



Mobile Health Clinic

Essential Duties – Clinical Support Volunteer-Spanish Speaker

Summary: The clinical support volunteer is responsible for the initial assessment of patients, assisting the medical care providers and providing after care instructions to the patients on the Mobile Health Clinic.

- Prior to the start of each Clinic, orient yourself to the intake area and meet the providers with whom you will be working.
- When each patient comes to the Clinic, they are registered by the clerical volunteers and a chart is made. Charts are then placed inside the clinic in either a tray for Urgent or Non-urgent presenting conditions.
- You will be pull a chart from the urgent tray first and call the patient(s) into the clinic, using first names only for privacy. Escort patient(s) into the exam room.
- Take patient's vitals and a brief history for the provider regarding the visit and document in the patient's chart. **YOU MUST SIGN AND TIME ALL CHART ENTRIES.**
- When vitals and history are completed, inform patient that the medical provider will see them shortly and then place the chart outside the exam room in the file holder.
- Inform the provider that the patient is ready and what the presenting condition as determined by your initial assessment.
- Accompany the provider into the exam room and assist providers as requested.
- Provide verbal after care instructions to patients at the end of the visit. If written instructions are needed, make a copy of the after care instructions for the patient chart using the copy machine.
- If the provider makes a referral to Contra Costa Health Services or La Clinica, place a yellow copy of the referral form in the patient chart and send pink copy back to the office. The patient receives the white copy of the referral form.
- If on-site medications are to be provided, pack them for the patient and write the appropriate instructions on the label attached to the medication and provide verbal instructions. If the patient needs instructions for OTC medications they will buy later, write the name of the medication with instructions for the patient and place a copy in the chart.
- If a prescription is required, please consult with the medical provider on approximate cost so you can inform the patient. Area pharmacies are Costco, Longs Drugs, Safeway and Walgreen's.
- Coordinate with the providers and registration/intake volunteer as necessary to maintain patient flow within the clinic.

Volunteer Name: Daniel O'Leary

Volunteer Signature: [Signature] Date: 1-27-2016

RETURN THIS COPY WITH YOUR APPLICATION