

TRINITY CLINIC OPERATING POLICIES AND PROCEDURES

REGISTRATION

POLICY: Anyone, regardless of financial situation, seeking service at Trinity Clinic for the first time will be seen.

PROCEDURE: When a patient arrives at the Clinic, a volunteer will welcome the patient and determine whether this is a first visit or if the person is an established patient. If this is an initial visit, the volunteer will assist the patient in completing the registration forms. If the patient has been seen at the Clinic in the past, the volunteer will obtain the patient's file and confirm that the printed registration information is correct.

REVIEW

POLICY: After the initial visit, an assessment will be made to determine if the individual qualifies for continued care. This assessment will also serve to outline what services provided by Trinity Clinic will suit the needs of the individual.

PROCEDURE: When a person establishes that he or she is a regular patient at the Clinic, the patient's chart will be reviewed by the Clinic Board every 6 months to assess the need for care and patient cooperation and compliance with the health care plan recommended by the medical personnel at the Clinic.

Upon the determination that the individual does not qualify for any continued care or assistance from Trinity Clinic, the individual will be provided information for other healthcare agencies or physicians from whom they may be eligible to receive care or assistance.

SERVICE AREA

POLICY: Trinity Clinic will serve the people of Hughes County and the town of Allen.

PROCEDURE: The staff of the clinic will endeavor to serve every person in the service area who requests medical assistance, however, priority will be given to those people living in the town of Calvin and southern Hughes County.

VISION

POLICY: Trinity Clinic seeks to help members of the community in body, mind, and spirit. The clinic will serve as a healthcare/pharmacy provider, an education facilitator, and as a means for spiritual guidance.

PROCEDURE: The Clinic will be open each Wednesday evening from 6 p.m. to 9 p.m. and as necessary to meet community needs. The Medical Advisory Board will determine any needed additional hours of operation.

Under the authority of Calvin First Baptist Church, the Clinic will serve as a liaison between patients and the church in the provision of educational classes to address physical, emotional and spiritual needs.

A spiritual counselor will be available during the hours of Trinity Clinic operation.

VOLUNTEERS

POLICY: Volunteers will provide the services of Trinity Clinic.

PROCEDURE: The volunteers will include healthcare providers, health educators, life-skills instructors, and spiritual counselors. When a volunteer position needs to be filled in the Clinic, the Clinic Board will consider all completed volunteer application forms in making the decision to fill the position.

MEDICAL RECORDS

POLICY: Federal HIPPA guidelines will govern patient confidentiality

PROCEDURE: In releasing medical record information for review purposes, the following will apply:

- A valid authorization from the patient or patient's legal guardian will be required.
- The chart must be complete.
- The review must take place in the presence of appropriate Clinic personnel.
- Nothing may be added to, changed or taken from the original record.
- Release of copies of the medical record to a patient or third party may be authorized only by written consent of the patient or patient's legal guardian. Documentation of such consent shall be retained on the medical chart.

Every action that transpires related to the treatment of a patient must be accurately noted in the patient's chart. The medical professional initiating the activity will be responsible for the medical notation or record. Volunteers may assist at the request of the doctor, nurse, or pharmacist.

OCCURRENCE REPORTING

POLICY: Any unusual incidence will be noted documented and reported by the observing volunteer.

PROCEDURE: An occurrence is defined as any happening that is not consistent with the normal or usual operation of the Clinic and its departments. Injury does not have to occur. The potential for injury and/or property damage is sufficient for an occurrence.

Any volunteer involved in or observing an unusual incidence is responsible for initiating a report. An occurrence report form should be completed and given to the Clinic Director or her appointee. The Director will obtain any additional information and a review of the occurrence will be undertaken at the next board meeting.

MEDICAL ADVISORY BOARD

POLICY: The Medical Advisory Board of Trinity Clinic has total decision-making powers for the operation of the clinic.

PROCEDURE: The Advisory Board consisting of five members and the director will meet regularly as necessary to conduct clinic business. At the end of each clinic year of operation, two members will rotate off the board, and two new members will be elected by the church body.