

# MEDICAL CLINIC VOLUNTEERS

**To serve patients in need throughout Puget Sound, we depend on a diverse group of volunteers for each weekly clinic (mobile or fixed). Below, you can find descriptions of the unique roles where volunteers can serve.**

Volunteers typically sign up to serve 1-2 times monthly for a 5-hour shift during a clinic's operating hours. We ask for a 1-year commitment from volunteers and provide training specific to the position, including: Patient Confidentiality (HIPPA) & Blood-borne Pathogens training, Electronic Health Record (EHR) software training, and shadowing opportunities alongside an experienced volunteer in your desired position.

**For more information, please contact our Volunteer Coordinator at (206) 899-4754, or email [volunteer@pschristianclinic.org](mailto:volunteer@pschristianclinic.org). Our volunteer application is available on our website at [pschristianclinic.org](http://pschristianclinic.org).**

## **Patient Care Coordinators (Receptionists/Schedulers)**

Patient Care Coordinators facilitate a positive experience for everyone. They can volunteer in reception, patient scheduling or *both*! In reception, they set-up the front end patient area prior to the start of the clinic, greet patients, collect donations, ensure patient paperwork is completed correctly, enter new patient information into our EHR program, answer phones, and schedule follow-up appointments. In scheduling, they ensure our patients secure an appointment. They accept incoming clinic calls, review patient messages, return phone calls promptly, screen patients for eligibility, ensure the care they are seeking is available at PSCC and schedule the patients accordingly. This is done in collaboration with PSCC staff in the office for support. Patient Care Coordinator applicants should be organized, detail oriented, friendly, patient, work well with others, have excellent phone skills, and possess basic computer skills.

## **Mobile Clinic Drivers**

Mobile Clinic Drivers need to have a class A or B Commercial Driver's License. Our drivers take our mobile medical clinic to our various sites and special events.

## **Patient Advocates**

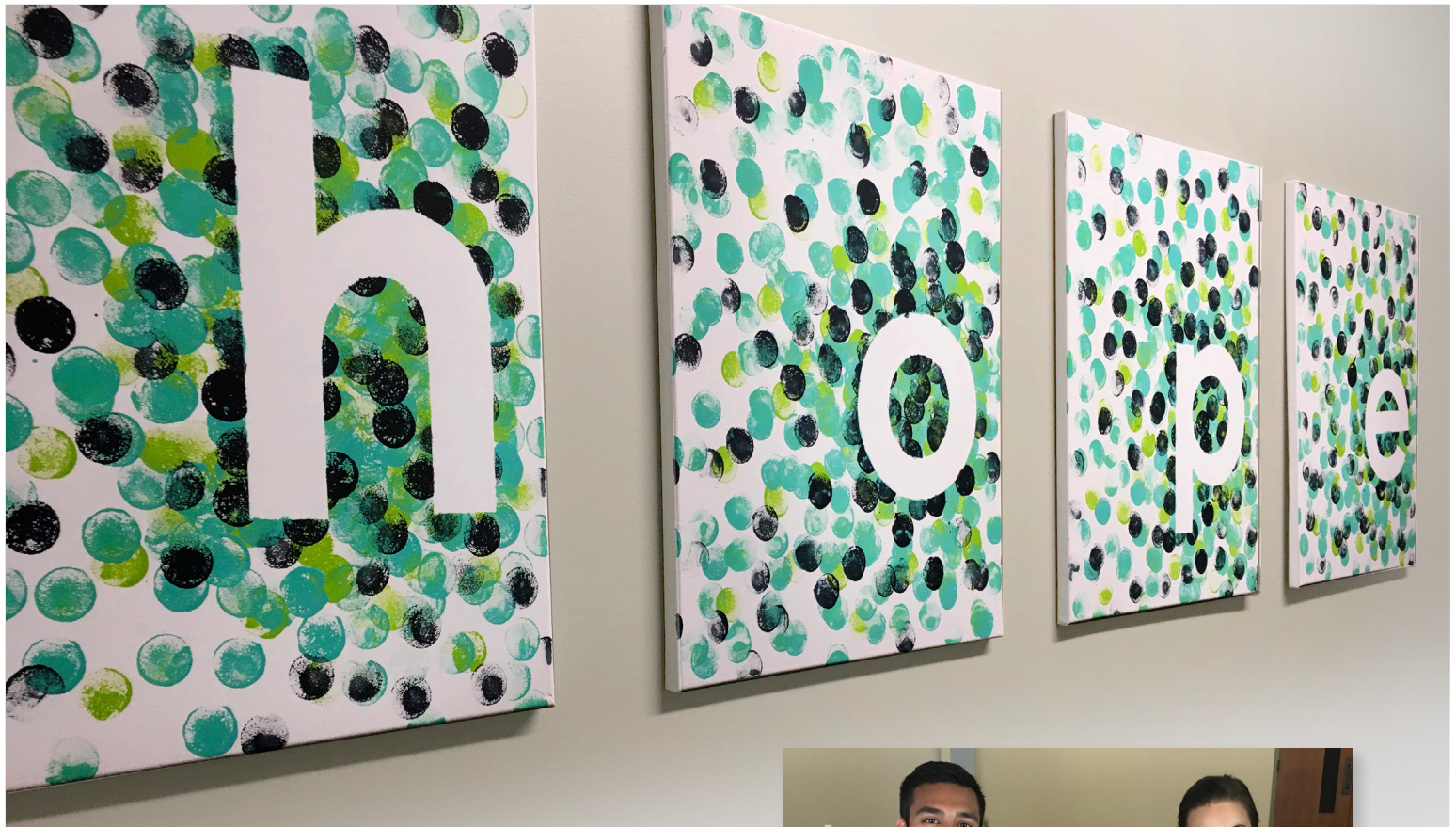
Patient Advocate volunteers serve during clinic hours and address our patients' holistic needs. Primary responsibilities include listening to patient concerns, praying with patients, and connecting patients with additional resources within their community (i.e. food banks, shelter, utility bill assistance programs, local churches, etc.). Patient Advocate volunteers should be kind, compassionate and comfortable connecting with patients on a deeper level.



