

# LAHAI HEALTH MEDICAL VOLUNTEER HANDBOOK



Lahai  
HEALTH

## Contents

<b>Contents .....</b>	<b>ii</b>
<b>A Message from the Executive Director.....</b>	<b>1</b>
<b>Welcome to Lahai Health Volunteer Team.....</b>	<b>2</b>
<b>Section 1 - Lahai Health Overview.....</b>	<b>3</b>
Mission .....	3
Vision.....	3
Who We Are.....	3
Our Story .....	3
Our Services .....	4
Medical Care .....	4
Dental Care.....	4
Mental Health Counseling.....	4
Clinic Locations.....	4
Alderwood Compassion Center .....	4
Community Life Center .....	4
St. John United Lutheran Church .....	4
North Seattle Church.....	4
Bethany Compassion Center .....	4
Connect Casino Road .....	4
<b>Section 2 – Volunteer Onboarding .....</b>	<b>2</b>
Volunteer Onboarding Checklist .....	2
<b>Section 3 – Volunteer Training .....</b>	<b>4</b>
Orientation .....	4
Practice Fusion (EHR) Chart .....	4
Role Specific Training .....	4
Shadow (Orientation) Shift .....	4
Volgistics/Vicnet.....	4
<b>Section 4 – Volunteer Roles and Expectations .....</b>	<b>6</b>
Volunteer Roles .....	6
Volunteer Classification.....	6
Volunteer Status.....	6
What You Can Expect as a Volunteer .....	6



Volunteer Expectations .....	7
Code of Conduct.....	7
Scheduling & Attendance Policy.....	7
Clinic Arrival .....	7
Annual Training .....	7
Professional Boundaries.....	7
Practitioner Credentials .....	8
Staying Informed: .....	8
Recruitment .....	8
<b>Section 5 – Additional Volunteer Information.....</b>	<b>9</b>
Christianity in Our Clinics .....	9
What This Means for Volunteers.....	9
Working Across Culture and Language .....	9
Understanding Cultural Differences.....	9
Cultural Humility .....	9
Addressing Language Barriers.....	9
Navigating Religious and Cultural Differences .....	10
<b>Section 6 - Policy and Procedure .....</b>	<b>11</b>
Policies Overview .....	11
HIPAA.....	11
Document Retention and Destruction Policy.....	11
Media Policy.....	11
Privacy Policy.....	11
Patient Rights and Responsibilities Policy .....	12
Alcohol, Drugs, and Controlled Substances Policy .....	12
Harassment and Anti-Discrimination Policy.....	12
Whistleblower Policy.....	12
Mandatory Reporting.....	12
Corrective Action Policy .....	13
Emergency Procedures .....	13
Medical Policies and Procedures.....	13
Patient Eligibility .....	13
<b>Volunteer Code of Ethics and Acknowledgement .....</b>	<b>15</b>



Volunteer Code of Ethics.....	15
Respect and Courtesy.....	15
Compassionate Care .....	15
Patient Confidentiality and Privacy .....	15
Professionalism .....	15
Integrity and Ethics .....	15
Avoidance of Harm.....	16
Collaboration and Teamwork .....	16
Competence and Continuous Improvement.....	16
Safety and Risk Management.....	16
Accountability .....	16
Acknowledgement .....	17
<b>Appendix .....</b>	<b>18</b>
<b>HIPAA Privacy &amp; Security: What You Need to Know .....</b>	<b>18</b>
<b>Patient Eligibility.....</b>	<b>19</b>
Uninsured:.....	19
Underinsured: .....	19
Medicaid “Apple Health”/Medicare.....	19
Urgent or Emergent Care .....	20



---

### A Message from the Executive Director

---

Thank you for supporting our mission to provide quality healthcare to underserved individuals and families in King and Snohomish Counties.

Today, more than half a million individuals in Washington State do not have access to health care. We know that having access to direct health care services is essential to the wellbeing and improved quality of life for everyone.

With established practice and a diverse base of staff and volunteers, Lahai Health is more impassioned than ever to keep making a difference through access to health care. Lahai Health provides care through each of our services that is intentionally modeled to be holistic and individualized for every patient that walks through our doors. While we meet the immediate healthcare needs of each person, our long-term goal is to care for the whole individual, meeting the physical, emotional, and spiritual needs of each patient.

On behalf of our Board of Directors, our staff, volunteers and patients we warmly welcome you to Lahai Health and thank you for taking the time to learn more about us!

We invite you to partner with us on mission and help make a difference in YOUR community.

A handwritten signature in black ink that reads "Dave".

David Eller

Executive Director



---

## Welcome to Lahai Health Volunteer Team

---

Volunteers are one of the greatest resources we have at Lahai Health. Our work is only possible because we rely on volunteers like you to provide critical services to people facing barriers to accessible healthcare. By engaging volunteers in direct and indirect service activities, we can expand our programs' efforts and reach more people in need.

We are excited to have you join our team and believe you will find great fulfillment in helping us provide quality healthcare to underserved individuals and families across King and Snohomish counties. You are joining a diverse team of medical, dental, and mental health professionals who all dedicate their time to making a difference in their local community.

This handbook is designed to introduce you to Lahai Health and to provide a basic overview of the practices and procedures which provide all of us – employees and volunteers – with guidance and direction.

