

## **SEATTLE/KING COUNTY CLINIC 2018**

### **Select Assignment Descriptions**

Seattle/King County Clinic is organized around specific services and processes. Organizers have no certain way to gauge the type and quantity of patient needs, or volunteer enrollment and no-shows. Organizers do their best to honor the assignments selected by volunteers but reserve the right to change volunteer assignments in case of late arrivals and/or to help address areas of high demand. Flexibility and group effort create the smoothest operation possible.

Orientation materials will be emailed to volunteers a few weeks before the Clinic. Onsite orientation/training at the start of each shift will expand upon that information to provide more specific details about Clinic operations.

If you're unclear about any part of the registration form (Event Area, Profession/Volunteer Classification, Assignment), please contact [SKCClinic@seattlecenter.org](mailto:SKCClinic@seattlecenter.org) or 206.615.1835.

**GO TO:** [\(D\) Dental](#) [\(G\) General Support](#) [\(M\) Medical](#)  
[\(R\) Healthcare Resource](#) [\(V\) Vision](#) [Students](#)

#### **(D) DENTAL ASSIGNMENTS**

##### **Dental Assisting**

Assist dentists in Triage, Restorative, Surgery, Endodontics or Lab.

##### **Dental Assisting – CEREC Crowns**

Restricted to Assistants experienced in CEREC Crowns.

##### **Dental Assisting Expanded Function**

Provide expanded functions to dentists in Restorative, Surgery, Endodontics or Lab.

##### **Dental Equipment Tech**

Help set up equipment, maintain equipment throughout the Clinic, and assist in the tear down.

##### **Dental Hygiene**

Performs hygiene services.

##### **Dental Lab**

Fabricate or repair oral prosthetics — mainly temporary partials (flippers).

##### **Dental Restorative Hygienist**

Work chairside with a dentist to assist and place restorations.

##### **Dental Sterilization & Supplies (Dental Experience Not Required)**

Help clean and sterilize dental stations and instruments, sort clean tools, and restock supplies that are available for dental professionals. Knowledge of dental instruments can be helpful but is not required. People in this assignment must have Bloodborne Pathogen (BBP) training either through an online course or as part of their professional education in a healthcare field. Training is available online at [www.redcross.org](http://www.redcross.org). We also recommend that volunteers should be vaccinated for Hepatitis B.

**Dental X-Ray (Panorex & Nomad)**

Take digital panoramic or intraoral X-rays.

**Dental X-Ray Computer Station (Dental Experience Not Required)**

Stationed at a computer that is connected to an x-ray unit, you'll be responsible for confirming images were captured correctly, then printing and saving images. Instruction will be provided. This assignment requires intermediate computer skills.

**Dentist – CEREC Crowns**

Restricted to dentists experienced in CEREC crowns.

**Dentist – Endodontics**

Restricted to endodontic specialists. Root canal therapy will only be performed on anterior and bicuspid teeth.

**Dentist – Restorative**

Primarily provide composite or amalgam restorations with the option to do limited oral surgery if the tooth is deemed non-restorable.

**Dentist - Surgery**

Oral surgery specialists preferred. Surgeons will do extractions under local anesthetic; no nitrous oxide or sedation will be available.

**Dentist - Triage**

Dentists will be assigned to complete initial oral exam and determine top treatment priority or review x-rays to confirm treatment plan.

**Student – Dental, Hygiene or Assisting**

Serve in a support capacity as assigned by Clinic Leadership, this may include Assisting, X-Ray, Sterilization & Supplies, or General Support roles in the dental area etc.

**(G) GENERAL SUPPORT ASSIGNMENTS**

General Support volunteers are critical to the Clinic's overall operation. General Support assignments do not require healthcare experience, although healthcare professionals are also welcome to fill these roles as their background often provides added benefit.

**Escort & Waiting Areas (Various Areas)**

Each area of the Clinic is assigned a pool of volunteers to serve as Escorts and Waiting Area Monitors. The large-scale Clinic can be confusing for patients to navigate. We want patients to get where they need to go as directly as possible – volunteers will be shown preferred routes including those for patients with mobility issues. Escorts take patients from one station to another within an area, or to their next desired location in the Clinic after exiting the area. Waiting Area Monitors greet patients as they arrive at a station, point them to an appropriate seat, track who is next for service, monitor how many people are waiting and the length of wait times. Volunteers also answer questions and help to create a compassionate experience. Expect walking and standing.

**Exit Stations (Dental, Medical, Vision)**

Before patients leave the dental, medical or vision areas, they must check out at the area's Exit Station. This role confirms that paperwork is complete, processes referrals, and appropriately files the record. Exit Leads will orient and oversee volunteers serving in this assignment. Healthcare experience is not required but can be a useful skill. Intermediate computer skills are necessary.

