

## SEATTLE/KING COUNTY CLINIC 2020 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 need. Flexibility and group effort create the smoothest operation possible.

Based on the Profession/Volunteer Classification you enter in the volunteer registration system, you'll be shown the assignments you are eligible to fill. That may be in (D) Dental, (G) General Support, (M) Medical, (R) Healthcare Resource and/or (V) Vision. The list of options may be long, be sure to scroll until you reach the bottom!

**The full length of each shift (check-in time to end time) is indicated next to each assignment in the volunteer registration system. We are counting on your participation for that entire time.**

When reviewing the list of assignments, if you see the term **"Waiting List"** next to an assignment name that means it is currently full. In this case you have 3 options:

1. Choose a different assignment.
2. Choose that assignment and be put on a wait list. If you are only on the wait list, you are not scheduled to participate unless an opening\* occurs.
3. Choose that assignment and be put on a wait list. **Then select an alternate assignment.** In this case you are scheduled for the alternate assignment unless an opening\* occurs for your wait-listed assignment.

\* If an opening becomes available in your wait list assignment and you are moved into it, you will receive an email notice of this change and any alternate assignment will be canceled.

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

If you're unclear about any part of the registration process, 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 Operations Support (Dental Experience Not Required)**

Help clean and reset dental stations on the dental floor following patient treatment. Knowledge of dental supplies can be helpful but is not required. People in this assignment must have Bloodborne Pathogen (BBP) training either through an official 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 strongly recommend that volunteers should be vaccinated for Hepatitis B.

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

Help clean and sterilize dental 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 official 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 strongly 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 – Oral Medicine**

Consult on discoveries of potential medical conditions found during triage, x-ray or treatment.

**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 complete an initial oral exam, order and review patient x-rays and determine the top treatment priority.

### **Student – Dental, Hygiene or Assisting**

Serve in a support capacity as assigned by Clinic Leadership, this may include Assisting, X-Ray, Sterilization & Supplies, Dental Operations Support 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 and students are also welcome to fill these roles as their background often provides added benefit. General Support volunteers should also look at the (D) Dental, (M) Medical and (V) Vision assignment descriptions as some do not require healthcare experience.

### **Break Room & 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. Handout items from locations throughout the Clinic to ensure participants are getting much needed sustenance.

### **Checkout & Access (Various Areas)**

With care areas located in separate buildings, managing access to the buildings and associated patient paperwork is critical. Each area of the Clinic is assigned a pool of volunteers to assist with Checkout and Access. Leads will orient and oversee volunteers serving in this assignment and volunteers may be rotated between these roles. Healthcare experience is not required but can be a useful skill. Intermediate computer skills are necessary. **This assignment is the same regardless of the area (dental, medical, vision etc.) where it is located, therefore, if the assignment for one area is full, please select a different area.**

- **Checkout** volunteers confirm that a patient's paperwork is complete, processes any additional documentation that is needed, and collects a patient's records before they leave the area.
- **Access (Building Entrance & Exit)** volunteers help to confirm people entering a building have the right credentials and/or paperwork. Before exiting a building, volunteers confirm that requisite paperwork has been collected and helps patients connect with escorts to take them to their next destination.

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

Each area of the Clinic is assigned a pool of volunteers to serve as Escorts and Waiting Area Monitors. Volunteers may be rotated between these roles, including escorting patients outdoors between buildings, and should expect long periods of walking/moving or standing/being stationary. Volunteers are also instrumental at answering questions and helping to create a compassionate experience. **This assignment is the same regardless of the area (dental, medical, vision etc.) where it is located, therefore, if the assignment for one area is full, please select a different area.**

- **Escorts** take patients from one station to another within an area, or to their next desired location at the Clinic after exiting the area.
- **Waiting Area Monitors** greet patients as they arrive at a specific service area, direct them to an appropriate seat, track who is next for service, and monitor how many people are waiting.

### **Eyeglasses Processing (Optical Experience Not Required)**

Ensure the eyeglasses order form is accurate and is entered into Essilor Vision Foundation's online order system. Package the frames and order form for shipping to be fabricated. Volunteers need intermediate computer skills.

### **General Support – As Assigned**

The Clinic relies on a pool of volunteers who can be placed according to where there is the most need for support. Organizers may place volunteers in those high-need assignments in advance of the Clinic (in which case they'll receive an email showing the change to their schedule) or while onsite.