As volunteerism within the organization grows and changes, there may be a need to modify the practices, procedures, and other information described in this handbook. When such changes occur, you will be notified by an announcement or update. It is your responsibility to keep your handbook current and stay informed about practices and changes that affect you.

If you have any questions or need any clarification of the information contained in this handbook, please contact the Volunteer Manager [volunteer@lahai.org](mailto:volunteer@lahai.org)

We deeply appreciate your time and commitment and want to ensure that your volunteer experience is both meaningful and rewarding.

Thank you again for joining Lahai Health. We're excited to work together to make a lasting impact!



## Section 1 - Lahai Health Overview

### *Mission*

Providing quality and compassionate health care to the under-served, showing Christ's love to everyone.

### *Vision*

To bring life-giving physical, emotional, and spiritual wholeness through partnering with our community.

### *Who We Are*

Lahai Health provides comprehensive primary care to low-income and uninsured residents of King and Snohomish County in the Puget Sound Region. Our services include integrated and comprehensive medical, dental, and mental health services.

### *Our Story*

Founded in 2003 in North Seattle by a group of healthcare providers, Lahai Health (formerly Puget Sound Christian Clinic) began with a vision to address the urgent need for local healthcare access. Over 20% of the population lacked medical and dental care, inspiring the creation of a nonprofit clinic dedicated to providing compassionate healthcare.

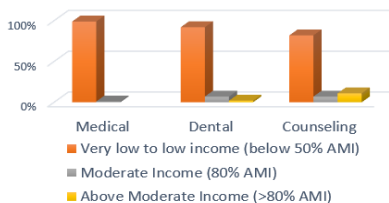
Starting with medical, dental, and mental health services, the clinic quickly grew and, by 2010, expanded through a Mobile Medical Clinic creating the opportunity to partner with organizations in the neighborhoods impacted by barriers to equitable healthcare throughout King and Snohomish County.

Our mental health services began expanding in 2013, tripling the number of patients served within three years. Recognizing the ongoing need, we continue to prioritize mental health care, especially given Washington State's ranking for adult mental health services.

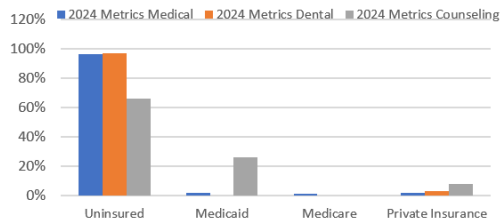
In 2016, we opened a state-of-the-art dental clinic in Lynnwood, significantly increasing our capacity to serve. This site also serves as our home base for our administrative staff. In 2019, we rebranded as Lahai Health to better reflect our commitment to inclusivity, ensuring that all underserved individuals feel welcome, regardless of background.

In 2023, we launched the Health Access Partnership to remodel our Haller Lake clinic site and expand its capacity. That project was completed in March 2024. We can now serve more patients at this site.

2024 Lahai Patient Income Metrics



2024 Lahai Patient Insurance Metrics





### *Our Services*

The following services are provided on-site by licensed/registered health professionals who volunteer at Lahai Health. Each year, our volunteers donate over \$500,000 with their in-kind services and make our care possible.

#### Medical Care

We offer comprehensive primary care services through our fixed site in North Seattle and our Mobile Medical Clinic (MMC). Patients can be seen at no cost or for a suggested \$10 donation per appointment.

Our patients have access to full medical exams, resources to obtain low to no cost prescription drugs, laboratory tests, imaging services, intensive nursing case management, and referrals to medical specialists if needed.

Additionally, we have expanded in offering several forms of specialty care within Lahi Health including individualized diabetic education, physical therapy, ophthalmology, cardiology, and chiropractic care. Our Mobile Medical Clinic operates through community partnerships. While it is equipped with 2 exam rooms, a nursing station, and intake area, we still have a need to set up a host site to accommodate a few other clinical necessities.

#### Dental Care

Dental services are provided at our fixed site in Lynnwood. Patients are seen on a highly reduced sliding scale fee based on income. With five fully equipped operatories, our patients have access to comprehensive dental exams, x-rays, cleanings, fillings, crowns, root canals, and extractions. For major restorative dental work, specialist referrals are available through a network of partners. In addition, we sometimes offer specialty dental clinics in partnership with other service providers.

#### Mental Health Counseling

Mental Health Counseling is offered weekly at both of our fixed sites in Lynnwood and Seattle. Patients can be seen at no cost or for a suggested \$10 donation per appointment. Counselors offer individual, couples, or family therapy through a "private practice" model. For any patients who request it, prayer and spiritual counseling are also available from our staff and volunteers.

