

Medical Clinic Overview

The information below is specific to questions we frequently receive from medical professionals. Information that is applicable to all volunteers including check-in and orientation times, a clinic map, as well as reference materials such as sample patient records, can be found at seattlecenter.org/skclinic/orientation. **Please take time to review them!**

Medical Services

Seattle/King County Clinic medical services are divided into two parts:

- 1) Services that are provided to all Clinic patients **immediately upon admission**: patient intake and immunizations.
- 2) Services that are offered in the medical clinic **after being seen in Medical Triage**: acupuncture, behavioral health, dermatology, EKGs, foot care, lab tests, mammography, nutrition, occupational (hand, wrist, elbow) therapy, primary care (including women's + transgender nonbinary health and pediatrics), physical therapy, ultrasounds, and X-rays.

What is Provided & What to Bring

We have worked with the medical leadership to identify and provide the basic equipment and supplies needed to conduct designated medical services in this temporary environment.

If desired instruments or supplies are not visible in your area, talk to your Lead to determine if those resources are available. Your flexibility, creativity and understanding are appreciated.

Please bring as desired or appropriate for your assignment(s):

- Bolster
- Eye protection, loupes, and/or headlamps
- NPI#
- Stethoscope (highly recommended)
- Other preferred instruments, supplies, and/or reference materials

Keep your belongings safe by labeling them with your name and keeping track of them throughout the day. We are not responsible for articles that are damaged, lost or stolen.

What to Expect

PATIENT INTAKE:

When patients arrive, they will have been through Patient Registration and should be in possession of their patient record(s): purple = intake, yellow = medical, pink = dental, blue = vision. 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.

Intake volunteers will take blood pressure, temperature, and glucose if the patient is diabetic. They will screen for Active TB, Measles, as well as document the patient's basic health history including allergies and current prescription medications on the Intake Record (a sample is available at seattlecenter.org/skclinic/orientation).

If a patient has Active TB or Measles symptoms, immediately alert the Patient Intake Manager.

The Patient Intake Manager should be alerted for any **dental patients who have BP and/or glucose that is elevated** past the point indicated on the Intake Record. Additional consultation is required.

Before a patient leaves Intake ask them if they are interested in receiving vaccinations (must be 18 years of age or older). If so, direct them to the nearby Immunizations station. This year we will offer: COVID-19 Booster, Flu, Hep A, Hep B, Hep A/B, MMR, Shingles (limited quantity), and Tdap.

Based on the colored record(s) that they have in their folder, patients can choose which of the care areas they want to pursue first.

Before leaving Intake, the patient's Intake Record will need to be scanned.

IMMUNIZATIONS:

Please familiarize yourself with pages 1-3 of the Medical Record at seattlecenter.org/skcclinic/orientation.

Upon arrival to an immunizations station, patients will meet with a vaccinator and a WAIS Data Entry volunteer (WDEV). The WDEV will look up what immunizations patients are eligible to receive, go through the list of screening and consent questions, provide the appropriate VIS or EUA materials, and enter relevant information in WAIS and on the patient's yellow Medical Record. Then the vaccinator will administer the vaccine(s) and also complete documentation on the patient's Medical Record.

An immunizations station is also available for dental patients in the Exhibition Hall. Patients may receive immunizations before being seen in Dental Triage or after dental services are received and they have checked out. If stationed here, your Lead will provide you with additional workflow instructions.

Remind the patient to turn in their yellow Medical Record, even if they don't seek other medical services, at Medical Checkout or any Clinic Exit before leaving for the day.

MEDICAL TRIAGE & SERVICE AREAS:

Please familiarize yourself with the Medical Triage Reference Guide and the Medical Record (available at seattlecenter.org/skcclinic/orientation). While the Medical Record contains many pages, there are a limited number of sections relevant to each provider. Please review:

- Cover page which lists each service, and is the place to document completion and quantity of services provided
- Health history and triage (additional health history is listed on the Intake Record)
- Your designated section
- Lab and imaging order forms

It is impossible for us to gauge when patients will appear in the medical clinic and with what needs. However, it can be assumed that patient flow will be **lighter in the morning and will pick up greatly in the afternoon**.

The medical clinic has a variety of set-ups for service locations. Individual rooms are not available for all services. We have done our best to account for separation and privacy in this environment but still we ask for your thoughtfulness when discussing personal and sensitive topics.

