

SEATTLE/KING COUNTY CLINIC 2018

Medical Orientation

Thank you for your generous contribution of time, compassion and expertise at the approaching Seattle/King County Clinic. Volunteers are the life blood of this Clinic – without you it could not happen. We are most appreciative!

Please read this document carefully; it contains important information about the procedures and principles that will be followed during the Clinic. **If your plans change and you are unable to participate, please update your registration at <http://volunteers.seattlecenter.org> or contact Clinic staff at 206-615-1835 or SKCClinic@seattlecenter.org**

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Additional reference materials including maps, check-in and orientation times, a sample medical record and more, can be found at seattlecenter.org/orientation **Please take time to review them!**

Medical Leaders

When you are on site, if you have a question or are asked a question you don't know the answer to, please contact a member of the leadership.

- Angelisa Paladin, MD – Medical Director
- Claudia Finkelstein, MD – Medical Director
- Rick Arnold, MD – Primary Care Director
- Dorene Hersh, RN, MN – Triage Director
- Jun Castillo – Lab Director
- Hidi Schell – Lab Lead
- Susie Kroll, MA, MHP, LMHC – Behavioral Health Director
- Michael Archer, PSYD - Behavioral Health Lead
- Tona McGuire, PhD – Behavioral Health Lead
- Jennifer Sarriugarte, RN, MSN, CIC – Infection Prevention & Safety Director
- Christian Curtis, LAc - Acupuncture Lead
- Nancy Ishii, LAc – Acupuncture Lead
- Avery Martin, DC – Chiropractic Lead
- Douglas Pierce, DC – Chiropractic Lead
- Kathy Lewis, RN – Foot & Wound Care Lead
- Frankie Manning, RN – Foot & Wound Care Lead
- Mindy Huntington-Frazier, RN – Immunizations Lead
- Julie Anne Black – Mammography/X-Ray Lead
- Kaleigh MacDaniels - Medical Exit Lead
- Colt Nelson – Medical Exit Lead
- Lynnette Smith – Medical Exit Lead
- Corazon Batacan – Medical Supplies Lead
- Tara Nelson, RN – Medical Triage Lead
- Chau Tran, RN – Medical Triage Lead
- Kathleen Schofield, RDN – Nutrition Lead
- Lara Sokoloff, MS, RD – Nutrition Lead
- Amy Curtis, RN – Patient Intake Lead
- Becky Huwe, RN – Patient Intake Lead
- Tim Brumfield, CPHT – Pharmacy Lead
- Matthew Currier, PT, DPT, CSCS – Physical & Occupational Therapy Lead
- Karen Chung – Rapid HIV Lead
- Joe Kirsch – Rapid HIV Lead
- Angelica Bedrosian - Rapid Hep C Lead
- Chelsie Porter, MPH - Rapid Hep C Lead
- Emily Krouse, RDMS, RVT – Ultrasound Lead
- Karen Hays, DNP, ARNP, CNM – Women's Health Lead

Medical Services

Seattle/King County Clinic medical services are divided into two parts: 1) services that are provided to all Clinic patients immediately upon admission – patient intake and immunizations, 2) specific treatments or services that are offered in the medical area after being seen in Medical Triage -- acupuncture, behavioral health, chiropractic care, dermatology, EKGs, foot care, lab tests, mammography, nutrition counseling, occupational therapy, pharmacy counseling, physical exams (including naturopathy and women’s health), physical therapy, rapid HIV and Hepatitis C tests, ultrasounds, wound care, x-rays.

Arrival & Parking

Please arrive and pick up your badge at the southeast corner of KeyArena, corner of 2nd and Thomas Streets by the Seattle Center Skatepark (see Seattle Center map at seattlecenter.org/orientation). The check in and orientation times specific to your assignment can also be found at seattlecenter.org/orientation Volunteers need to check in each day by having their badge scanned and must wear their badge to gain access to Clinic facilities. Patients begin entering the Clinic at 6:30 AM. The Clinic operates until 6:00 PM Thursday through Saturday and 5:00 PM on Sunday.

Please notify a Director or Lead for your area if you leave before the end of the day so they can determine remaining patient capacity.

Free parking is available in the 1st Avenue North Parking Garage or the Mercer Street Garage (see Seattle Center map at seattlecenter.org/orientation). Validation will be given at Volunteer Check-In on set-up and take-down days. On Clinic days volunteers will be able to come and go without a ticket. **DO NOT LEAVE VALUABLES IN YOUR CAR. KEEP ALL PERSONAL ITEMS OUT OF SIGHT.**

Attire

We recommend you wear clean, comfortable clothing that allows you to move freely. Scrubs are acceptable. Wear comfortable closed-toed shoes. Volunteers have found compression socks can lessen “leg-weariness.” Some areas of KeyArena can feel a cool for volunteers, so long sleeve shirts or layers are helpful.

What is Provided & What to Bring

We have worked with the medical leadership to identify and provide the basic equipment and supplies needed to conduct designated medical services in this temporary environment.

