



**Community Health Free Clinic
947 14th Avenue SE
Cedar Rapids, IA 52401**

Document # HDK-1

Policies and Procedures Handbook For Volunteers

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Mission

A community partnership to provide medical care to uninsured and under-served patients

Vision

A collaborative effort toward improved access to health care for the uninsured and underinsured people of the greater community

Core Values

We believe that inability to pay should not prevent people from receiving health care.

We believe that all health care is “local” and that community based planning, governance, and collaboration are critical.

We believe that good stewardship of resources means obtaining donated equipment, supplies, and services whenever possible.

We believe that all persons deserve to be treated with dignity and respect.



Welcome from the Clinic Executive Director

Community Health Free Clinic (CHFC) was organized in November 2002 and opened its doors to the uninsured, underinsured and underserved in January 2003. My position with CHFC as CEO and Clinic Executive Director commenced at that time.

My heart and soul is in the Cores Values of this organization, and I will do my best to increase volunteerism at all levels and create new programs. Achieving this goal will allow medical and dental care to be given to all in our community who are uninsured, underinsured or underserved. I will continue to encourage change so that all free clinics become obsolete, and that everyone can have affordable medical care.

Volunteers are the most important resource of a free clinic, and I thank you for your interest in our undertaking. My hope is that this handbook enables you to have a better understanding of our clinic and to realize what a community asset we have become.

I feel a very strong commitment to the institutions of higher learning and welcome every opportunity for students to rotate through under the guidance of every professional volunteer.

I will honor your time and efforts involved in the successful operation of the clinic and do what ever I can to make your efforts rewarding.

Gratefully,

Darlene Schmidt
CEO/Clinic Executive Director
May 2004

Services Offered At CHFC

The following general clinic services are provided by the CHFC

- A general Medical Clinic at scheduled times
- A Prescription Drug Assistance Program
- An in-house Pharmacy for immediate drug needs
- Community Resources (social services support and referrals to community centers)
- A Dental Clinic

The following special clinics are on an appointment basis

- Cardiology Clinic
- Internal Medicine Clinic
- Orthopedic Clinic
- Otolaryngology Clinic
- Physical Therapy Clinic
- Podiatry Clinic
- Women's Clinic
- Bone Density testing
- Lead Screening for ages 6 and under
- Dietary Programs

Some referrals are made to selected local hospitals and clinics for specialized testing and treatment

.Clinic & Prescription Drug Assistance Program Schedules

CLINIC HOURS			
Day of week	Building Doors Open	Registration	Prescription Drug Assistance Registration *
Monday	12:00 PM to 6:00 PM	1:30 PM to 6:00 PM	1:30 PM to 6:00 PM
1 st , 2 nd & 3 rd Tuesday	2:30 PM to 6:30 PM	4:00 PM to 6:30 PM	4:00 PM to 6:00 PM
Wednesday	Specialty clinics by appointment ONLY		
Thursday	8:00 AM to 1:00 PM	8:30 AM to 10:30 AM	9:00 AM to 12:00 PM
Friday	8:00 AM to 1:00 PM	8:30 AM to 10:30 AM	None
* To qualify for the Drug Assistance Program you must see a CHFC doctor to approve your drugs. Each patient is encouraged to bring in medicine bottles of drugs they now are using.			
The clinic is closed on weekends and major holidays			

An in-house pharmacy and a prescription drug service are available when the clinic is open.

NOTE: The CHFC In-House Pharmacy and the Prescription Drug Assistance Program does not prescribe, store or provide Class 1 or 2 drugs including habit forming and controlled substances.

Both the general and specialty Clinic hours are determined by need and availability of volunteer staff. On specific days the wait to see a physician may be considerable because of the number of volunteers available.

CHFC wants to keep records of the generous gift of your time. Please help by signing the volunteer roster when you work at one of the clinics. If you are unable to report for an assignment, please let the Clinic Executive Director know as far in advance as possible.