For most medical services, the waiting area for patients **will not be right by your service location**. So that patients don't get lost in McCaw Hall, most of the waiting has been centralized in the Grand Lobby (along with Medical Triage, resource services, patient snacks, and Medical Checkout). Patients will be escorted to a service location as providers have openings. Please be aware, just because you don't see a lot of patients doesn't mean there aren't many waiting in the Grand Lobby!

Please don't hoard instruments and supplies; doing so will mean there aren't enough for others to use. Take what you need at minimum and restock as required.

Upon arrival in the medical clinic, patients will meet with a Triage provider who will further explore the patient's medical history, chief complaints and interests, as well as conduct depression, substance abuse, alcohol abuse and glucose screenings. Triage providers will help route patients to medical services (based on interest, availability, and wait times), other medical providers may also route/recommend additional medical services. **Patients can pursue as many medical services as desired within that day**. We strongly encourage patients to **prioritize diagnostic services** that are ordered.

NO PATIENT IS TO RECEIVE SERVICES (OTHER THAN IMMUNIZATIONS) IN THE MEDICAL CLINIC WITHOUT A 12-PAGE YELLOW MEDICAL RECORD. If a patient appears with only the first cover page of the Medical Record, or no Medical Record at all, please have them escorted to Medical Triage so it can be resolved.

For the safety of both patients and volunteers, **a primary and support provider should be present during all physical exams.**

DO NOT promise patients additional services or authorize them to come back on a subsequent day without receiving authorization from a Medical Director. Patients can always wait in line for a ticket on a subsequent day to pursue more services.

Once you have completed a patient procedure, please **fill out all sections of the Medical Record relative to the treatment provided**. This will be reviewed during the onsite orientation and written prompts are in the Medical Record itself. This is important for routing patients, tracking services provided at the Clinic, and for ensuring follow-up care.

Providers may use the white form included in the patient's green folder called **Healthcare Resources & Visit Recommendations** (a sample is available at seattlecenter.org/skclinic/orientation) to make notes for patients about their treatment, recommend onsite resource services such as social work or health insurance assistance, and/or recommend offsite resources and educational materials that may benefit the patient.

Clinic prescription pads are available from Medical Checkout. Please **keep a close eye on prescription pads;** unused and carbon copies need to be **returned to Medical Checkout at the end of each day**. DO NOT pre-sign the prescription sheets. It is our policy **not to prescribe opioids** or new prescriptions for behavioral health medications.

Any patient who is issued a prescription should see the pharmacist located next to Medical Checkout. Pharmacists will review prescriptions for legibility and completeness, as well as counsel patients on medication use.

Remind patients it is important to turn in their yellow Medical Record at Medical Checkout. Checkout volunteers will ensure the patient understands any post-care instructions and that their Medical Record is complete before releasing the patient. They will seek providers for clarification as required; please be responsive to their requests.

STUDENT PARTICIPATION PARAMETERS:

Seattle/King County Clinic is not an accredited educational program. We welcome health profession students however participation in a clinical capacity varies by discipline and student involvement in direct patient care is **limited to the parameters established by Clinic Leadership**. Students, clinical volunteers, and faculty are advised:

- Students should not extend beyond the scope of responsibilities of their registered Clinic assignment, whether clinical or non-clinical in nature.
- Students who are licensed/credentialed in a clinical field should not extend beyond the scope and limits of their current license/credential.
- Students are not permitted in treatment rooms for observation or to provide clinical care or support, unless it is part of the responsibilities of their registered Clinic assignment.
- Licensed/credentialed volunteers and faculty are not permitted to redirect students to any role or capacity beyond their registered Clinic assignment.
- Any questions about the parameters of student participation should be directed to Clinic Leadership.

Emergencies, Injuries & Behavioral Health

- EMT's will be on site in the event of an emergency. Immediately notify the nearest Seattle/King County Clinic leadership team member in a green or orange SKCC t-shirt if an emergency occurs.
- Notify the nearest Lead in an orange or green t-shirt in the event of any injury or accident.
- Alert a Clinic Lead if you need behavioral health support or security.

Additional Questions?

This document cannot possibly cover all details about the Clinic. Please do not hesitate to direct additional questions to Clinic Leadership. Thank you again for your contributions and compassion!