam room to take vital signs, chief complaint, and begin the patient entry on the computer, after which the provider will see them.
  2. All efforts will be made to see patients in the order in which they have arrived.
- When the patient is ready to leave:
  1. Following the provider visit, the Resource Coordinator Volunteer assigned to him or her will escort the patient to various stations per his or her care plan.
  2. If medication is prescribed for a patient the patient will go to the dispensary. If the medication is not available in the dispensary, the patient will be provided a written prescription off the \$4 list or the PAP station for help on-line.
  3. Once the stations are complete, the Spiritual Care Volunteer will perform an exit interview and offer prayer for the patient.

## Patient Privacy

- All individuals have the right to control their personal health information (PHI). When an individual is a patient the expectation is that PHI will only be accessed, used, and shared as needed for care. The federal Health Insurance Portability and Accountability Act (HIPAA), effective 4/14/03, gives patients the right to receive information about how HHMO uses and shares their PHI and the right to inspect, amend, and restrict access to their PHI. HIPAA regulates how healthcare organizations handle PHI.
- Assuring patient privacy means protecting PHI. Any information that identifies a patient is considered PHI. This includes: name, birthdate, social security number, address, phone numbers, diagnosis, medical records and financial information.
- There are many ways by which PHI can be transmitted. It can occur in the form of: oral communications, medical records (paper and electronic), computer screens, X-rays, lab work, and faxed information.
- As a volunteer you may be in a situation in which you become aware of PHI even if you are not providing patient care. Such information must be maintained in the strictest confidence. PHI includes any and all information about individuals and families seen in the clinic. No photographs or videotapes of any type are allowed without a signed photo



release. Only authorized individuals will have access to the medical record or other PHI. Discussion of patients, their diagnosis, treatment, condition, or family information with anyone other than clinic personnel is not permitted and is to occur in private areas only. No discussions should occur in public areas. Violation of confidentiality and patient privacy may be cause for termination of the volunteer experience.

## Infection Control

- **Overview:** Everyone has germs on their skin and in their bodies that can cause illness, especially among those with a weakened immune system. All of us can spread disease-causing germs without feeling sick or showing symptoms of illness.
  - Germs can be spread in the healthcare environment three different ways:
    - Contact – either by direct contact between people or indirect contact from objects such as skin infections, diarrhea, scabies or lice
    - Droplet – through coughing, sneezing, or talking such as Influenza or whooping cough
    - Airborne – small respiratory particles that float in the air such as Tuberculosis or chicken pox
  - Blood-borne pathogens are germs in human blood that can cause disease in humans. These are Hepatitis B, Hepatitis C, and Human Immunodeficiency Virus (HIV). In the healthcare setting, blood-borne pathogen transmission occurs predominately by needle stick or mucus membrane exposure of workers to the blood or body fluid of infected patients.
  - Following simple guidelines will help minimize risk of transmission to you and those whom you come in contact with. These guidelines are called Standard Precautions and are outlined below.
- **Hand Hygiene:** Hands are the number one mode of transmission of germs. Hand Hygiene is the best defense against spreading germs to self or others. Artificial nails, including tips, are discouraged if involved with patient care. Nail polish must be chip free.
  - Hand Hygiene must be done before touching a patient, before a clean or sterile procedure, after body fluid exposure, after touching a patient, and after touching the patient surroundings.
  - Hand Hygiene can be done 2 ways:
    1. Soap and Water – scrub hands with soap and water for 15 seconds, rinse, and dry with a paper towel. Use the paper towel to turn the faucet off and open the door. Soap and water is required after going to the bathroom, when hands are visibly dirty, when caring for someone with a vomiting/diarrheal illness, and prior to eating.
    2. Alcohol Based Hand Rub – Use one pump from the dispenser, rub over all surfaces of the hands until dry. This takes about 15 seconds. Do not forget the nails, back of the hands and thumbs. Do not rinse with water or dry your hands with paper towels. Acceptable alternative to soap and water except when soap and water is required as noted above.

