



# MT. ZION CLINIC GENERAL GUIDELINES

# Sign-ups

- Usually sent two weeks before the clinic
- We take around 10 volunteers based on first come first basis, language need, whether or not you attended previous clinic, cancelled on us last minute, etc.
- Transportation email will be sent approximately 1 week after sign-ups

# Transportation Email

- It is sent to everyone who filled out sign-up forms
- However, ONLY the people on the list are attending; if you can't find your name, that means you weren't chosen for that month
- **CHECK**: Meeting place, meeting time, contact numbers, etc. (best if you just read the email)

# Dress Code

- Wear dress pants, khaki/black pants;  
NO blue jeans!
- NO OPENED TOE SHOES
- Bring ID Badge
- Volunteer t-shirt will be provided

# General Clinic Flows

- These are just basic outlines based on last couple months of clinic
- **MAY CHANGE** depending on situations
- We will go over UCSF survey & intake process in details & guide you during the clinic

# At Mt. Zion Clinic

- When we arrive there:
  - ▣ Prepare intake area: set up chairs, folders, hang banner at the front of the clinic, etc.
  - ▣ BREAKFAST provided! 😊
  - ▣ Watch UCSF student orientation
- Mt. Zion Clinic
  - ▣ “divided” into two areas- inside & outside

# “Outside” of Mt. Zion



Door separating  
inside & outside

Chairs for  
volunteers are put  
here

Chairs for patients are also  
available outside

Clipboard with paper  
forms will be set up  
here

# “Inside”- Sign in areas





# Clinic Flow

- During Clinic
  - ▣ Greeters: Ask patients if they are new or returning patients
  - ▣ Please DON'T ask, “Do you need an interpreter?”  
Instead, “Do you prefer to have an interpreter?”

# First-time patients

- They fill out the forms **INSIDE**
  - Usually We had new patients “outside”
- Bring clipboard to new patients & ask them to fill out
  - You do not have to stay with them unless they have a trouble reading and/or writing
  - Check later to see if they have finished filling out the forms

# Clipboard should contain...

- 1. intake form
- 2. privacy (sometimes we just call HIPPA)
- 3. terms & conditions form
- 4&5. UCSF Survey consent & 1<sup>st</sup> Survey (MUST let them know it's OPTIONAL but would help us improve the clinic!)

# UCSF SURVEY

- To see how our effective/helpful our Hepatitis B Education Program is
- Consent Form
- Optional Survey
  - ▣ Total of 3 surveys
    - Hep. B related questions
    - 1 before blood is withdrawn & 1 after
    - last one the is taken the following month when they return to receive their result

# First-time patients

- Once they finished filling out:
  - ▣ Make sure all the forms are filled out!!
  - ▣ Sign in process
    - Hand in the forms to Angela
    - Take the laminated number card & give a brief “expectations” talk to patient

# Returning patients

- Yellow card or photo ID
- Ask them to follow with you to inside
- Sign-in & 3<sup>rd</sup> UCSF survey
  - ▣ Also, hand them their laminated number card & give a brief “expectations” talk

# SIGN-IN PROCESS

- Separate sign-in sheet depending on first/returning patients
- Angela (or a volunteer asked by coordinators) will mainly assign numbers and track patients with UCSF survey
- Judy (or a volunteer asked by coordinators) will mainly help with greeting/matching volunteers

# Interpreting/ After screening

- We will be trying to match volunteers with a patient & UCSF student in order to give everyone a chance to interpret (may be flexible)
- New volunteers will shadow first
- Please be seated & keep noise level down if you are not helping anyone
- Take VHIO survey when you go in to interpret!



# Interpreting/ After screening

- After blood test is administered, UCSF student will give the first-time patients the 2<sup>nd</sup> survey (make sure they receive this! Remind the UCSF student if they forget!)
- Ask the patient to fill out our survey

# VHIO survey

- Make sure all the questions are answered (sometimes patients forget 2<sup>nd</sup> page)
- Do collect from patients even if they not need interpretation!

# Helpful Points

- Be patient & polite to patients! Always say, “thank you!”
- It helps to let the patients know what will be happening (= **EXPECTATION TALK**)
  - How many surveys/forms/etc
  - What the wait time is like
  - Etc.

# After Clinic

- Clean up- chairs, forms, banner
- May have to make phone calls
  - ▣ Dialing
  - ▣ Script (\*\* there are some important keys\*\*)
- LUNCH is provided! 😊
- Debrief with UCSF students
- Debrief just with VHIO members
- Head back to Berkeley

# Summary

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- Sign up processes
- Before/During/After Clinic
- There are some details that were not included or explained thoroughly & we will go over them.
- Again, instructions may change depending on clinic flow.

# Thanks!

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- Comments & Suggestions are always welcomed! 😊
- We hope to see you guys soon!
- FYI there is no January clinic.