#### *Clinic Locations*

##### Alderwood Compassion Center

**Every Tuesday 4:00pm – 8:00pm**

##### Community Life Center

**Every Tuesday 9:00am – 1:00pm**

##### St. John United Lutheran Church

Seattle, WA 98103

**Wednesdays 11:00am – 1:00pm Walk-In Only**

##### North Seattle Church

**Every Monday 4:00pm – 8:00pm**

**Every Friday 9:00am – 1:00pm**

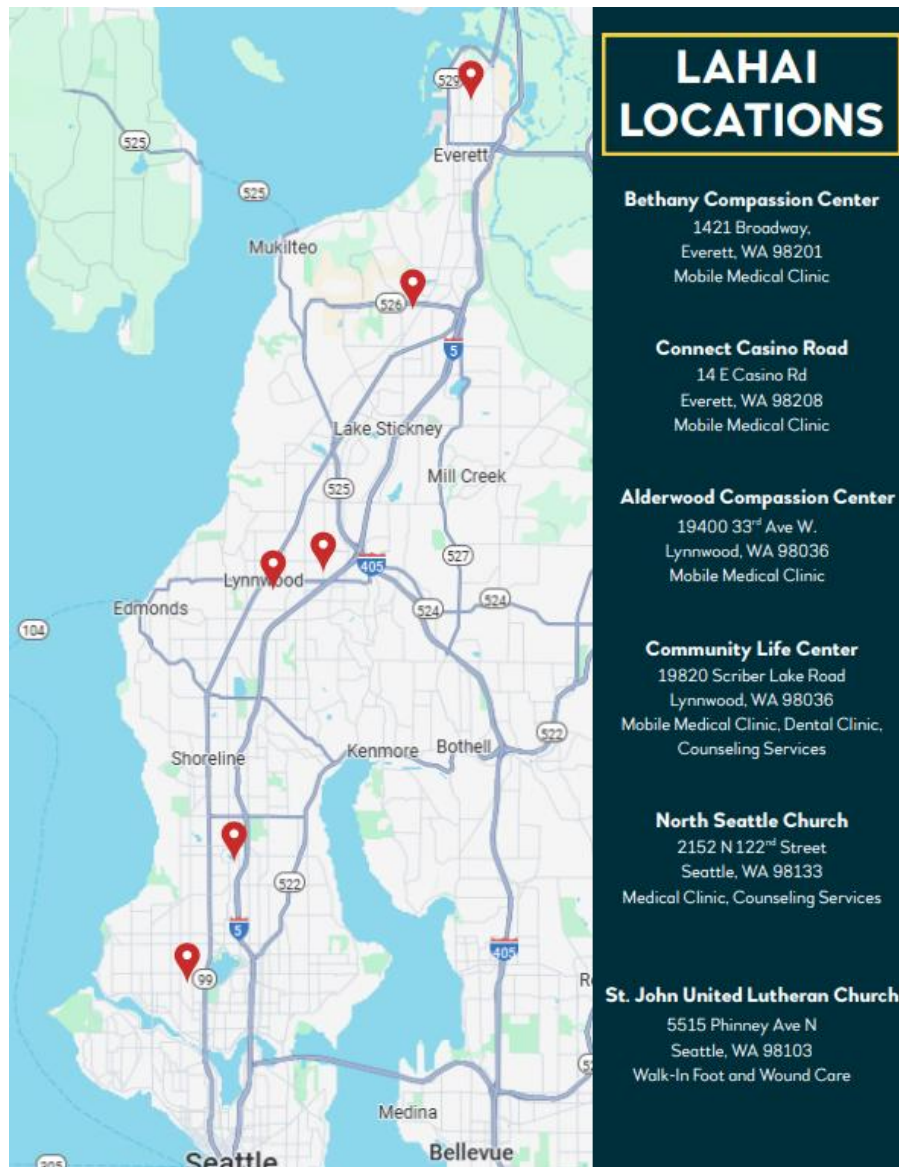
##### Bethany Compassion Center

**Thursdays (1<sup>st</sup>, 3<sup>rd</sup>) 9:00am – 1:00pm**

##### Connect Casino Road

**Fridays 10:00am – 2:00pm**





---

## Section 2 – Volunteer Onboarding

---

We value the opportunity to understand your passion, skills, and experience through our onboarding process. This ensures we can place you in a volunteer role that aligns with your strengths while supporting our mission to serve our patients with excellence. A Volunteer Onboarding Checklist has been provided below for your review.

### *Volunteer Onboarding Checklist*

- ☐ **Volunteer Application**  
Complete the application on our website. Licensed, certified, or registered roles require submission of the relevant credentials.
- ☐ **Mandatory Online Certifications**  
HIPAA Certification : Ensures patient privacy. Submit your completion certificate via to [volunteer@lahai.org](mailto:volunteer@lahai.org)  
Bloodborne Pathogens Certification: Mandatory for specific clinical roles. Submit your completion certificate via email.
- ☐ **Malpractice Insurance Verification (Licensed Practitioners)**  
Licensed volunteers can access free malpractice insurance through Washington State's Volunteer and Retired Provider Program.
- ☐ **Background Check Authorization**  
Submit authorization for background and sex offender registry checks, required before starting any volunteer role.
- ☐ **Confidentiality Agreement**  
Sign a confidentiality statement to protect private information, including health data.
- ☐ **Volunteer Handbook**  
Review the handbook and note any questions or concerns to discuss during an upcoming interview.
- ☐ **Staff Interview**  
Participate in an interview to clarify responsibilities and assess suitability for the role.
- ☐ **Role Specific Addendums and Instructions**  
Provided via email after interview. Please read through an addendum for your role and any clinic instructions provided to you via email prior to your shift. Please note that some roles require additional training specific to the volunteer role.
- ☐ **Sign Volunteer Handbook Acknowledgement Disclosure**  
Confirm you have read, understood, the Volunteer Handbook and Role Addendum, adhere to all policy and procedures within. Bring signed Acknowledgement Disclosures to Practice Fusion Training and give to instructor.
- ☐ **Practice Fusion Training (Medical and Counseling) or Fuse Training (Dental)**  
Complete training on our Electronic Health Record (EHR) system, including video and one-on-one guidance from our medical team.
- ☐ **Shadow Shift with Experienced Volunteer**



Complete at least one shadow shift for hands-on training. Skills will be assessed, and additional shifts scheduled if needed.