### **Food Service & Preparation**

The Clinic offers a variety of food service assignments. Work with Ripe Catering to prepare and serve food to volunteers and patients. No cooking or serving experience is required. Volunteers who sign up for a food preparation assignment are encouraged to have a valid Food Handler's License, available online at [www.foodworkercard.wa.gov](http://www.foodworkercard.wa.gov).

### **General Support – As Assigned**

The Clinic relies on a pool of volunteers who can be placed according to where there is the most demand for support, and who can switch between assignments if needed.

### **General Support - Clinic Flow Monitor**

Working from the Communications Hub, the epicenter for Clinic operations, volunteers will make rounds throughout Clinic waiting areas to collect information from Waiting Area Monitors about the number of patients waiting and the length of wait times. The data will be disseminated to Directors to help them gauge how many more patients to admit and/or when to close certain areas. A fantastic way to get your steps in for the day!

### **General Support – Dental, Medical or Vision Area (Dental, Medical or Vision Experience Not Required)**

Help set up or take down the designated area, including signs, supplies, chairs, and tables. Instruction will be provided.

### **General Support – Early AM Patient Line**

Patients often arrive late in the evening or early in the morning to ensure they get a ticket. Volunteers in this assignment are the first people patients encounter, and they set the stage for a positive Clinic experience. Volunteers will interact with patients to share how the Clinic works, give directions, operate patient bag check, and answer general patient questions. No specific skills are required and there will be managers in the facility to supervise volunteer activities and provide instruction and guidance. The tent on Fisher Pavilion is heated, well-lit, and guarded by security.

### **Interpreter (Medical Certification Not Required)**

Fluent speakers only. Navigating the Clinic can be confusing, especially if you don't speak English. Interpret questions, answers and instructions for patients and to help guide them through the Clinic. A mobile system from InDemand Interpreting is available when medical interpretation is required. We have a high demand for Spanish, Vietnamese, Cantonese, Mandarin and Amharic. Volunteers who are certified in medical interpretation should select the Event Area "Healthcare Resource" and the Profession/Classification "Certified Medical Interpreter" in the registration form. Do not volunteer for this assignment on a day when you are accompanying a family member or friend to the Clinic.

### **Interpreter – Early AM Patient Line (Medical Certification Not Required)**

Please review the "Interpreter" and "General Support – Early AM Patient Line" descriptions to understand this assignment.

### **IT Support**

The Clinic relies on technology to run smoothly, everything from computers and printers to network cabling and Wi-Fi connections. People with IT experience and technical know-how help troubleshoot technology issues, change toner, check internet connections, and more.

### **Patient Records Processing**

In the Clinic, patient records are maintained on paper and turned in at the Exit Station before departing a care area. Volunteers collect records from Exit Stations, take them to the secure Records Processing room where services are tracked in the registration system, records are scanned for electronic storage, and then filed. Volunteers need intermediate computer skills and/or alphabetizing ability. Prior healthcare experience is beneficial but is not required.

### **Patient Registration & Entry**

Volunteers are the first to interact with patients in KeyArena and help to initiate a positive Clinic experience. Volunteers distribute paperwork and guide patients through the queue, ask patients background questions and document their responses in the registration system. Toward the end of the day, Patient Registration switches to schedule patients who need to return for care to complete treatment on a subsequent day. This assignment requires intermediate computer skills, good hearing, good people skills, and on-time arrival.

### **Patient Registration & Records Support**

Help set up or take down the Patient Registration area, Exit Stations, and Records Processing area, including signs, supplies, and filing boxes. Instruction will be provided.

### **Supply Sorting (Healthcare Experience Not Required)**

Help sort and inventory dental, medical, vision, and administrative supplies. Strong organizational skills are helpful.

### **Volunteer Check-In**

Help check-in volunteers, distribute t-shirts, point volunteers in the right direction, and answer questions. Volunteers may be stationed behind a table but will not be seated at all times. Intermediate computer skills, an ability to work pleasantly yet quickly and efficiently amongst a lot of people, a good sense of direction, and people skills are helpful. On-time arrival is also essential if you are scheduled to work in this assignment.

### **Volunteer Break Room & Patient Snacks**

The Clinic is a long day for both volunteers and patients. Help to keep the volunteer break room and patient snack areas stocked with snacks and beverages, and ensure participants are getting much needed sustenance.

## **(M) MEDICAL ASSIGNMENTS**

### **Acupuncture**

Perform acupuncture services.

### **Chiropractic Care**

Provide chiropractic services to patients and volunteers.

### **Dermatology**

Perform skin cancer screenings and be available to consult with other providers about discoveries in patient exams.

### **EKG/ECG**

Work in a roving capacity to perform EKG/ECGs in any room where a provider requests it.

**Foot Care**

Provide examination, cleaning, nail trimming and address blisters, corns and calluses. High population of diabetic patients. Expertise in foot care is required.