### **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 – Early AM Patient Line**

Patients often arrive late in the evening or early in the morning at Fisher Pavilion 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. 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 a Checkout Station before departing a care area. Volunteers collect records from Checkout Stations, take them to a 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**

Volunteers are the first to interact with patients in the Clinic and help to initiate a positive 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.

**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.

**(M) MEDICAL ASSIGNMENTS****Acupuncture**

Perform acupuncture services.

**Chiropractic Care**

Provide chiropractic services to patients and volunteers.

**Dermatology**

Perform skin exams, cryotherapy and other minor procedures. Consult with other providers about discoveries during patient treatment.

**EKG/ECG**

Work in a roving capacity to perform EKG/ECGs in any space 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.

**Hand Procedures (Under Development)**

Perform procedures to help address trigger finger, tendonitis, cysts and other minor hand issues.

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

Help to restock treatment spaces, 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**

Provide evidence-based assessment, counseling and referrals to services. 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 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 need. Assignments may not encompass traditional responsibilities; volunteers may work anywhere from dental sterilization or eye screening, to physical exam support or patient escorting. Organizers may place volunteers in those high-need assignments in advance of the Clinic (in which case they’ll receive an email showing the change to their schedule) or while onsite.

**Nursing Student – As Assigned**

Perform nursing duties, most likely at Patient Intake, under the supervision of a licensed faculty member. However, assignments may not encompass traditional responsibilities; volunteers may also work in roles such as dental sterilization or patient escorting.

**Nutrition Counseling**

Provide nutrition counseling services.

**Nutrition Counseling – Graduate 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 & Immunizations**

Patient Intake immediately follows Patient Registration for all patients. Nurses record patients’ vitals, take a general health history and conduct select screenings to determine if the patient can proceed for further care in the Clinic. Immunizations are also made available to patients. On-time arrival is essential for this assignment.

**Pharmacy**

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.

**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.

**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**

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

**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****Behavioral Health/Crisis & De-Escalation Response**

Provide safety de-escalation while roving throughout the clinic or when requested by staff or volunteers.

Support clinic patients and volunteers in managing crisis situations. Develop crisis assessment and safety plan with patients as needed. Requires license as a Psychiatrist, Psychologist, LMHC, LMHCA, LMFT, LMFTA, LICSW or LSWAIC. Associates will need their current clinical supervisor to be engaged remotely.

**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.

**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 - Graduate Student**

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

**(V) VISION ASSIGNMENTS****Ophthalmic Assistant/Technician (Certified)**

Serve in any one of a variety of capacities as determined by Clinic Leadership. This may include collecting chief complaints, acuity, tonometry, refraction, checking angles, and acquiring OCT images (Cirrus).

**Ophthalmic/Optometric Assistant/Technician (Non-Certified)**

Serve in any one of a variety of capacities as determined by Clinic Leadership. This may include collecting patient histories, acuity, auto-refraction or lensometry.

**Ophthalmologist**

Complete anterior and posterior segment slit lamp examination including gonioscopy and indirect ophthalmoscopy, OCT interpretation. Relay assessment and plan.

**Optician (Licensed)**

Style frames and acquire appropriate frame measurements for spectacle processing. Perform lensometry as needed.

**Optician (Non-Licensed)**

Style frames and acquire appropriate frame measurements for spectacle processing. Perform lensometry as needed.

**Optometrist**

Perform refraction, EOM measurements, pupillary assessment, tonometry, and slit lamp examinations.

**Student – Optometry, Medical or Opticianry**

Serve in a support capacity as assigned by Clinic Leadership. This may include pre-testing, assisting doctors and opticians, eyeglasses processing, or general support roles in the vision area etc.

**Vision Pre-Testing (Vision Experience Not Required)**

Nurses, nursing students, paramedics, and EMTs are needed to help with collecting patient histories and visual acuity screening. Instruction will be provided.

## **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.

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

- 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.
- 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.
- Pre-health students should register under “General Support.”
- Students (and faculty) should plan to participate in existing Clinic shifts like all other volunteers, customized schedules cannot be accommodated.
- Assignment availability is greatest on Thursday and Sunday.

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)
- Faculty supervision does not need to be 1:1.
- Faculty must register at least 5 weeks before the Clinic. If not, or if they fail to show for their supervisory assignment, students will be moved from their assignments.

<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 Student	All	No	
Nursing Student	All	Some instances	School coordination required when supervision is involved
Opticianry Student	All	No	
Optometry 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
Social Work Student	Masters 2 <sup>nd</sup> Year	No	