☐ **Self-Scheduling Setup**

After training, activate your Volgistics/VicNet account within 24 hours to self-schedule shifts. Contact [volunteer@lahai.org](mailto:volunteer@lahai.org) if assistance is needed.

☐ **Optional VicNet App Download**

Download the VicNet app for easier scheduling and communication or use a web browser.

## Section 3 – Volunteer Training

We are currently overhauling our training and orientation at Lahai Health and will continue to update you with the latest information while you are volunteering. In the interim if you find yourself feeling unsupported or feel like you need additional training, please let us know. We are happy to accommodate and assist in setting you up for success. For example, if you feel you would benefit from additional shadow shifts, we are happy to arrange additional training. You will continue to accumulate volunteer hours even during the training phase.

### *Orientation*

The Volunteer Handbook is an important document intended to help you become acquainted with the volunteer program. This handbook will serve as a guide to your service to Lahai Health. It is not the final word in all cases as individual circumstances may call for individual attention.

### *Practice Fusion (EHR) Chart*

Lahai Health uses an Electronic Health Records (EHR) system called Practice Fusion. both electronic charts for patients, clients and paper charts.

You will receive training on this software at our Haller Lake office before your first shift. A hard copy of the Practice Fusion Reference Guide will be provided at your training and will also be included with the addendum to this handbook

### *Role Specific Training*

Some roles have specific training or skills assessments. Please refer to your specific role addendum for more information.

### *Shadow (Orientation) Shift*

For your first one or two shifts, you will shadow someone in your role to gain an understanding of what is expected. After shadow shifts are completed, you can begin self-scheduling on Vicnet.

### *Volgistics/Vicnet*

Volgistics/VicNet is our volunteer portal. This portal lets you manage your volunteer account and schedule.

Using this portal will allow you to:

- See the latest news and information
- Review and update your profile information
- Receive messages
- See your scheduled shifts
- Add or remove yourself from the schedule
- Print your volunteer service history
- Opt-in to text messaging

Commented [MK1]: Revise based on the addendums

Commented [KH2]: I added these! Please review 😊

Commented [RD3R2]: Yes thank you



### Accessing VicNet

Instructions on how to set up your account will be provided via email directly after your orientation/shadow shift.

A users guide with detailed instructions has been provided to you via email to accompany this Volunteer Handbook. A digital copy for General can be accessed by clicking [VicNet Users Guide](#).

---

## Section 4 – Volunteer Roles and Expectations

---

### *Volunteer Roles*

Lahai Health offers various volunteer roles. For a comprehensive list, visit [Comprehensive List of Volunteer Opportunities](#). If you or anyone you know, are interested in learning more or applying for one of these opportunities, email [volunteer@lahai.org](mailto:volunteer@lahai.org) or complete our [Volunteer Application](#)

Your success at Lahai Health depends on your interactions with fellow volunteers, staff, and patients, as well as how you accept guidance. Every role is vital, performing tasks to the best of your ability leads to personal satisfaction and improved patient care.

---

### *Volunteer Classification*

You are considered a volunteer if you perform a service at the direction of and on behalf of Lahai Health without compensation or the expectation of compensation. All volunteers are onboarded and trained before starting their tasks. We want you to succeed and welcome any request for additional training if you do not feel confident to work independently once you have completed your shadow shift.

Lahai Health welcomes volunteers of diverse backgrounds and does not discriminate based on race, religion, ethnicity, age, sex, gender identity, sexual orientation, national origin, or disability or any other basis prohibited by law.

### Volunteer Status

1. **Active:** Volunteers scheduling at least one clinic per month.
2. **Inactive:** Volunteers stepping back from service temporarily. Inform us if you need to pause service or explore a different role.
3. **Archived:** Volunteers who haven't served in 12 months. Reactivate by emailing [volunteer@lahai.org](mailto:volunteer@lahai.org) with your updated availability.
4. **Re-Engaged:** Volunteers returning to active status after absence. Additional orientation or training may be required.

### What You Can Expect as a Volunteer

- **Flexible Scheduling:** Self-schedule across multiple locations.
- **Comprehensive Training:** Covering medical software, HIPAA, and safety protocols.
- **Professional Development:** Volunteer hours can enhance school, employment, or licensure applications.
- **Continuing Education Credits:** Eligible for licensed professionals.
- **Recognition:** Volunteers meeting milestones receive certificates and acknowledgment.
- **Malpractice Insurance:** Provided for licensed professionals without coverage.



- **Meals:** Light meals are provided during clinic shifts.

---

## *Volunteer Expectations*

### Code of Conduct

All volunteers must agree to the [Volunteer Code of Ethics](#). You are a representative of Lahai Health and should dress appropriately and always wear your ID badge. Medical volunteers are not required to wear scrubs or lab coats.

### Scheduling & Attendance Policy

Your attendance is vital to providing exceptional patient care, as the number of patients we serve depends on the availability of trained volunteers. Volunteers must commit to roles they are trained for and honor their scheduled shifts.