Prescription Assistance Drug Program

The Prescription Assistance drug Program is held per the above schedule. Volunteers help patients fill out forms provided by pharmaceutical companies which have programs to provide drugs to those without insurance or means to pay for them. To qualify for this program, patients need to be seen in the CHFC clinic and provide proof of income.

Dental Services

There is a two chair fully equipped dental clinic in the facility. Local dentists and dental hygienists will be available on an appointment basis to serve those who have dental needs. Additionally, a limited number of dental surgical and special procedures will be provided off site for tooth extraction and special services. Dental services are scheduled by appointment.

CHFC Confidentiality Policy

Document # POL-3

1. Background

CHFC is responsible for instituting reasonable safeguards to protect the confidentiality and security of its patient health information. All patients have the right to expect their personal health information to be treated with confidentiality. People you care for and help at CHFC also have this right and responsibility. No information about any patient may be disclosed outside of the clinic. As a volunteer of CHFC, you are required by law to protect the privacy and confidentiality of our patients' health information.

2. Policy

CHFC will endeavor to protect the confidentiality and security of its patient health information against inappropriate access, inappropriate use, tampering, loss/destruction and inappropriate disclosure through the use of reasonable safeguards.

Reasonable safeguards include properly selected equipment/software, procedures guiding the access, use, maintenance and disclosure of its patient health information, education and training, system measures, contractual requirements imposed upon individuals and entities who are authorized to access its patient health information and sanctions for noncompliance.

3. Purpose

The purpose of this policy is to set forth the general principles and procedures for maintaining the confidentiality and security of CHFC's patient health information.

4. Definitions

- 4.1 **Patient Health Information:** Information that is (i) created or received by CHFC; (ii) relates to past present or future physical or mental health or condition of a CHFC patient or the provisions of health care to a CHFC patient; and (iii) identifies the CHFC patient or can be used to identify the CHFC patient.
- 4.2 **Medical Record:** Any paper or electronic record, file, document or other written material relating to a CHFC's patient's medical history, diagnosis, condition, treatment or evaluation.
- 4.3 **Sensitive Information:** Patient Health Information that requires heightened confidentiality, such as alcohol/drug abuse, mental health, HIV/AIDS. State and federal laws specially protect this type of information.
- 4.4 **User:** Any person issued a logon password to the CHFC computer system that uses the computer system to input Patient Health Information or use Patient Health Information from reports.

5. Procedures

- 5.1 Every individual and entity allowed access to Patient Health Information shall maintain the confidentiality and security of such information in accordance with this policy, their contractual obligations (if any) and applicable law.
 - 5.1.1 This obligation begins at the time of initial access to Patient Health Information, continues during such ongoing access and use of all such information and continues even after the individual's or entity's affiliation with CHFC ceases.
 - 5.1.2 Failure to maintain the confidentiality and/or security of Patient Health Information will result in sanctions against the violator, which may include termination of the violator's affiliation with CHFC.
- 5.2 Internal access to and usage of Patient Health Information shall be limited to those individuals and entities entitled to access and use such information on the basis of their specific patient care and administrative functions.

- 5.7** CHFC shall retain its Medical Records until the patient is 25 years of age and 7 years after the last treatment at CHFC. After this time, Medical Records may be destroyed by shredding them (if in paper format) or deleting them (if in electronic format).
- 5.8** Patient Health Information shall be disclosed only in accordance with applicable law.
- 5.8.1** Patient Health Information may be disclosed to patient or person/entity authorized by the patient upon written request by the patient or the patient's legal representative using a CHFC's authorization to release records form.
- 5.8.2** Patient Health Information may be disclosed for treatment purposes to health care providers that do not provide services at CHFC subject to obtaining the patient's written authorization to do so.
- 5.8.3** Patient Health Information may be disclosed pursuant to a valid subpoena or court order only in accordance with applicable law. The Clinic Director, following receipt of legal advice, must authorize all such disclosures.
- 5.8.4** Sensitive Information may be disclosed only in accordance with applicable law. The Clinic Director, following receipt of legal advice, must authorize all disclosures of Sensitive Information.