- **Personal Protective Equipment (PPE):** Assess the risk of exposure to body substances or contaminated surfaces before healthcare activity. Select PPE based on the involvement with the patient.
  - **Gloves:** Wear when it is a possibility or when touching blood, body fluids, secretions, excretions, mucous membranes, and non-intact skin. Change between dirty and clean tasks. Perform hand hygiene before and after use. Never wash or reuse gloves.
  - **Facial Protection (eyes, nose, and mouth):** Wear when it is a possibility of splash or sprays of blood, body fluids, secretions or excretions to protect the eyes, nose, and mouth.
  - **Gown:** Wear when it is a possibility of splash or sprays of blood, body fluids, secretions or excretions to protect skin and clothing. If wearing a gown, you should be wearing gloves. Remove as soon as possible and perform hand hygiene.
- **Prevention of Needle Stick Injuries:** Use care when handling sharp devices such as needles, scalpels, or instruments. Dispose in sharps containers. Never recap needles or save for reuse.
- **Respiratory Hygiene and Cough Etiquette:** Persons with respiratory symptoms should cover their nose and mouth with a tissue or mask, dispose used tissue or mask, and perform hand hygiene after. If a patient arrives with a fever and respiratory symptoms, place a mask on the patient and get them to an exam room as soon as possible. If a room is not available, have them sit at least three feet away from others.
- **Environmental Cleaning:** Exam rooms must be cleaned and disinfected after use.
- **Linens:** Handle carefully to prevent contamination of clothing, skin, and mucous membranes as this avoids transfer of germs to other patients and the environment.
- **Waste Disposal:** Discard body fluid waste safely through the use of red bag waste. Other items go in the regular trash. Discard single use items.
- **Patient Care Equipment:** Handle soiled equipment with appropriate PPE. Clean and disinfect reusable equipment after use on a patient (e.g. blood pressure cuff, thermometer, glucometer, etc.)
- **If exposed:** please contact your supervisor or the Executive Director immediately.

## Sexual Harassment

- HHMO will not tolerate, condone or allow sexual harassment, whether engaged in by fellow volunteers, employees, supervisors, associates, clients or other non-employees who conduct business with HHMO. Sexual harassment is any behavior that includes unwelcome sexual advances and other verbal or physical conduct of a sexual nature. Such conduct may result in disciplinary action up to and including release from responsibilities.
- HHMO volunteers and employees are entitled to work in an environment free from sexual harassment and a hostile or offensive working environment. We recognize sexual harassment as unlawful discrimination, just as conduct that belittles or demeans any individual on the basis of race, religion, national origin, sexual preference, age, disability, or other similar characteristics or circumstances.

- Volunteers or employees who have complaints of sexual harassment should (and are encouraged to) report such complaints to their supervisor. If this person is the cause of the offending conduct, the volunteer or employee may report this matter directly to the Executive Director or the Chairman of the Board of Directors. Your complaint will be promptly and thoroughly investigated. Confidentiality of reports and investigations of sexual harassment will be maintained to the greatest extent possible. Any volunteer supervisor or employee who, after appropriate investigation, is found to have engaged in sexual harassment of another employee or tutor will be subject to disciplinary action, up to and including termination.
- If any party directly involved in a sexual harassment investigation is dissatisfied with the outcome or resolution that individual has the right to appeal the decision. The dissatisfied party should submit his or her written comments to the Executive Director or Chairman of the Board of Directors.
- HHMO will not in any way retaliate against any individual who makes a report of sexual harassment or permit any volunteer or employee to do so. Retaliation is a serious violation of this sexual harassment policy and should be reported immediately. Any person found to have retaliated against another individual for reporting sexual harassment will be subject to appropriate disciplinary action up to and including termination.

