



Volunteer Handbook

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Canyon County Community Clinic Overview

History/Mission Statement

Canyon County Community Clinic (Canyon Clinic) was established in 2009 in response to the growing problem of uninsured individuals in Idaho. **Our mission is to help improve quality of life for those who are economically disadvantaged and without health insurance in Canyon County, Idaho by providing free medical care.** Through the generosity of many medical and non-medical volunteers, and by reaching out to local hospitals, labs and specialists for donated services, we are able to help those in the community who do not qualify for public assistance and do not earn enough to afford health insurance. By treating each patient with compassion and dignity, we inspire patient compliance and the formation of true partnerships in managing health care.

Who We Serve

To be eligible for our services patients must be:

- ✓ A resident of Canyon County, Idaho
- ✓ Uninsured
- ✓ Low income (earning less than 200% of the federal poverty level)

Scope of Services

At the clinic we provide the following medical services:

- ✓ Diagnosis and treatment of episodic and chronic illness;
- ✓ Specialty services such as continuity care, diabetes management and other services;
- ✓ Medications, as well as referrals for radiology, Laboratory tests and other diagnostic services; and
- ✓ Patient education and referrals to other health and social services as needed.

How we are Funded

Canyon Clinic is funded through donations from corporations, foundations, and individuals in the community. Fundraising is vital to our program and we are continually seeking opportunities to form new partnerships for support.

Volunteers

Unique and essential to free clinic programs such as Canyon Clinic are the nearly 50 medical and non-medical volunteers who make up our on-site staff. Simply put, without our volunteer doctors, nurses, medical assistants, intake screeners, and administrative assistants we would not be able to do what we do. You are truly the heart of our program!

As a volunteer it is your responsibility...

- ✓ To remember that "free care" in no way implies second-class medicine. Patients are treated with the utmost courtesy and respect, and receive the highest-quality patient care possible.
- ✓ To respect the confidential nature of our work.
- ✓ To accept an assignment with only as much responsibility as you can handle.
- ✓ To sign up for future clinic sessions, to be punctual when reporting for duty, and to give the Clinic Administrator as much notice as possible if you are unable to keep your commitment.
- ✓ To use good judgment in terms of your own physical condition, and not attend the Clinic with any communicable illness, or with any condition that could negatively impact on your ability to deliver quality patient care.
- ✓ To follow dress code guidelines.
- ✓ To discuss any patient requests (e.g. asking for a ride or money) with the Clinic Administrator, and to not commit to any such services.
- ✓ To refuse gifts or tips, except when a patient makes or offers something of nominal value as a way of saying "thank you".
- ✓ To provide feedback, suggestions and recommendations to the clinic administrator and/or staff. To be considerate, respect competencies and work as a member of the team with staff and volunteers.

It is our responsibility...

- ✓ To provide a safe, efficient and organized environment in which to work.
- ✓ To assure a professional atmosphere with flexible guidelines, allowing you to exercise your best judgment.
- ✓ To maintain a friendly work place, demonstrating a feeling of camaraderie and always demonstrating mutual respect for one another's skills.
- ✓ To acknowledge you for your efforts through positive feedback, notes and tokens of appreciation for service hours.

- ✓ To quickly identify and remove any patient under the influence of drugs or alcohol, or who demonstrates abusive or abrasive behavior.
- ✓ To provide you with information that will clearly acquaint you with your role and with the mission of Canyon Clinic, through an orientation, shadow experience and written materials delivered in advance of your first clinic session.
- ✓ To communicate to you whether your work is effective and how it can be improved.
- ✓ To keep you informed about the Canyon Clinic program through telephone contact, e-mail and special events.

Attire

Canyon Clinic expects its volunteers to use good judgment in maintaining a neat, well-groomed and professional appearance. If you are a medical volunteer you may wear scrubs or lab coats. Volunteers must wear an ID badge (provided by Canyon Clinic) at all times while at the clinic.

Attendance

Volunteers must honor the commitment they have made to Canyon Clinic so we can best serve our patients. Volunteer sign-in sheets are maintained at the clinic site. You will be shown how to properly log in your hours. If you are unable to report for your scheduled session, please call the Clinic Administrator with as much notice as possible. If you plan to be absent for an extended period, please let the Clinic Administrator know so that we can plan accordingly.

Confidentiality

All information pertaining to any patient must remain confidential and secure in our clinics. Under no circumstances is a patient's condition or situation discussed outside Canyon Clinic. Federal law mandates that all patient information is to be kept confidential and secure, and even the fact that someone has come to Canyon Clinic for service is included in this law. Discussion of any patient outside Canyon Clinic may result in termination of a volunteer.

- ✓ Patient confidentiality pertains to patient interactions and record keeping.
- ✓ It is important to provide privacy at all times when confidential information is obtained: during the screening process, while interpreting, and during the assessment/examination.
- ✓ The patient medical record is a legal document used to service the interests of the individual patient. Patient medical records are to be kept strictly confidential and will be maintained in a secure place within the clinic.

Sexual Harassment

Sexual harassment is unlawful verbal or physical conduct of a sexual nature. It violates both federal and state anti-discrimination laws. Volunteers who believe they have been subject to sexual harassment are urged to report it to the Clinic Administrator.

Termination

If it is determined that it is in the best interest of the volunteer and Canyon Clinic to discontinue service, the volunteer will be contacted by the Clinic Administrator. Reasons for termination may include, but are not limited to, poor attitude, sharing confidential information, disregard for Canyon Clinic policies and procedures, displaying behavior that could jeopardize the health and welfare of another person, and/or reporting for duty under the influence of alcohol or drugs, or not possessing the necessary skills required to perform your assigned duties.

Licensed Medical Professionals

All medical professionals: Physicians, Nurse Practitioners, Nurses, and EMTs must possess a valid license in the state of Idaho. Please notify us if there is any change in the status of your license. This is a requirement of our malpractice insurer, who provides medical malpractice insurance for Canyon Clinic medical volunteers while they are on site at the clinic.

Parting Thoughts...

- ✓ Please be sensitive to the patients and do not have personal conversations in their presence.
- ✓ If for any reason you are not satisfied with your volunteer role, please speak to the Clinic Administrator.
- ✓ Volunteers are expected to be prompt, conscientious, and knowledgeable about Canyon Clinic.
- ✓ We welcome your input. Please feel free to share your thoughts and ideas with Canyon Clinic management.
- ✓ Our heartfelt thanks. For without you, there would be no Canyon Clinic...