Policy of Inclusiveness and Diversity

The Community Health Free Clinic has a policy of promoting inclusiveness and its staff, board and volunteers seeks diversity in order to enrich its program effectiveness. The organization takes meaningful steps to promote inclusiveness in its hiring, retention, promotion, board recruitment and constituencies served.

Openness and Disclosure

Community Health Free Clinic provides comprehensive and timely information to the public, the media, and all stakeholders and is responsive in a timely manner to reasonable requests for information. All information about the organization will fully and honestly reflect the policies and practices of the organization. Basic informational data about the organization, such as the tax Form 990, reviews and compilations, and audited financial statements may be posted on the organization's website or are otherwise available to the public. All solicitation materials accurately represent the organization's policies and practices and will reflect the dignity of program beneficiaries. All financial, organizational, and program reports will be complete and accurate in all material respects.

Universal Precautions

Universal Precautions is an approach to infection control. According to the concept of Universal Precautions, all human blood and certain human body fluids are treated as if known to be infectious for HIV, HBV, and other blood borne pathogens. Universal precautions shall be observed at all times to prevent contact with blood or other potentially infectious materials.

Sharps Containers

Sharps containers are available in the clinic. All volunteers and patients are required to use them when disposing of sharps. Sharps containers shall not be opened, emptied, or cleaned manually or in any other manner which could expose employees to the risk of percutaneous injury. Regulated waste is disposed of in accordance with applicable federal, state, and local regulations.

Exposure Determination

For the purposes of the clinic, occupational exposure means reasonably anticipated skin, eye, mucous membrane, or parenteral contact with blood or other potentially infectious materials that may result from the performance of the volunteer's duties. Other potentially infectious materials are defined as semen, vaginal secretions, cerebrospinal fluid, synovial fluid, pleural fluid, pericardial fluid, peritoneal fluid, amniotic fluid, saliva and dental procedures, any body fluid that is visibly contaminated with blood, and all body fluids in unfixed tissues or organs from a human.

In case of an exposure or suspected exposure immediately contact the Clinic Executive Director or the nurse in charge of the Clinic at that time.

Licensing and Liability Insurance

A valid, current and unrestricted license is required for all health care professionals to volunteer at the clinic. All nurses, nurse practitioners, physician assistants, pharmacists, dentists, dental hygienists and physicians shall provide a current copy of their license to the Clinic Executive Director. Licensed volunteers will work only within their scope of practice.

The Community Health Free Clinic holds professional liability insurance coverage that indemnifies all licensed clinic volunteers against malpractice.

Reporting Injuries

In case of injury, potential injury or unusual occurrence at the clinic involving a volunteer, immediately notify the Clinic Executive Director of the incident and complete a volunteer incident report. Medical evaluation and/or treatment will be recommended by the Clinic Executive Director as appropriate.

Medication Distribution and Dispensing

The Clinic usually has sample medications available for distribution to patients who are unable to pay for prescription medication. On occasion the Clinic may obtain medications from pharmacies and drug manufacturers in bulk. There are three ways of assisting with medications—

- 1) from the in-house Clinic pharmacy—one month sample of drug therapy,
- 2) a voucher to 5th Ave. Pharmacy or Reutzel Pharmacy (maps are given to patients)
 - a) at full price (white prescription forms),
 - b) with \$5 copay (yellow prescription forms), or
 - c) 1-2 weeks of treatment free (blue prescription forms), or
- 3) the Prescription Drug Assistance Program.

If the financial situation for the patient is not going to improve in the very near future and the patient needs medications over a long period of time, it is best to get them started early in the Prescription Assistance Program.

Harassment-Free Policy

The Community Health Free Clinic will not tolerate harassment of any kind in the Clinic. The Clinic's position is that harassment is a form of misconduct, which undermines the integrity of the volunteering relationship.

