

# SEATTLE/KING COUNTY CLINIC 2018

## Healthcare Resource 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](mailto:SKCClinic@seattlecenter.org)**

### Contents

Healthcare Resource Leaders - Page 1	What is Provided & What to Bring - Page 2
Healthcare Resource Services - Page 1	Breaks & Meals - Page 3
Arrival & Parking - Page 2	What to Expect - Page 3
Attire - Page 2	Additional Questions & Information - Page 4

Additional reference materials including maps, check-in and orientation times, and more, can be found at [seattlecenter.org/orientation](http://seattlecenter.org/orientation) **Please take time to review them!**

### Resource 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.

- Andrew Trindle, MSW – Social Work/Health Insurance Navigator Lead
- Sara Schott, LICSW – Social Work/Health Insurance Navigator Lead
- Susie Kroll MA, MHP, LMHC –Behavioral Health Director
- Michael Archer, PSYD - Behavioral Health Lead
- Tona McGuire, PhD – Behavioral Health Lead
- Tim Brumfield, CPHT – Pharmacy Lead
- Maggie Bissell RN, BSN, CCRN – Patient Education Lead
- Anne Meegan – Community Health Center Lead
- Shonita Savage – Community Health Center Lead
- Shane Knode – Patient Line/Ticket Facility, Early AM Manager
- Jerin Howard – Patient Line/Ticket Facility, Daytime Manager

### Resource Services

Seattle/King County Clinic resource services available in KeyArena include behavioral health counseling and behavioral health phone app, health center scheduling, health education, health insurance assistance, medication counseling, opioid risk assessment and naloxone dispensing and social work. Select services will also be available while patients wait in line for tickets in the tent on Fisher Pavilion.

## Arrival & Parking

Except for resource providers working an early morning shift in the tent on Fisher Pavilion (patient line), please arrive and pick up your badge at the southeast corner of KeyArena, corner of 2<sup>nd</sup> and Thomas Streets by the Seattle Center Skatepark (see Seattle Center map at [seattlecenter.org/orientation](http://seattlecenter.org/orientation)). The check in and orientation times specific to your assignment can also be found at [seattlecenter.org/orientation](http://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 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 workflow and capacity.

Free parking is available in the 1<sup>st</sup> Avenue North Parking Garage or the Mercer Street Garage (see Seattle Center map at [seattlecenter.org/orientation](http://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. Wear comfortable closed-toed shoes. Volunteers have found compression socks can lessen “leg-weariness.” Volunteers will be given a Seattle/King County Clinic t-shirt. We encourage you to wear the t-shirt to differentiate you from the patients, but it is not required. Some areas of KeyArena can feel a cool for volunteers, so long sleeve shirts or layers are helpful. Roving resource providers will be asked to wear vests to make them easily identifiable.

## What is Provided & What to Bring

We provide basic equipment, supplies and materials including:

- Password protected WiFi
- Two internet connected laptops (in KeyArena)
- Printer/copier (in KeyArena)
- Service tracking sheets
- Select resource materials including a list of affordable healthcare resources

Please bring:

- WiFi enabled tablet or laptop (Health Insurance Navigators, Community Health Centers etc.). If you want to print from your device to a clinic printer, please have your admin code available so a print driver can be installed.
- Cell phone
- Other preferred reference and resource 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 and in the tent on Fisher Pavilion for Early AM volunteers. 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](http://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.

Please help us to track the volume of service provided by getting a Service Tracking Sheet from your Lead upon your arrival and keeping count of the interactions you have throughout the day. Turn in your sheet to your Lead before departing.

Traffic patterns for healthcare resources can be unpredictable. Patients are so focused on getting treatment that they aren't always thinking about exploring other offerings and/or are concerned about losing their place in line. While there are designated stations for resource providers, and healthcare providers will send patients to the stations, resource providers are also encouraged when possible to roam through waiting areas and offer to assist patients.

The tent on Fisher Pavilion will open at 12:30 AM for prospective patients to wait in line for Clinic admission tickets. Tickets will be distributed in line order beginning at 5:00 AM. Patients with Return for Care (RFC) wristbands will be admitted through the east doors of KeyArena at 6:30 AM. Patients with tickets will be admitted starting at 6:30 AM. It may take 3 or 4 hours to admit all patients with tickets.

Once admitted to KeyArena, 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. These wristbands will allow the persons wearing them to come and go from the east doors of KeyArena on that day only. Anyone who claims they are missing a wristband or a healthcare record should be sent to an Exit station so it can be investigated.

A diagram of the patient flow and Clinic services is available at [seattlecenter.org/orientation](http://seattlecenter.org/orientation) Patients can seek care in the dental, medical or vision areas if they have the correlating record(s) in their green folder. It is important that the patient always begin at the Start/Triage point for each area. DO NOT promise patients services or suggest they may be able to return for continued care on a subsequent day.

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 (glucose etc.) 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.**

**Notify a member of the leadership in the event of any injury or accident.**

**Alert a member of the leadership if you need behavioral health support or security.**

Please help us to secure and protect patient records. If you find or are handed a patient record of any type, whether complete or incomplete, please turn it in immediately to an Exit station. Patient records are important for tracking services provided at the Clinic and for supporting patient follow-up care. Remind patients to turn in records at the appropriate Exit station and/or before leaving KeyArena.

Be sure to respect patient privacy and follow HIPAA standards. 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

### [Additional Questions & Information](#)

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

Additional information can also be found at [seattlecenter.org/orientation](http://seattlecenter.org/orientation).

- Social workers, nurses and other licensed 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>

### **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!