## **Medical Providers and Specialty Providers**

Medical Providers provide primary health care during clinic hours. PSCC providers are family physicians, internists, nurse practitioners, and physician's assistants. We also have providers who specialize in podiatry, cardiology, physical therapy, optometry, chiropractic care and nutrition/diabetic education. All providers must be licensed and have malpractice insurance. **Note:** For licensed volunteers who do not have malpractice insurance, it is available free of charge through WHAA. PSCC will assist our volunteer providers in obtaining this insurance.

**THANK YOU FOR SUPPORTING YOUR COMMUNITY**



### Nurses/MA/CNA

Nurses provide nursing services to patients during clinic hours and assist with special events like health fairs screening in the community. RN's, LPN's, MA's, CNA's are needed. All nurses must be licensed and have malpractice insurance. **Note:** For licensed volunteers who do not have malpractice insurance, it is available free of charge through WHAA. PSCC will assist our volunteer providers in obtaining this insurance.

### Case Managers

Case Managers help our patients access lab tests, diagnostic tests, and specialty care. Volunteer opportunities for this position occur during both clinic and non-clinic hours. Generally, case managers are nurses or have some medical knowledge/background.

### PAP Assistants

Pharmacists, pharmacy technicians, and even non-pharmacy professionals help our patients access lower cost prescription medications. Most often, this involves helping the patient to complete the Patient Assistance Program (PAP) forms necessary to obtain medication through pharmaceutical companies. Patient advocates must possess basic computer skills, basic phone skills, be detail oriented, and work well with others.

### Translators

We serve many patients that have specific language needs. Our translators help at clinic with reception, as a patient advocate, and medical translation during the medical appointments. Outside of clinic hours, translators are needed to assist with patient scheduling and translation of patient materials.



### Site Coordinators

The Site Coordinator is a liaison between PSCC and the host site from which the mobile clinic operates in a given community. Responsibilities of the Site Coordinator include communication with partner organizations in the community, ensuring smooth operations of the clinic, and scheduling volunteers for the clinic at their assigned site. Each site has two to three coordinators who partner with each other.

### Off-site Clinic Volunteers

There are many tasks that must get done both prior to and after clinic hours. Many off-site opportunities are available including providing meals/snacks for volunteers, administrative assistance or volunteer program support.

***The above positions are our most common needs but not necessarily all of the volunteer opportunities available. If you have a suggestion for something you would like to bring to the clinic, do not hesitate to contact us!***