No volunteer, staff member, or patient, either male or female should be subjected to unwelcome sexual overtones or conduct, whether verbal, physical, or visual.

Definition—Sexual harassment is a form of sex discrimination and is defined under Title VII of the Civil Rights Act as follows:

Unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature.

Such conduct is prohibited, and will not be tolerated. This includes repeated offensive sexual flirtations, advances or propositions, continued or repeated verbal abuse of a sexual nature, graphic or continued degrading comments about an individual or his or her appearance, the display of sexually suggestive pictures or objects, or any offensive or abusive contact. A volunteer, staff member, or patient has the right at any time to raise the issue of sexual harassment without fear of reprisal. Complaints should be reported to the Clinic Executive Director or the Chairperson of the Board of Directors.

Smoking

It is the policy of the Community Health Free Clinic to maintain a smoke-free environment. Smoking is not allowed in our facility. Any patient, physician, volunteer, or visitor found to be smoking will be asked not to smoke within the facility.

Position Descriptions

The following paragraphs describe the general position descriptions in the Clinic. More detailed procedures for each position are contained in the document “**CHFC PRO-4 General Clinic Procedures and Processes**”.

Receptionist

- The Receptionist position is a paid position.
- The Receptionist primary duty is to answer the telephones.
- Secondary duties include coordination with dental patients and the dental clinic coordinator.
- Other duties for the Receptionist will be assigned by the Clinic Executive Director.

Patient Greeter Volunteer

- First clinic volunteer to greet patients.
- Needs to have positive attitude toward patients.
- The Patient Greeter is the primary communication link around the reception area.
- Controls patient sign-in sheets for the medical clinics.
- Remains at the front desk as long as patients are being registered.
- May do various clerical duties for special clinics or on slow days including pulling patient files, filing completed patient files and restocking clerical forms & supplies.

Data Entry Clerk Volunteer

- Interviews both new and return patients for medical record information.
- Using a computer makes the data entries or data corrections in the patient data base of the Clinic Management System.
- Prints the patient's Assessment form for the appropriate clinic.
- May do other clerical duties if patient registering is slow, e.g. retrieving patient files, filing completed files and restocking clerical forms & supplies.

Patient Chart Retrieval Volunteer

- Pulls patient's chart from files.
- Assembles clipboard forms and charts.
- Ensures that clipboards are properly put in Intake clipboard rack.
- Files patient files.

Nurse Volunteer

- Nurse volunteers (RN & LPN) need current unrestricted nursing license to work at CHFC.
- Nurse Volunteers must be approved by the CHFC Credentials Committee in accordance with **CHFC POL-1, “Policy for Acceptance and Performance Review of Professional Medical Volunteers”**.
- Makes intake assessment of patient’s illness, allergies, medications, etc
- Takes vitals of patient and records data on patient’s chart.
- Assists physicians and patients as needed.
- Collects completed patient files and verifies entries are complete and correct.
- Assists with files and organizing supplies when time permits.

Pharmacist & Pharmacy Student Volunteers

- All Pharmacists (PharmD & RPH) need a current unrestricted license to work at CHFC, excluding Pharmacy Students.
- Pharmacist Volunteers must be approved by the CHFC Credentials Committee in accordance with **CHFC POL-1, “Policy for Acceptance and Performance Review of Professional Medical Volunteers”**.
- Dispenses drugs to patients who have prescriptions from CHFC doctors.
- Registered pharmacists oversee pharmacist students who work in the pharmacy.
- Provides advice and information to doctors, nurses and other volunteers at CHFC.
- Coordinates with the Clinic Executive Director and the Drug Assistance Coordinator to get pharmaceutical samples, determine shortages, locate supplies, etc.