#### **Reporting Absences:**

- **Planned Absence:** Remove yourself from the schedule in VicNet if more than 72 hours in advance.
- **Unexpected Absence:** Notify us via VicNet and email [volunteer@lahai.org](mailto:volunteer@lahai.org) if less than 72 hours in advance and contact your site coordinator immediately.
- **Emergency:** Email [volunteer@lahai.org](mailto:volunteer@lahai.org) and notify your site coordinator immediately.

#### **No-Show Policy:**

- Volunteers absent without notice or explanation for two consecutive shifts will be considered a "No Show" and will voluntarily terminate their active status.
- Providing less than 24 hours' notice of absence will count as a "No Show." Three "No Shows" within six months will result in voluntary termination of active status.
- Volunteers who have not volunteered in 12 (twelve) consecutive months will be moved to the inactive list but can reactivate their status by calling or emailing [volunteer@lahai.org](mailto:volunteer@lahai.org) explaining the absence and their renewed commitment to Lahai Health.

### Clinic Arrival

Arrive 15 minutes early to your volunteer shift to participate in pre-clinic meetings and preparations.

Commented [KH4]: This may need to be updated

### Annual Training

- HIPAA and Bloodborne Pathogens certifications must be updated annually.
- Licensed professionals must maintain active credentials and CPR certification if required.

### Professional Boundaries

To maintain ethical care, volunteers should:



- Protect personal information (e.g., phone numbers, home addresses).
- Share only appropriate personal details to build trust with patients.

#### Practitioner Credentials

Maintain an active license, registration, or certification. For roles requiring CPR training, ensure your certification remains current.

#### Staying Informed:

Lahai Health provides basic orientation and role-specific training for all volunteers. However, staying updated on your position and responsibilities is crucial. Some ways you can actively stay current are:

- **Email:** Most updates and communications are sent via email. Check your inbox regularly.
- **Noticeboards and Newsletters:** Stay informed through noticeboards on **VicNet/Volgistics**, newsletters, or the volunteer page on our website.
- **Electronic Newsletters:** Register for updates by emailing [news@lahai.org](mailto:news@lahai.org).
- **Social media:** Follow Lahai Health on Facebook, Instagram and Linked In for announcements and community engagement opportunities.
- **Volunteer Manager:** Your Volunteer Manager is a resource for support and communication throughout your service.

#### Recruitment

Lahai Health uses a variety of different methods to recruit volunteers. You may find us reaching out to potential volunteers via our agency website, other internet volunteering sites, social media platforms, print publications, and by word of mouth. We also encourage you to let your friends and family know about our volunteering opportunities.



---

## Section 5 – Additional Volunteer Information

---

### *Christianity in Our Clinics*

Lahai Health is a faith-based Christian nonprofit dedicated to showing Christ's love through compassionate healthcare. We seek to live out the values of Jesus by loving our neighbor and affirming the dignity and value of each person.

- **Inclusive Environment:** We welcome volunteers and patients of all backgrounds and beliefs.
- **No Faith Requirements:** There are no religious expectations for volunteering or for patients receiving care.
- **Commitment to Non-Discrimination:** Care is provided without any obligation to participate in religious activities and without discrimination.

### What This Means for Volunteers

- Volunteers of all faiths (or none) are welcome but should be comfortable in a Christian environment where faith expressions, such as prayer, may occur.
- Certain roles, like Site Coordinators or Prayer Advocates, may include leading prayer during meetings or offering prayer to patients upon request.

### *Working Across Culture and Language*

At Lahai Health, we recognize and value the diversity of cultures, beliefs, and experiences that our patients and volunteers bring. By fostering cultural sensitivity, we aim to create an inclusive and respectful environment for everyone.

### Understanding Cultural Differences

Every culture has unique ways of communicating and relating to others. These differences influence how individuals interact with healthcare providers and approach care. Recognizing and respecting these variations is essential for effective and compassionate care.

### Cultural Humility

Demonstrating cultural humility means honoring each patient's individuality, including their experiences, beliefs, values, and language. These factors can shape how patients perceive diagnoses, follow medical recommendations, and engage with their care plans.

### Addressing Language Barriers

- **Effective Communication:** When language differences exist, interpreters are utilized whenever possible. Avoid relying on family members as interpreters to ensure accurate communication.
- **Clear and Simple Language:** Speak in short, straightforward sentences to aid understanding and translation. Confirm comprehension by encouraging patients to repeat the information in their own words.



#### Navigating Religious and Cultural Differences

- **Building Trust Through Understanding:** Patients are often open to sharing their customs and preferences when met with genuine curiosity and respect. Demonstrating care and interest in their values can help overcome cultural barriers.
- **Collaborative Solutions:** If a patient hesitates to follow a recommendation, explore whether cultural or religious beliefs are influencing their decision. Work together to identify alternative approaches that respect their values while meeting healthcare needs.
- **Cultural Humility:** By embracing cultural humility, we create an environment where every patient feels seen, heard, and valued. This commitment helps us provide the highest quality of care to the diverse communities we serve.

---

## Section 6 - Policy and Procedure

---

### *Policies Overview*

This section provides brief summaries of Lahai Health's key policies and procedures. Links to full policies are provided for further reference. You can confidentially report any policy violations or other concerns to [management@lahai.org](mailto:management@lahai.org). This email is monitored by two senior management team members committed to protecting the confidentiality of those making reports, in accordance with whistleblower policy protections.

