

Helen M. Nickless
VOLUNTEER CLINIC

1460 West Center Road East Medical Mall, Suite #1, Essexville MI 48732
Phone: (989) 895-4830 Fax: (989) 895-4835

Welcome Volunteers

We are so grateful that you have offered your time and talent in support of this community venture. The following is a guideline of what to expect from us and what we expect from you.

- **Application**

All volunteers must fill out an application and sign a confidentiality agreement. McLaren Bay Region Volunteer Department will record the hours you donate. If you need a copy of your donated hours call Molly Babcock at 894-6412.

- **TB Skin Test**

Annual TB skin testing is mandatory for all health care volunteers. If you are not a McLaren employee please visit Employee Occupational Health Services McLaren Bay Region, 2nd Floor Mental Health Building, for a TB skin test or you may submit proof of a current test. Tests are not given on Thursday, as you need to return within 48 to 72 hours to have it read. No appointment is necessary and there will be no charge for this test. Please call Employee Health for the best time to get your skin test at (989) 894-3159.

- **HIPAA**

In accordance with the *Health Insurance Portability & Accountability Act (HIPAA)* all health care workers must have training regarding handling, processing and storage of patient's health information. If you have already received this training through a previous or present job we will need documentation.

If you have not been trained please go on line to the Volunteer Clinic web site to complete the self test. www.mclaren.org/bayregionvolunteerclinic

- **Orientation**

You will receive orientation for your assignment on your first scheduled date at the clinic.

- **Paid Staff**

The clinic has three part-time employees. As Clinic Manager, I work part-time to oversee clinic operations. There are also two clinical coordinators who are in the office limited hours to handle patient issues. All remaining workers are volunteers, including our Medical Director, Dr. Floyd Stevens.

- **Volunteer Staffing**

On clinic evenings (Wed), we use 20 volunteers. This includes a pharmacist in McLaren Pharmacy as well as those working in the clinic. In addition, we use volunteers to work behind the scene on days other than Wednesday. Please let us know your availability, your special skills and areas of preference. The choices are listed on the back of the application.

- **Scheduling**

Please allow several weeks for us to add your name to the clinic schedule. Most volunteers are scheduled 3-6 times a year, more often if you prefer. Dates to be at the clinic are usually assigned 4-6 weeks in advance. If you are on the schedule and need to make a change, please contact me as soon as possible at (989)529-4243.

- **Hours for those working on clinic night:**

- Non-clinical staff should arrive at 4:30 p.m. and are usually finished before 8:00 p.m. depending on the volume of patients and the assignment.
- Clinical staff should arrive at 4:30 p.m. and will need to stay until the last patient is seen, which is usually before 8:00 p.m.
- Pharmacists should be at the McLaren Pharmacy between 5:30 p.m. and 6:00 p.m. and remain until all patients are served.

We have a light meal available on clinic night for all the volunteers; please plan to have dinner with us when you arrive.

- **Dress**

Please dress as you would in any professional medical setting. Lab coats or surgical scrubs are fine for the clinical staff and casual business attire for the other volunteers. If you are working on non-clinic days behind the scene, there is no specific dress code. Be sure to wear comfortable shoes.

- **Communication**

If you need to reach me please call my cell (989) 895-4664 or you can call the clinic anytime at (989) 895-4830 and leave a message.

If you would like to visit our website, it is McLaren.org/bayregionvolunteerclinic.

Our goal at the volunteer clinic is to provide quality medical care in a compassionate, respectful manner and to enjoy our patients and each other.

We look forward to working with you,

Joyce Hardy, R.N., Manager
Helen M. Nickless Volunteer Clinic