

SEATTLE/KING COUNTY CLINIC 2022 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 (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 or 206.615.1835.

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

(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.

Break Room & Snacks

The Clinic is a long day for both volunteers and patients. Help to keep the volunteer break area 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 Station

Volunteers confirm that a patient's paperwork is complete, process any additional documentation that is needed, and collect a patient's records before they leave the area. Healthcare experience is not required but can be a useful skill. Intermediate computer skills are necessary.

Escort & Waiting Areas

Volunteers may be rotated between these roles and should expect extended periods of walking/moving or standing/being stationary. Volunteers are also instrumental in answering questions and helping to create a compassionate experience. Appropriate shoes and attire are important to remember for this assignment.

- **Escorts** may be outdoors guiding patients between buildings or taking patients from one station to another within the vision facility. At times, Escorts may have to assist patients in wheelchairs.
- **Waiting Area Monitors** greet patients as they arrive at a specific station, 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 – Patient Line

Fisher Pavilion will open at 6:00am for patients to start receiving tickets and wait to be admitted to the vision facility. 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 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-lighted, 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 AMN Healthcare 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 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 – Patient Line (Medical Certification Not Required)

Please review the "Interpreter" and "General Support – 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. Volunteers collect records from the Checkout Station, 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 & Entry

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. 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 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

Nurse – Health Screening

Fisher Pavilion will open at 6:00am for patients to start receiving tickets and wait to be admitted to the vision facility. Prior to entering patients and their guests will be asked a series of health screening questions to ensure they are not currently experiencing symptoms of COVID-19. Additional responsibilities may require taking temperatures and/or consulting with the onsite Infection Prevention Director.

Nurse – Vision Triage

Patients will be asked a short series of health history questions before proceeding to an eye exam. This may require taking blood pressure, assisting with glucose regulation and/or consulting with the onsite Medical Director.

(R) HEALTHCARE RESOURCE ASSIGNMENTS

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 be taking patients through the steps of collecting chief complaints, acuity, auto-refraction, tonometry and lensometry. This may also include refraction, checking angles, and acquiring OCT images.

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.

STUDENTS

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

- The criteria for participation vary 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.

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
- Faculty supervision does not need to be 1:1.
- Faculty must register at least 3 weeks before the Clinic. If not, or if they fail to show for their supervisory assignment, students will be moved from their assignments.

Student Type	Year in School	Faculty Supervisor Required
Medical Student	All	No
Opticianry Student	All	No
Optometry Student	All	No
Social Work Student	Masters 2 nd Year	Yes