#### HIPAA

*Each volunteer completes HIPAA training and is certified prior to volunteering with Lahai Health. Volunteers must update this certification annually to remain compliant as regulated by federal law.*

It is essential that we uphold and safeguard confidential patient information, ensuring no disclosure to unauthorized individuals in compliance with HIPAA regulations. A copy of [HIPPA What you need to know](#) can be found in Appendix A and you can access more details about HIPPA here [HIPPA for Professionals](#)

#### Document Retention and Destruction Policy

A mandatory Document Retention and Destruction Policy has been implemented to prevent accidental or innocent destruction. This policy applies to all staff, volunteers, and independent contractors, who are responsible for adhering to its requirements. Under the policy, paper and electronic documents identified for retention will be maintained on-site or in storage, while other paper documents will be destroyed after three years, and electronic documents deleted after one year.

#### Media Policy

A top priority of Lahai Health is to ensure clinics feel like a safe place for our patients. Media presence can raise concerns, so we want to be intentional in how we evaluate these decisions.

Only the Executive Director and/or their designee is authorized to:

- Speak to the media on behalf of Lahai Health.
- Approve press releases or other promotional materials.
- Give authority to film or take photos on premise at a Lahai Health Clinic

For more details see [Media Policy](#)

#### Privacy Policy

Staff and volunteers are responsible for providing and obtaining signatures for privacy agreements during patient or client intake.

- Protected private information includes personal details (e.g., name, address, phone numbers) and all health-related information regarding physical or mental conditions, past, present, or future.



- This policy governs how medical and personal information is used and disclosed by Lahai Health.

For more details, see the [Lahai Health Privacy Policy](#)

#### Patient Rights and Responsibilities Policy

Lahai Health Clinic, will honor the rights of its Patients, including protecting the privacy of health information and health care. Patients have the right to include a guardian and others who have a significant relationship with the Patient in their health care process. The clinic respects and supports the right of a Patient to receive medical & dental treatment and services.

Lahai staff and volunteers shall be informed of patients' rights and responsibilities, as mandated by law and the policies of the clinic and agree to adhere to this policy. More details can be accessed through following link [Lahai Health Patient Rights Responsibilities Policy](#).

#### Alcohol, Drugs, and Controlled Substances Policy

The use, possession, sale, or being under the influence of alcohol or drugs while on duty or at Lahai Health is prohibited. Off-duty conduct that could harm Lahai Health's reputation is also unacceptable. "Under the influence" means being unable to perform safely or creating risk to yourself, others, or Lahai Health. A full copy of this policy can be found. [Lahai Health Drug and Alcohol Policy](#).

#### Harassment and Anti-Discrimination Policy

Lahai Health strictly prohibits sexual harassment and any other forms of harassment against employees, contractors, volunteers, or anyone involved with the organization. Sexual harassment includes unwelcome sexual advances, requests for sexual favors, or other verbal or physical conduct of a sexual nature that:

- Is made a condition of employment or volunteering, explicitly or implicitly.
- Is used as the basis for decisions affecting an individual's employment or participation.
- Creates an intimidating, hostile, or offensive environment or unreasonably interferes with work or participation in activities.

In addition, harassment based on race, religion, ethnicity, age, disability, or other legally protected characteristics is not tolerated. Harassment may include slurs, threats, derogatory comments, unwelcome jokes, teasing, or similar conduct. Lahai Health complies with all state regulations regarding harassment. For more details, refer to the [Sexual Harassment and Anti-Discrimination Policy](#).

#### Whistleblower Policy

Lahai Health encourages volunteers to report any suspected fraudulent, dishonest, or illegal activity. Serious concerns should be addressed within the organization before seeking external resolution. For details, refer to the [Whistleblower Policy](#).

#### Mandatory Reporting

In Washington State, healthcare professionals are legally required to report certain situations where they suspect abuse, neglect, or exploitation of vulnerable individuals. This mandatory reporting law applies to



a wide range of healthcare providers, including doctors, nurses, therapists, and social workers. These professionals must report any concerns regarding the abuse or neglect of children, vulnerable adults, or elderly individuals to the appropriate authorities, such as the Department of Children, Youth, and Families (DCYF) or Adult Protective Services (APS). Failure to report can lead to legal consequences, including fines or professional disciplinary action. The intent behind mandatory reporting laws is to protect those who may be unable to protect themselves and to ensure timely intervention from social services or law enforcement. For more details see [Potential Victims of Violence Policy](#)

### Corrective Action Policy

When necessary, corrective action may be taken following an incident or evaluation. Actions may include:

- Additional training requirements
- Reassignment to a different role
- Suspension from volunteering
- Dismissal from volunteer service

For details, refer to the [Remediation Policy](#).

### Emergency Procedures

Your safety is our top priority. Each Lahai Health location has a site security and disaster response plan, accessible on the mobile unit and at office locations. Periodic emergency drills help familiarize volunteers with these procedures.

- **Emergency Reporting:** Notify the Nurse Case Manager or Site Coordinator immediately in case of an emergency.
- **First Aid:** A fully stocked first aid kit is available on-site

### Medical Policies and Procedures

Please note that Lahai Health has extensive policies and procedures for our medical services. Relevant policies and procedures will be shared based on your role. Copies of the policies and procedures are available onsite or upon request.