**Immunizations**

Provide immunizations to patients in the Patient Intake area.

**Massage Therapy for Volunteers**

Many volunteers work long shifts, spend all day on their feet, and do a lot of walking or bending to provide service. In the volunteer break room, provide short massages (10–15 minutes) using traditional techniques (Swedish, deep tissue, trigger point) to relieve the stress and impacts of this work.

**Medical Instruments & Supplies (Medical Experience Not Required)**

Help to restock treatment rooms, check-out instruments, and manage inventory. Medical supply and inventory experience is useful but not required. Strong organizational skills are helpful.

**Medical Lab – Phlebotomy**

Perform blood draws on patients for laboratory testing.

**Medical Lab – Tech**

Perform point-of-care tests and prepare patient specimens for processing in the offsite lab.

**Medical Triage**

Staffed by nurses, nurse practitioners, physician assistants, or physicians, Medical Triage is the entrance point for the medical area. Here, patients receive a more detailed assessment of their health history and current concerns to help determine what services might be beneficial for them to receive.

**Mental/Behavioral Health – As Assigned**

Provide evidence-based assessment, counseling and referrals to services. Volunteers may also be assigned to rove throughout the Clinic to see if patients are exhibiting symptoms of stress or anxiety and assist with de-escalation. Requires license as a Psychiatrist, Psychologist, LMHC, LMHCA, LMFT, LMFTA, LICSW or LSWAIC. Associates will need their current clinical supervisor to be engaged remotely.

**Mental/Behavioral Health – Graduate Student**

Work in the Mental/Behavioral Health – As Assigned role under the supervision of a licensed faculty member.

**Midwife – Women’s Health Support**

Clinic policy requires that two healthcare professionals be present during physical exams for the safety of the patient and the volunteers. This assignment supports the primary healthcare provider in instances where the patient is pregnant.

**Nurse – As Assigned**

The Clinic relies on a pool of nurses who we can place according to where there is the most demand and among assignments, if needed. Assignments may not encompass traditional responsibilities; volunteers may work anywhere from dental sterilization to physical exam support.

**Nursing Student – As Assigned**

Perform nursing duties, most likely at Patient Intake, under the supervision of a licensed faculty member.

**Nutrition Counseling**

Provide nutrition counseling services.

**Nutrition Counseling Student**

Provide nutrition counseling services under the guidance of a licensed dietician/nutritionist.

**Occupational Therapy**

Provide manual and exercise therapy for hand, wrist and/or elbow issues.

**Patient Intake – PA/Nurse**

Patient Intake immediately follows Patient Registration for all patients. Volunteers record patients' vitals and general health history and conduct select screenings to determine if the patient can proceed for further care in the Clinic. On-time arrival is essential for this assignment.

**Pharmacy – As Assigned**

Dispense medications in the dental and medical areas, review written prescriptions to confirm they are complete, and educate patients about their existing medications.

**Physical Exams (Fill-In Provider)**

Work in a rotational capacity to perform physical exams in the event of provider no-shows or while providers are on break, so the physical exam area functions at maximum capacity. Physician Assistants will need their current supervising physician to be engaged remotely.

**Physical Exams (Naturopathic)**

Provide a complete naturopathic exam to patients of all ages, but primarily adults.

**Physical Exams (Primarily Adults)**

Provide a complete physical exam to patients of all ages, but primarily adults. Physician Assistants will need their current supervising physician to be engaged remotely.

**Physical Exam Support**

Clinic policy requires that two healthcare professionals be present during physical exams for the safety of the patient and the volunteers. This assignment supports the primary healthcare provider.

**Physical Exams with Women's Health**

Provide a complete physical exam in addition to other gynecological services. Physician Assistants will need their current supervising physician to be engaged remotely.

**Physical Exams with Women's Health (Fill-In Provider)**

Work in a rotational capacity to perform physical exams in the event of provider no-shows or while providers are on break, so the women's health area functions at maximum capacity. Physician Assistants will need their current supervising physician to be engaged remotely.

**Physical Exam with Women's Health Support**

Clinic policy requires that two healthcare professionals be present during physical exams for the safety of the patient and the volunteers. This assignment supports the primary healthcare provider.

**Physical Therapy**

Provide manual and exercise therapy services.

**Physical Therapy Student**

Support licensed therapists providing physical therapy services.

**Podiatry**

Provide podiatry services.

**Radiology (Plain Film & Ultrasound)**

Radiologists review X-ray and ultrasound images.

**Radiology/X-Ray Support**

Radiography students assist technicians in taking X-rays. Must be under the supervision of a licensed faculty member.

**Radiology/X-Ray**

Technicians take X-rays of patients as prescribed by onsite providers.

