

# SEATTLE/KING COUNTY CLINIC 2018

## Vision 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)**

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

### Vision 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.

- Michael Brush, MD – Vision Director
- Lynn Girdlestone, COA, OSA, OSC – Vision Director
- Nicole Askarian, LDO – Vision Director
- Anndrea Grant, COMT – Vision Assistant
- Laura Ogas, COT – Vision Assistant
- Sarah Green, LDO – Vision Assistant
- Christine Lindquist, MPH – Vision Exit and Records Lead
- Mandi Lewis - Vision Exit and Records Lead

### Vision Services

Seattle/King County Clinic offers visual acuity tests, refraction, slit-lamp exams, glaucoma screening, pupil dilation, readers (1.0+ to 3.5+ in half-step increments) and prescription eyeglasses. Patients can bring an eyeglass prescription (no more than 1 year old) and just receive prescription eyeglasses.

### Arrival & Parking

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 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 Vision Director before you leave for the day, so they can determine remaining patient 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. Scrub pants with sneakers are acceptable. Many hours will be spent moving up and down out of chairs and on KeyArena's concrete floors. Volunteers have found compression socks can lessen "leg-weariness." For safety reasons, please wear closed-toed shoes. Some areas of KeyArena can feel a cool for volunteers, so long sleeve shirts or layers are helpful. T-shirts will be provided to distinguish volunteers from patients, please wear them.

### What is Provided & What to Bring

Equipment:

- Tumbling E Charts
- Auto Refractors
- Auto Lensometers
- Manual Lensometers
- Phoropters/Refracting Lanes
- Retinascopes (a few)
- Ophthalmoscopes (a few)
- Penlights
- Slit Lamps
- Heidelberg Spectralis O.C.T.
- BIOs, 20D Lenses & 90D Lenses (a couple)
- Tonopens & Probe Covers
- Pupilometers

Onsite medications: Proparicaine 0.5%, Tropicamide 1%, Phenylephrine 2.5%, Cyclopentolate 1%, Fluorescein Strips, Artificial Tears

Please bring:

- Your own BIOs, fundus lenses (20D & 90D), retinoscope, as desired
- Other preferred equipment, as desired
- Your NPI#, as appropriate

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. Patients should feel the same level of respect and care as they would at your own office.

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.

When patients arrive in the vision area they will have been through Patient Registration and Patient Intake (vitals and medical history). 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.

**NO PATIENT IS TO RECEIVE SERVICES WITHOUT A BLUE VISION RECORD** (a sample is available at [seattlecenter.org/orientation](http://seattlecenter.org/orientation)) If a patient is missing the form, please send them to Vision Exit so it can be resolved.

Clinic patients receive eye care services by progressing through a series of stations. Upon completion of one station, patients are directed to the next appropriate station for their needs. All patients need to conclude their visit at Vision Exit.

Different volunteers staff each station according to the professional expertise required. Volunteers need to sign on the front page of the patient record when a service is completed.

- Station 1 – Vision Triage (Chief Complaint)
- Station 2 - Visual acuity
- Station 3 - Lensometry
- Station 4 - Auto-refraction
- Station 5 - Tonometry
- Station 6 – Refraction, Confrontational exam, EOM
- Station 7 – Slit-lamp exam
- Station 8 – Optical/Frames & Readers
- Station 9 – Vision Exit

When you initially meet a patient, please review the medical history section of the vision record to note any existing conditions that may need to be explored further, as well as reviewing findings from providers at other vision stations.

Remember to be attentive to communicable issues so we don't cross-contaminate equipment and conditions like narrow angles so we don't cause the patient unnecessary pain. Signs and symptoms of acute angle closure (severe eye pain, nausea and vomiting, headache, blurred vision, seeing haloes around lights, profuse tearing, etc.) should be attended to immediately.

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

**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.**

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

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

For doctors who will be doing refractions, it is imperative that everyone write neatly and clearly. All spectacle Rx will need to be in a 3-digit format for sphere, cylinder, and axis (i.e. OD -2.00 -0.75 x 010). Technicians performing refraction will need to have their refractions signed off on by an OD or MD.

Please help us to make the best use of the prescription eyeglasses we are able to provide. If a patient can be served with a pair of available readers, do not order prescription eyeglasses. Once a patient sees prescription eyeglasses listed on their vision record, it can be difficult to convince them that readers will sufficiently meet their needs.

For opticians who will be doing spectacle Rx orders, it is also imperative that you write neatly and do not use abbreviations for sphere, cylinder, axis etc. as non-professional volunteers will be entering this information into the Essilor ordering system and will not know how to interpret abbreviations. Also document the frame style, size, color, name etc. as completely as possible to aid in replacement if damage should occur in transit or during fabrication.

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

Any patient who has been issued a prescription for medication should be sent to see the volunteer pharmacists by Vision Exit. Pharmacists will review any written prescriptions for legibility and completeness, as well as counsel patients on medication use. Clinic prescription pads are available from the Vision Exit Lead if providers need to write prescriptions to be filled offsite. For security reasons, pads will need to be checked out. DO NOT pre-sign the prescription sheets. Please keep a close eye on prescription pads; unused and carbon copies need to be returned to the Vision Exit Lead at the end of each day. It is our policy not to prescribe narcotic drugs.

Remind patients it is important to turn in their blue vision record at Vision 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.

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

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

### 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 the Vision Directors.

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

- Ophthalmologists and Optometrists 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!