Medical Staff, Dentist and Related Medical Volunteers

- Medical Staff (MD & DO), Dentists (DDS), and related Medical Volunteers (LPT, PA, ARNP & DPM) need a current unrestricted license for their specialty.
- Each Volunteer in these specialties must be approved by the CHFC Credentials Committee in accordance with **CHFC POL-1, “Policy for Acceptance and Performance Review of Professional Medical Volunteers”**.
- Provide patient care and documentation in patient charts consistent with their specialty.
- Evaluate prescription drug requirements of patients, if needed, and coordinate with in-house pharmacy and the Prescription Drug Assistance Program as necessary to ensure correct drugs are being ordered for both short and long term patient needs.

Dental Assistant

- Dental Assistant is a paid position.
- Coordinates all phases of dental treatment.
- Maintains dental appointment schedules and patient records.
- Performs duties as directed by lead dentists.

Dental Hygienists Volunteers

- Dental Hygienist Volunteers need a current unrestricted license.
- Each Volunteer must be approved by the CHFC Credentials Committee in accordance with **CHFC POL-1, “Policy for Acceptance and Performance Review of Professional Medical Volunteers”**.
- Performs tasks as approved for their specialty.
- Provides documentation of patient care.

Community Resource Volunteers

- Community Resource Volunteers need a current license for their specialty.
- Each Volunteer must be approved by the CHFC Credentials Committee in accordance with **CHFC POL-1, “Policy for Acceptance and Performance Review of Professional Medical Volunteers”**.
- Provides patient evaluation, counseling and referrals as appropriate for patient situations.
- Coordinates with other functions in the clinic regarding necessary medical care as needed.

Prescription Drug Assistance Volunteers

- Chair Person(s) Volunteer(s):
 - Plan activities of the Prescription Drug Assistance Program (PDAP) and volunteers
 - Maintain schedules of PDAP volunteers.
 - Contacts Pharmaceutical companies concerning existing orders and participation in the CHFC program.
 - Provides guidance for the paid Prescription Drug Assistance Program Coordinator.
 - Reviews drug order forms for accuracy, completeness and appropriate signatures.
 - Mails completed forms to pharmaceutical companies.
- Coordinator (paid position)
 - Provides support and coordination of all facets of the Prescription Drug Assistance Program.
 - Maintains metrics for program, e.g. monthly equivalent costs, number of participates, etc.
 - Coordinates with other functions of CHFC.
 - Other tasks as assigned by the Chair.
- PDAP Patient Aid Volunteers
 - Aids patients in completing pharmaceutical forms and prescriptions.
 - Provides clerical support as needed for filing records, making document copies, labeling files, etc.
- Drug Pickup Volunteers

- Receive drugs by mail from pharmaceutical companies.
- Sort and sack drugs by patient name.
- Telephones patients to pickup drugs
- Tracks drug pickups
- Stores drugs
- Retrieves drugs as patients them pickup.

Coordinators For Volunteers

- Provides support for Clinic Executive Director in recruiting volunteers,
- Maintains lists of volunteers.
- Collects metrics on volunteer hours.
- Recruits and calls volunteers.
- Schedules volunteer hours.

Clinic Financial Volunteers

- Volunteers need some background in the use of the Peachtree Accounting system.
- Maintains financial records of the Clinic.
- Provides statements of finances as needed by the Board of Directors and the Clinic Executive Director.

General Clinic Volunteers

There is a need for many behind the scene volunteers. These tasks vary and are defined and assigned by the Clinic Executive Director. They include the following general areas:

- Stock clerical, medical and pharmaceutical supplies.
- Collect data and statistics for monthly and quarterly reports.
- Print forms, reports and other documents for various meetings or public relation uses.
- File patient charts.
- Miscellaneous housekeeping tasks.

Computer and Data System Support (IT) Volunteers

- Determines on going requirements for hardware and software programs for Clinic Data System.
- Monitors system performance.
- Provides support when problems or failures occur.
- Ensures that system data is backed up periodically.
- Provides training as necessary for system users.
- Maintains documentation for system and clinic.