### Patient Eligibility

Lahai offers primary care appointments for individuals who are eligible for our services. As a scheduler, this will be the most common appointment you assist with.

We can see patients under 3 different categories. The patient only needs to meet **ONE** of these to schedule an appointment for care:

#### Uninsured:

This is a patient who is not eligible for any health insurance. Often, they are undocumented, have a pending asylee status, or have been documented in the United States for 5 years or less but they are unable to afford a purchase health plan, are under 300% of the federal poverty guideline, and are not yet eligible for Medicaid.

**Commented [RD5]:** @Anna Pounds @Candy McDonald do we have an updated patient eligibility policy I can link

**Commented [RD6R5]:** @Anna Pounds @Candy McDonald Do we have a mandatory reporting policy other than what I could find in the policy for potential victims of violence.

**Commented [7R5]:** We do have an updated eligibility policy. I will send it to you. What you found about mandatory reporting is all we have.

**Commented [MK8]:** Bring in language when policies and procedures are done.



#### *Underinsured:*

This is a patient who has a health care plan (not Medicaid) but the premiums and deductibles are 7.5% or greater of their family income.

**Any patient who has an income that puts them at 300% or less of the federal poverty guidelines. See Chart.** Patients who are 138% or less are eligible to apply for Medicaid (unless they fall into one of the categories in the "Uninsured" category).

#### *Medicaid "Apple Health"/Medicare*

**We do not accept Medicaid or Medicare insurance** at this time. Patients with either of these should be redirected to clinics locally that accept these and offer sliding scale fee services. Please refer to the list of local clinics at the scheduling station.

\*If a patient fits into the "Underinsured" category or are 300% or less of the federal poverty guidelines, yet they have MEDICARE, we can still see them. Inform them that they may be responsible for some lab/imaging fees due to also having MEDICARE.

#### *Urgent or Emergent Care*

We are not a "Walk-In" or "Urgent Care" clinic and cannot make arrangements for those appointment types. If a patient is seeking an appointment for an urgent issue advise them to utilize an urgent care clinic or seek care at an emergency room. See list at your station.

**If for any reason you believe they are having an emergency, advise them to hang up and call 911 immediately. You may also seek assistance from a nurse in the medical office if you have questions.**

For details, see [Patient Eligibility](#).

#### *Directory for Dealing with Government Officials including ICE.*

In the unlikely event that ICE (Immigration and Customs Enforcement) shows up at a clinic,

- ☐ After they state why they are there respond only saying this "the lobby is a space, please wait here while I get my supervisor."
- ☐ If they ask questions Tell them "I am not allowed to answer any questions or make a statement"
- ☐ Find the Nurse Case Manager and bring them to the lobby, they have instructions on how to proceed.

---

## Volunteer Code of Ethics and Acknowledgement

---

### *Volunteer Code of Ethics*

As a nonprofit organization, Lahai Health's policy is to uphold the highest legal, ethical, and moral standards. Our donors and volunteers support Lahai Health because they trust us to be good stewards of their resources and to uphold rigorous standards of conduct. Our reputation for integrity and excellence requires careful observance of all applicable laws and regulations, as well as a scrupulous regard for the highest standards of conduct and personal integrity.

#### Respect and Courtesy

- Treat all patients, staff, volunteers, and community members with dignity, compassion, and respect, regardless of background, beliefs, or circumstances.
- Avoid discrimination based on race, ethnicity, gender, age, religion, disability, or socioeconomic status.
- Lahai Health is committed to providing quality, compassionate services that preserve the dignity of all those in need.

#### Compassionate Care

- Prioritize the well-being, safety, and dignity of every patient.
- Provide empathetic, nonjudgmental services and strive to understand the unique challenges faced by patients.
- Refrain from making promises or guarantees about medical outcomes.
- Treat all individuals with kindness, sensitivity, and respect for their inherent worth.

#### Patient Confidentiality and Privacy

- Maintain strict confidentiality of patient information in compliance with HIPAA regulations.
- Discuss patient information only with authorized personnel and in appropriate settings.
- Always respect confidentiality.

#### Professionalism

- Represent Lahai Health with professionalism in demeanor, communication, and appearance.
- Follow all organizational policies, procedures, and guidelines.
- Be punctual, reliable, and committed to fulfilling assigned responsibilities.

#### Integrity and Ethics

- Uphold the highest professional and personal standards, reflecting honesty, trustworthiness, and confidentiality.
- Avoid conflicts of interest or behaviors that could undermine the organization's mission.
- Report unethical practices or policy violations to leadership.



#### Avoidance of Harm

- Follow the principle of “first do no harm” in all actions and services.
- Act in the best interest of program participants at all times.
- Encourage patients to avoid harmful behaviors such as drug, tobacco, or alcohol abuse.

#### Collaboration and Teamwork

- Work collaboratively with staff, volunteers, and community partners to ensure a supportive environment.
- Respect the expertise and authority of medical professionals while contributing effectively to the team’s mission.

#### Competence and Continuous Improvement

- Perform duties within the boundaries of your training and skills.
- Seek additional training, guidance, or assistance when needed.
- Stay informed about best practices, legal obligations, and ethical standards relevant to Lahai Health’s services.