**Sterilization & Supplies – Dental Floor (Dental Experience Not Required)**

Help clean and sterilize dental stations and instruments, sort clean tools, and restock supplies that are available for dental professionals. Knowledge of dental instruments can be helpful but is not required. People in this assignment must have Bloodborne Pathogen (BBP) training either through an online course or as part of their professional education in a healthcare field. Training is available online at [www.redcross.org](http://www.redcross.org). We also recommend that volunteers should be vaccinated for Hepatitis B.

**Ultrasonography**

Perform abdominal, gynecological and small parts sonograms as prescribed by onsite providers.

**Wound Care**

Provide examination, cleaning and bandaging of wounds as well as removal of sutures. Expertise in wound care is required.

**(R) HEALTHCARE RESOURCE ASSIGNMENTS****Community Health Center Scheduling**

Provide information about your organization's services and schedule patients for follow-up appointments to support continuity of care.

**Health Insurance Navigator**

Work as part of a pool of Navigators stationed throughout the Clinic to provide unbiased health insurance information and enrollment support. Requires certification as a Health Insurance Navigator.

**Patient Education**

Roving throughout the Clinic, provide basic health education (especially related to high blood pressure, heart disease, stroke and diabetes) to individual or small groups of patients. Volunteers are often asked about services available at the Clinic.

**Social Work**

Help patients connect with community resources to enable their well-being. Requires license as a LICSW, LSWAIC, LASW, LSWAA, LMHC, LMHCA, LMFT or LMFTA. Associates will need their current clinical supervisor to be engaged remotely.

**Social Work Student**

Participate in the Social Work role under the guidance of a licensed provider.

**(V) VISION ASSIGNMENTS****Eyeglasses Processing**

Ensure an eyeglasses order form is accurate and is entered into Essilor Vision Foundation's online order system so the eyeglasses can be fabricated. Opticians and opticianry students preferred.

**Ophthalmic Support**

Ophthalmic technicians and ophthalmology students help with screenings, exams, and general patient management.

**Optical Dispensing**

Opticians and opticianry students help with frame selection, dispensing of readers, ordering prescription eyeglasses, and general patient management.

**Optical Pre-Testing**

Eyecare professionals and students help with triage, visual acuity screening, auto-refraction, and lensometry.

**Optometric Support**

Optometric technicians and optometry students help with screenings, exams, and general patient management.

**Vision Medical Evaluation**

Provide the medical portion of the eye exam using slit lamps and OCT.

**Vision Refraction**

Provide the refractive portion of the eye exam.

**STUDENTS**

Seattle/King County Clinic is not an accredited educational program. We welcome students, however:

- The criteria for participation varies by discipline.
- Student spaces are limited.
- Students may be restricted in their involvement in direct patient care.

Regardless of the assignments available to them, the patient interaction students will have in this dynamic environment is a great learning opportunity.

Please review the chart below to see who is eligible to sign up in a student capacity.

Students who are already licensed/credentialed in another healthcare field will likely have more opportunity to provide direct patient care by registering under that license/credential rather than as a student.

Assignment availability is greatest on Thursday and Sunday.



Due to the personal information required, including signing a liability waiver, students and faculty must register individually, we are not able to register them as a group.

Students who do not meet the criteria are encouraged to register under the Profession/Classification “General Support” so they can still experience the Clinic and contribute to serving people in need.

Faculty supervision does not need to be 1:1. Faculty must register at least 2 weeks before the Clinic. If not, or if they fail to show for their supervisory assignment, students will be moved from their assignments.

School coordination is important when faculty supervision is required, and/or many students are anticipated in a given discipline (from one or more than one school). In either case, a school representative should contact Clinic organizers well in advance to discuss arrangements at 206-615-1835 or [SKCClinic@seattlecenter.org](mailto:SKCClinic@seattlecenter.org)

<b>Student Type</b>	<b>Year in School</b>	<b>Faculty Supervisor Required</b>	<b>Notes</b>
Dental Assisting Student	All	No	School coordination desired
Dental Hygiene Student	All	No	School coordination desired
Dental Student	All	No	
Dietician/Nutrition Student	Intern/Graduate Level	No	
Medical Assisting Student	Senior Level	No	
Medical Student	All	No	
Nursing Student	All	Some instances	School coordination required
Ophthalmology Student	Final Year	No	
Opticianry Student	2 <sup>nd</sup> Year	No	
Optometry Student	Final Year	No	
Paramedic Student	All	No	
Pharmacy Student	Intern	No	
Physical Therapy Student	2 <sup>nd</sup> Year +	No	School coordination desired
Psych/Mental Health Student	Graduate Level	Yes	School coordination required
Public Health Student	All	No	
Radiography Student	Final Year	Yes	School coordination required
Social Work Student	Masters 2 <sup>nd</sup> Year	No	
Sonography Student	Final Year	Yes	School coordination required