

First Visit-

Regardless of the above financial situation, anyone seeking service at the Smith Medical Clinic for the first time will be seen, unless they have a healthcare provider in the area and are using the clinic for convenience. During that visit, an assessment by the healthcare provider will be made to determine if the individual qualifies for continued care. Upon that determination the individual will be so advised. If not qualified to receive continued assistance at the Clinic, the individual will be referred to at least one other health care agency or physician from whom he or she is eligible to receive care.

All patients are considered "walk-ins" and will be seen in the following manner: 1) Emergency Patients- those patients are screened by the nurse and require immediate medical treatment by a healthcare provider; 2) Non-Emergency-those patients whose illness/injury will not be hindered by any delay in treatment.

Procedure-

When a patient arrives at the Clinic they will be met by a volunteer who will welcome them and determine whether they are visiting for the first time and/or are 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 their file and confirm that the printed registration data is correct.

If the patient has an appointment, the lay volunteer will advise the nursing staff of the patient's arrival..

OCCURRENCE REPORTING

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.

It is important to document all occurrences that take place involving patients, visitors, employees and/or volunteers This provides a system for identification and follows up for occurrence prone areas and to provide a warning mechanism of a possible problem

Any employee or 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 their appointee. The Clinic Director will obtain any additional information and a review of the occurrence will be undertaken at the next staff meeting.

Volunteer Applications

The employment process will be coordinated with the Clinic Administrator and/or Medical Director. The Clinic Administrator will work with the person requesting the employment/volunteer position to select the most qualified applicant and will assist in making the final decision on the hiring of all employees or use of volunteers.

- Applicants for employment/volunteer positions are accepted through the Clinic Administrator. All applicants must complete the Clinic's application form. The Clinic Administrator will review qualified candidates to appropriate areas for interview and final selection.
- Employment references and licensure, if applicable, will be verified. Falsification of information on an employment/volunteer application form will disqualify an applicant for employment and is grounds for immediate discharge should such information be discovered after an individual has been hired.
- Each new employee/volunteer will receive a confirmation call from the Clinic Administrator confirming the terms and conditions of the employment /volunteer position including pertinent information regarding the position.

CONSENT FORMS

Consent forms, in non-emergency situations, should be signed by the adult (persons eighteen years or older) seeking medical treatment who is not under a disability impairing his/her decision making capacity. If the adult is legally incompetent to sign, a legal guardian should sign.

If a minor is seeking medical treatment, the consent form should be signed by either parent. If the parents are divorced, the consent form should be signed by the parent who has legal custody of the minor. In instances where there is a court appointed guardian, he/she may execute the consent form.

EXPLOITATION

The suspected physical abuse, sexual abuse, neglect, or exploitation of a child, adult over 60, or any person with mental retardation or developmental disability will be promptly reported to the appropriate authority for investigation. Any Smith Medical Clinic employee/volunteer who has reason to suspect abuse or neglect may have occurred shall make a report to the Clinic Administrator or in his/her absence the Medical Director.

If the suspected abuse/neglect/exploitation appears to be of a current nature and may involve the party accompanying the patient, the authorities should be notified while the patient is still on the premises.

REVIEW OF PATIENT MEDICAL RECORDS

All requests for release of patient information, including request to review a patient's record, should be referred to the Clinic Administrator and/or Medical Director. 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 an appropriate Clinic employee.
- 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.

Medical Clinic Director

The purpose of the Volunteer Services Coordinator and/or the Clinic Administrator is to maintain a resource pool of loyal, dedicated citizens who will voluntarily provide non-medical, medical, complimentary and supportive services to the Smith Medical Clinic. Volunteers provide services which complement and support the professional health care services being provided in the Clinic.

The Volunteer Services Coordinator and/or the Clinic Administrator has the following responsibilities:

- Inter and intra-departmental planning for all in-house volunteer services,
- developing and establishing goals, objectives, policies and procedures which govern in-Clinic volunteer services,
- developing volunteer services in response to needs expressed by Clinic employees,
- assisting Clinic employees with the development, implementation, and supervision of volunteer activities under their areas of responsibility,
- recruiting, screening, orienting, placing, and arranging for the training, supervision, evaluation, and recognition of individual volunteers,
- evaluating the volunteer services being provided by the Clinic volunteer corps,
- providing volunteers opportunities for personal and career development,
- ensuring compliance with Clinic, city, county, state, and federal policies which apply to volunteers, and,
- recognizing, either as individuals or as a group, volunteers and employees who work with volunteers who actively strive for excellence in volunteer services.

Clinic employees who are considering or requesting the involvement of volunteers in their areas shall.

- contact the Volunteer Services Coordinator and/or the Clinic Administrator to arrange for the involvement of the volunteer(s),
- be willing to discuss or provide a description of the assignment for which the volunteer assistance is being considered,
- be willing to discuss, clarify, negotiate, and possibly provide the supervision and training that may be required for the volunteer(s) to effectively fulfill a volunteer assignment,
- be willing to participate in an ongoing evaluation of the volunteer service being provided, and
- be willing to participate in a recognition of the individual, or group of volunteers, providing the voluntary services.

