# SMHC ADMITTING VOLUNTEER
## *Job Description*

1. ## DEMONSTRATES BEHAVIORS OF ST. MARY'S HEALTH CLINICS VALUES:
   - The inherent dignity of the individual person.
   - Health care as a basic human right, regardless of age, gender, religion, ethnic origin, race or ability to pay.
   - The well-being of the whole person: physical, psychological and spiritual this includes welcoming clients with a smile and warmth.
   - Promoting the common good by providing access to health care.
   - The individual's taking responsibility for his/her own health

2. ## VOLUNTEER BOUNDARIES
   - We are under national HIPPA Law, which ensures confidentiality of patient's medical information.
   - Admitting Volunteers should never respond to or discuss medical questions a client might have. Please refer questions, clarifications, etc. to either the Clinic Nurses.
   - Should you have any questions about Admitting while in the role, you can check with either the current Interpreter or the Nurses to see how they want something to be done.  If they can't answer the question, please call the respective RN Care Coordinator at St. Mary's Clinic Office or her cell phone, which are listed on the schedule.
   - Please know that we are giving you the template of how Admitting should be done. We run 10 clinics a week at different locations with each clinic using slight variations on the process. We would like to standardize this so that all Admitting Volunteers stay until the last person is taken back to the exam room.  Please abide by this even if someone says you can leave earlier.  We want our clients to feel they are always welcome and attended to should they have questions or a need.

3. ## ADMITTING PROCESS
   - **Arrival - Open Bags**
     - Get <u>keys</u>,(in a pocket in the bag) open doors and then give to nurses for med cabinet
     - Turn <u>phone</u> on (phone should be in front pocket of the bag) so SMHC nursing supervisor can reach us
     - <u>Tidy Transport Folder</u>- Holds schedules, memos for staff and labels for admitting. There will be a shredding envelope and fliers for staff. **Please set fliers out with schedules.**
     - <u>Schedules</u>:  there are three copies: 1-for doctor; 1-for nurses; 1-for admitting. There are names and phones numbers of staff working that day.  Also check the notes section. Please keep the Admitting Schedule and put the nurses and doctors schedule in the doctor/nurse gathering room.

- **Set Up Process**
  - There will be <u>St. Mary's Clinic Signs</u> stored in one of the rooms. Find those and put signs out at the front door leading to the clinic area.
  - Make the <u>space ready</u> for Admitting. You might need to move tables and chairs (on both side of the table, one for you and one for the client being admitted) and make sure there is a waiting area with chairs for the clients who already have checked in.
  - Get <u>Admitting Desk supplies</u>; forms (there will be file folder holder with file forms), pens etc., usually in a locked cabinet, and put on the Admitting Table.
  - *Take <u>client charts</u> out of the bag and check to make sure you have a chart for each person on the schedule. **Call the office if missing a chart**! Contact number for RN care Coordinator will be on schedule.*
  - Ensure you have <u>client labels</u> for each person scheduled.
  - <u>Cut labels</u> by patient names into three columns of names and attach to chart with paper clip. **The labels might already be on the encounter form and extras are taped on the back inside of chart.**

- **Preparing Charts**
  - Check schedule and see if a <u>Physical</u> is noted on the scheduling sheet. If a physical is noted, you will need a <u>Physical form</u> for male or a pink form for female physicals.
  - Each client chart should have an <u>Encounter Form</u>. The Encounter Forms are in the File Folder Holder which has all the forms you will need.
  - Put one of the <u>client labels</u> on the lower right corner where name and birthdate are indicated. Turn the sheet over and put another label on the lower right corner of the page. There will be stickers left over. Please lift all left hand pages in the chart and tape labels onto the front inside cover of the chart. There may be other labels there. This is fine. Then add the labeled Encounter Form to the top right side of the chart, anchoring it with the prongs.
  - On right side, look for a <u>green CLINIC ALERT</u>. This paper usually has notes for the nurses and doctor, but sometimes there is a message for admitting. Please check. PLACE THE GREEN ALERT FORM ON TOP OF ENCOUNTER NOTE FOR NURSES AND DOCTORS.
  - **NEW PATIENT CHARTS:** If a new patient is on the schedule, you will receive a face sheet, and information about SMHC for the patient. You will need to get a blank chart ready. There are usually some ready-made in the back of the file container. They will have some forms already but you will need to add a consent form to sign and HIPAA where they will put their own name and any other person we can contact regarding healthcare information. PLEASE ASK AN INTERPRETER TO ASSIST. On the name tab of the chart, you will pencil in patients last name then first. You will need to assign a chart # as well. This number can be found on the schedule near the top right, NEXT CHART #.