## Other Volunteer Staff Information

- **Parking:** All volunteers should park either behind the building or in the parking spaces furthest from the building.
- **Orientation:** All volunteers are required to spend one shift with a preceptor (who will cover clinic procedures, policies, operations, etc.) prior to their first official volunteer shift.
- **Storing Valuables:** Please do not bring valuables or medications to the clinic during your volunteer shift if you can possibly avoid it as there are very limited secured spaces to store them. HHMO assumes no liability for lost or stolen valuables.
- **Personal Phone Use:** Please be considerate and turn off your cell phone during clinic hours. If you must be available by cell phone, and your phone has the capability to do so, please adjust it to *vibrate* or *silent* mode.
- **Volunteer Shifts:** Volunteers are asked to arrive on time for their shifts. This is extremely important as it helps to keep the clinic running smoothly. Please call ahead to let the Executive Director know if you will be delayed. If you have volunteered for a shift and become ill, please let the Executive Director know as soon as possible so that a replacement volunteer can be found.
- **Dress Code:** HHMO prides itself on the generous time and effort that our volunteers give to the organization. Volunteers represent HHMO to the patients and community. Dress code is casual but lab coats or scrubs are preferred to help present a professional image. Please do not wear open toed shoes, tank tops, shorts, or mini-skirts. Nametag is required. Hair must be neat, clean and if long it needs to be tied back. Fingernails must be short, neat and clean. Perfume and aftershave not allowed. No visible tattoos or piercings except ears.
- **Volunteer Applications:** All volunteers must complete a Volunteer Application form and return it to the Executive Director along with a signed HHMO Volunteer Agreement and the

Confidentiality Agreement. Please note that completion and return of the Volunteer Application to the Executive Director does not guarantee acceptance into the volunteer program. All applications will be reviewed and verified and then kept on file if no volunteer openings are currently available.

- **Licenses:** Medical professionals and paraprofessionals must supply a copy of their current Washington State medical, nursing, EMT or laboratory license or certificate.
- **Service at Discretion:** Volunteer service is at the sole discretion of HHMO Executive Director and/or Medical Director. HHMO may, at any time and for whatever reason, decide to end a volunteer's agreement to serve. Likewise, a volunteer may, at any time and for whatever reason, decide to terminate their relationship with HHMO. Notice of termination should be communicated, in writing, as soon as possible to the Executive Director and Volunteer Coordinator.
- **Scheduling:** The Volunteer Coordinator and Executive Director are in charge of scheduling clinic volunteers. Volunteers may sign up for any open volunteer position shifts by notifying the Volunteer Coordinator or by signing the schedule calendar located at the volunteers' desk. Simply locate the appropriate volunteer position schedule calendar and look for open shifts. Clearly print your name in the space provided.
- **Cancellations:** Volunteers needing to cancel a volunteer shift are asked to notify the Executive Director and Volunteer Coordinator at least a week in advance if at all possible. Last minute cancellations create scheduling frustrations and increase patient wait time. Being a volunteer requires the same type of commitment that a compensated job does. The HHMO staff, volunteers, and patients are depending on you being here but we also understand that emergencies and illnesses do happen. Please notify the Executive Director as soon as possible if you are going to be late or miss a shift so that we can begin the task of finding a replacement.
- **Complaints/Concerns:** All complaints and/or concerns should be addressed to the appropriate clinic staff (e.g. Executive Director, Medical Director, or the Volunteer Coordinator). Every effort will be made to resolve the issue(s) in as a timely manner as possible.
- **Compensation:** There is no monetary compensation for HHMO volunteers. However, the emotional rewards of serving fellow community residents who, without you, would have very limited access to healthcare, is immeasurable. We will also provide all the cheap snacks we can find to keep you going during your shift.

Please mail or return the completed volunteer application, volunteer agreement, and volunteer confidentiality agreement below to:

Health and Hope Medical Outreach  
Attn: Executive Director  
1911 Cooks Hill Road  
PO Box 986  
Centralia, WA 98531