If desired instruments or supplies are not visible in your area upon arrival, talk to your Lead and/or visit the Medical Supply room to see if those resources are available. Your flexibility, creativity and understanding are appreciated.

If you have questions in advance about whether specific items are provided, please contact Clinic staff at the phone number or email provided.

Please bring as desired or appropriate for your assignment(s):

- Bolster
- Eye protection, loupes and/or headlamps
- NPI#
- Otoscope (we have a few but not enough for everyone)
- Sphygmomanometer/BP Monitor (we have a few but not enough for everyone)
- Stethoscope (we have a few but not enough for everyone)
- Other preferred instruments, supplies, counseling and/or reference materials

Other helpful items:

- Small backpack or shoulder satchel to keep items on your person
- Eyeglasses or readers if needed for reading or computer use
- Cell phone charger

Keep your belongings safe by labeling them with your name and keeping track of them throughout the day. We do not have lockers for personal belongings. A self-check for coats and other non-valuable items is available in the volunteer break room (Club Live) in KeyArena. We are not responsible for articles that are damaged, lost or stolen.

Breaks & Meals

Breakfast and lunch will be provided to volunteers in the Seattle Center Pavilion. If you have special dietary needs, you may want to bring your own food as we may not be able to meet those needs. Snacks, beverages and grab-n-go lunch will also be available throughout the day in Club Live in KeyArena. Breaks to eat and rest will be given. Please refrain from eating in the patient care areas.

What to Expect

Please make patients feel welcomed and respected. Warm smiles, introductions, eye contact, and a calm manner will put patients at ease and make their experience exceptional.

Remember, we are all volunteers working together – please be flexible, patient and understanding.

We anticipate a diverse patient population. Please review the patient population competencies at seattlecenter.org/orientation to help you best serve those who attend. Interpretation services will be available either through onsite interpreters or by using InDemand Interpreting's mobile service (additional information will be provided during orientation). Any volunteer who fluently speaks a language other than English will have the language(s) identified on their badge.

Patients can be identified by a colored wristband with the date printed on it; patient companions will have a white wristband with the date printed on it.

DO NOT promise patients services, or suggest they may be able to return for continued care on a subsequent day (without waiting in line to receive a ticket).

Snacks and water are available for patients and their guests in the tent on Fisher Pavilion and in two concession stands on the Main Concourse of KeyArena. These items have been specifically selected by healthcare professionals to provide nutritional value and not to negatively impact their health status which could affect their ability to receive certain types of care. Please do not take food from the volunteer areas and distribute to patients.

Medic One will be on site in the event of an emergency. Immediately notify the nearest Seattle/King County Clinic team member in a green or orange SKCC t-shirt if an emergency occurs.

If you find a serious or threatening condition, please make the patient aware of it and notify the Medical Directors so the patient may be referred for follow-up care.

Alert a medical leader if you need behavioral health support or security.

Be sure to respect patient privacy. Please do not share:

- individually identifiable information about a patient's health status or treatment
- any personal information you see or hear
- that a patient sought treatment at the Seattle/King County Clinic

PATIENT INTAKE & IMMUNIZATIONS:

When patients arrive, they will have been through registration and should be in possession of their patient record(s): yellow = medical, pink = dental, blue = vision.

Intake volunteers will take blood pressure, temperature and glucose if the patient is diabetic. They will screen for TB, measles, scabies and other conditions, as well as document the patient's basic health history including allergies and current prescription medications (a sample is available at seattlecenter.org/orientation). The Patient Intake/Health History section is the same on all three types of patient records. The information will need to be documented on each type of record the patient possesses – this will be reviewed during on site orientation.

If a patient has TB or measles symptoms, require them to put on a mask and immediately alert the Triage Director.

The Triage Director should be alerted for any dental patients who have BP and/or glucose that is elevated past the point indicated on the patient record. Added consultation is required.

Before a patient leaves Intake ask them if they are interested in a Flu, Tdap, or Hepatitis A/B vaccine (if they are 18 years of age or older) and, if so, direct them to the nearby station.

Patients should be allowed to choose which of the authorized care areas they want to pursue first.

Immunizations should be documented on the patient medical record (a sample is available at seattlecenter.org/orientation) – this will be reviewed during onsite orientation. Please remind the patient to turn in their yellow medical record, even if they don't seek other medical services, at the Medical Exit or Main Patient Exit before leaving KeyArena.

When Patient Intake and Immunizations conclude, volunteers will be deployed to other parts of the Clinic as needed.

MEDICAL TRIAGE & SERVICE AREAS:

Please familiarize yourself with the medical record (a sample is available at seattlecenter.org/orientation). While it does contain many pages, there are a limited number of sections relevant to each provider. It is suggested you look at the following:

- Your designated section
- Cover page which documents routing, completion and quantity of services provided
- Health history and triage
- Lab and imaging order forms
- Pharmacy section

Each treatment room will contain reference materials to help volunteers navigate the medical area. This includes:

- Sample medical record
- Clinic map
- List of available services and tests
- List of onsite supplies and medications

It is impossible for us to gauge when patients will appear in the medical area and with what needs. However, it can be assumed that patient flow will be lighter in the morning and will pick up greatly in the afternoon.