First put the clinic # then use the four digits listed. The office will complete the chart when returned.

- o **Making up new charts:** There should be some blank folders (in the back) and all the forms in the file bin. You can use one as a sample or follow these directions:
- o **Left side of charts:** (in order) Face sheet; patient history form; blue meds form. After patient signs consent and HIPAA, ROI forms, they will go under the blue form. Extra labels are taped in back inside the folder under all forms.
- o **Right side of charts**: (in order) Patient encounter form; Blank sheet of paper to label (used as a divider) 1) Labs; 2.) referral; 3.) radiology; 4.) PHQ9; 5.) old records.

4. **Checking-in Patients**
    - o Please <u>greet patients</u> warmly and respectfully and get their chart.
    - o Indicate on Scheduling Sheet their arrival <u>Status</u> - SHOW on Scheduling form under "Status". Or, if a patient misses their appointment, write "No Show".
    - o Open chart and ask patient for <u>confirmation</u> - confirm name, address, date of birth, etc. on left side Face Sheet.
    - o If <u>changes</u> are needed, have the client cross out and write in new info. Use other paper if necessary and attach to face sheet.
    - o <u>Verify information on HIPAA</u> consent form, this is the last page on the left hand side of the chart. Ask patient to **verify the contacts and phone numbers are current**, and then patient will <u>initial and date</u>. This is done yearly, so if it's already initialized and dated in this year, its fine. If changes need to be made, <u>a new HIPAA form</u> should be used and initialed.
    - o Ask patient to sit in <u>client waiting area</u> until a nurse comes for them.
    - o Put <u>completed chart</u> in bin (or whatever they use) for the nurses. Confirm with nurses that you are putting the chart where they want them. Occasionally, you may have to inform nurses a patient has arrived.

5. **Closing:**
    - After last patient has checked-in, you can start the process of closing. All finished charts should be back in the bag. Sometimes nurses do this, other times admitting. Put completed schedule in Tidy Transport folder. The bag and folder should be left in the office area of doctor and nurses.
    - Put supplies away. Sometimes this isn't possible if room is being used. Get things together and leave close by.
    - Return any moved furniture.
    - Pick up the waiting room.
    - Bring in any signs and banner.
    - Let staff know you are leaving.

    Thank you so much!! Enjoy the rest of your day.

**Admission Forms Needed:**

**Tab Divider for charts:**
-These are used for nurses to locate specific information in the chart.
-position the tabs on blank pieces of paper as shown in the sample.  Make sure tabs are staggered.   These are then placed behind the encounter form on the right side.  Please make extra charts during your down time.

**-Consent Forms:**
This form is for NEW patients.  They sign this to give us permission to provide their medical care and to acknowledge that St. Mary's requires that they apply for insurance programs for which they are eligible.

-**Notice of Privacy Practices:**
This also gives us permission to leave voicemails.  This is the form patients sign to acknowledge they have seen our Notice of Privacy Practices.  This form also gives
SMHC names and numbers of those authorized to take messages.  This form will be placed behind the consent form in the back on the left side.   **Please check with each patient to confirm all names and numbers are current and patient has initialed to acknowledge information.**  THIS WILL BE UPDATED YEARLY.  If changes are necessary, patient will make changes on a new form.