#### Safety and Risk Management

- Follow all safety protocols to protect patients, staff, and volunteers.
- Report safety concerns, incidents, or hazards promptly.
- Be prepared to respond to emergencies according to organizational guidelines.

#### Accountability

- Take ownership of assigned tasks and fulfill commitments in a timely and thorough manner.
- Attendance and punctuality are essential for smooth operations and patient care. Notify the organization promptly if unable to fulfill a scheduled commitment.





### *Acknowledgement*

I acknowledge that I have read and understood the responsibilities, requirements, and guidelines outlined in this role addendum. I agree to adhere to these guidelines to the best of my ability.

<b>Name (Printed)</b>
<b>Signature:</b>
<b>Date:</b>

---

## Appendix

---

### HIPAA Privacy & Security: What You Need to Know

Lahai Health expects that all workforce members and those with access to our electronic health records will protect our patients' information in accordance with the HIPAA privacy and security rules and applicable state laws. This tip sheet highlights key HIPAA focus areas.

#### Understand what qualifies as protected health information (PHI). Examples of PHI include:

- Names and addresses
  - Telephone/Fax Numbers
  - Email Addresses
  - Social Security Numbers
  - Medical Record Numbers
  - Dates that include Dates of Birth, Death, Admission, Discharge
  - Full-Face Photos and Comparable Images of Patients
- 
- Never view patient records outside your scope of work. Only view records relevant to performing your job.
  - Never share your ID or passwords with anyone and do not allow others to use the computer while you are logged in.
  - Don't leave your password written down near your computer. Make certain to lock or log off your computer when you step away.
  - Use secure shredder bins to dispose of documents containing PHI or other confidential information. Never recycle documents containing confidential information.
  - Keep PHI out of sight and secure it when not in use to prevent unauthorized access.
  - Avoid patient-related discussions in public areas.
  - You are responsible for keeping information received at work confidential. Do not post PHI or other confidential information to social networking sites such as Facebook or Twitter. This is a serious HIPAA violation and constitutes a breach.
  - Always use a cover sheet when transmitting information by fax. Do not put confidential information on the cover sheet.
  - Before discarding pill bottles, IV bags, vials or other items with labels containing PHI, black out the information or remove the labels and dispose of them in the shredder bin.
  - Understand what constitutes a breach. A breach is defined as the unauthorized acquisition, access, use, or disclosure of PHI which compromises the security or privacy of the information. Health care professionals that violate privacy laws and regulations and commit a breach can face very serious consequences. These can include progressive discipline, up to and including termination. Health care professionals may also face criminal prosecution and civil penalties up to \$250,000. The best way to prevent a breach is to always keep the information obtained at work confidential and follow proper security practices when dealing with PHI.



Examples of breaches include:

- Viewing patient records without the “need to know”
  - Throwing PHI in the trashcan instead of the shredder bin
  - Giving discharge summaries and prescriptions to the wrong patient
  - Posting patient information/PHI to social networking sites or blogs
  - Sending faxes with confidential information to the wrong recipient Understand how to report a compliance issue or suspected breach:
1. Discuss the issue or concern with your immediate supervisor (1<sup>st</sup> step, Employee/Volunteer)
  2. Discuss the issue or concern with the department manager (2<sup>nd</sup> step, Supervisor)
  3. Contact your local or regional compliance or privacy representative (3<sup>rd</sup> step, Executive Director and Supervisor)

Know where to seek more information for patients, providers, staff and volunteers:

More Information on HIPAA is available at: <https://www.hhs.gov/hipaa/index.html>

Patient Eligibility

Lahai offers primary care appointments for individuals who are eligible for our services. As a scheduler, this will be the most common appointment you assist with.

We can see patients under 3 different categories. The patient only needs to meet **ONE** of these to schedule an appointment for care:

Uninsured:

This is a patient who is not eligible for any health insurance. Often, they are undocumented, have a pending asylee status, or have been documented in the United States for 5 years or less but they are unable to afford a purchase health plan, are under 300% of the federal poverty guideline, and are not yet eligible for Medicaid.

Underinsured:

This is a patient who has a health care plan (not Medicaid) but the premiums and deductibles are 7.5% or greater of their family income.

**Any patient who has an income that puts them at 300% or less of the federal poverty guidelines. See Chart.** Patients who are 138% or less are eligible to apply for Medicaid (unless they fall into one of the categories in the “Uninsured” category).

Medicaid “Apple Health”/Medicare

We **do not accept Medicaid or Medicare insurance** at this time. **Patients with either of these should be redirected to clinics locally that accept these and offer sliding scale fee services.** Please refer to the list of local clinics at the scheduling station.

\*If a patient fits into the “Underinsured” category or are 300% or less of the federal poverty guidelines, yet they have MEDICARE, we can still see them. Inform them that they may be responsible for some lab/imaging fees due to also having MEDICARE.



#### Urgent or Emergent Care

We are not a “Walk-In” or “Urgent Care” clinic and cannot make arrangements for those appointment types. If a patient is seeking an appointment for an urgent issue advise them to utilize an urgent care clinic or seek care at an emergency room. See list at your station.

**If for any reason you believe they are having an emergency, advise them to hang up and call 911 immediately. You may also seek assistance from a nurse in the medical office if you have questions.**