To prevent patients from camping out in the medical suites, and to protect equipment, supplies and personal items, when suites are not occupied by volunteers they should be locked and the orange door hanger placed on the outside of the door.

Please don't hoard instruments and supplies; doing so will mean there aren't enough for others to use. Take what you need at minimum and restock as required. If you don't find what you are looking for, please ask a volunteer in the medical supply room.

Upon arrival in the medical area, patients will see a Triage provider who will attach the more comprehensive medical record to the single sheet the patient received at registration. The provider will further explore the patient's medical history, chief complaints and interests, as well as conduct depression, substance abuse, alcohol abuse and glucose screenings. The Triage Lead will review the Medical Triage section and attach a routing slip that indicates services patients should pursue (based on interest, availability and wait times) as time allows.

NO PATIENT IS TO RECEIVE SERVICES IN THE MEDICAL AREA WITHOUT A 14 PAGE YELLOW MEDICAL RECORD (a sample is available at seattlecenter.org/orientation). If a patient appears with only the first cover page of the medical record, or no medical record at all, please have them escorted to Medical Exit so it can be resolved.

For the safety of both patients and volunteers, a primary and support provider should be present during all physical exams.

Physical Exams with Women's Health should include a women's health exam in addition to a regular physical exam. However, only women requiring obstetrics, gynecological and other female-specific services should be sent to this area. Females just wanting a basic physical exam can go to the regular Physical Exam area.

DO NOT promise patients additional services, or authorize them to return for continued care on a subsequent day, without receiving authorization from a Medical or Primary Care Director.

Once you have completed a patient procedure, please be sure to fill out all sections of the medical record relative to the treatment provided, the key sections are called out on page 4. (a sample is available at seattlecenter.org/orientation). This will be reviewed during the onsite orientation and written prompts are in the medical record itself. This is important for routing patients, tracking services provided at the Clinic and for ensuring proper follow-up care.

Any patient who has been issued a prescription should be sent to see the volunteer pharmacists. Pharmacists will review prescriptions for legibility and completeness, as well as counsel patients on medication use. Clinic prescription pads are available from the Medical Exit Lead if providers need to write prescriptions. For security reasons, pads will need to be checked out. Please keep a close eye on prescription pads; unused and carbon copies need to be returned to the Medical Exit Lead at the end of each day. DO NOT pre-sign the prescription sheets. Onsite medications are extremely limited and are for urgent onsite needs or emergency purposes only. It is our policy not to prescribe narcotic drugs or new prescriptions for behavioral health medications.

Remind patients it is important to turn in their yellow medical record at Medical Exit. You are also able to fill out a referral form to encourage them to visit the onsite resource services including Social Work, Health Insurance Assistance, Community Health Centers, Health Education and more. A list and description of all onsite resources is available in the reference materials binder in each suite.

Medical Exit volunteers will ensure the patient understands any post-care instructions and that their medical record is complete before releasing the patient. They will seek providers for clarification as required; please be responsive to their requests.

MESSAGE & CHIROPRACTIC FOR VOLUNTEERS:

Volunteers spend many hours on their feet, stooped over providing care and taxing their fine motor skills. Your treatment of volunteers helps to sustain them so they (and, therefore, you by extension) can continue to provide quality care to patients. It is suggested that you limit time with each person to approximately 10 minutes, especially if there are others waiting. In this environment, volunteers cannot always guarantee when they can leave for a break. Therefore, while a sign-up sheet may be useful, maintaining flexibility and allowing walkups is also appreciated. A service space has been allocated in the Volunteer Break Room.

Additional Questions & Information

This orientation document cannot possibly cover all details about the Clinic. If you have further questions, please contact Seattle/King County Clinic staff (SKCClinic@seattlecenter.org or 206-615-1835) who will be glad to answer them or put you in touch with Medical Leadership.

Additional information can also be found at seattlecenter.org/orientation.

- Physicians, nurses and other licensed medical professionals are reminded that if your malpractice insurance does not extend to this site, or if you are unsure if it does, to please complete and submit the short online application for the Volunteer and Retired Providers Program so you can receive malpractice insurance (at no cost to you) to cover you at the Clinic. Go to <https://www.wahealthcareaccessalliance.org/volunteers>
- Out-of-state providers are reminded to complete the WA State Department of Health Volunteer Attestation form <https://fortress.wa.gov/doh/opinio/s?s=VOLATT> a minimum of 10 working days before the Clinic.

THANK YOU!

Thank you again for volunteering. Your contribution will make healthcare possible for thousands of underserved patients. Remember to enjoy yourself and we'll see you soon!