

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. Bay Regional Medical Center's Volunteer Department will record the hours you donate. If you need a copy of your donated hours call Kathy Watson at 894-3540.

- **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 at Bay Regional Medical Center, 2nd Floor Mental Health Building, for a TB skin test or you may submit proof of a current test. Tests are given between the hours of 7:00 a.m. to 12:00 p.m. and 1:00 p.m. to 3:30 p.m. Monday, Tuesday, Wednesday or Friday. 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. If you have a history of a positive skin test please contact the Employee Health nurse 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 patients 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 we will give you a booklet with a self-test. You may complete this on your first day at the clinic.

- **Orientation**

You will receive orientation for your assignment when you report to the clinic.

- **Paid Staff**

The clinic has three paid employees. As Clinic Manager, I work part-time to oversee clinic operations. Our clinical coordinators are in the office most week days to answer any questions. All remaining workers are volunteers, including our Medical Director, Dr. Floyd Stevens.

- **Volunteer Staffing**

On clinic evenings (Wed), we use 25-30 volunteers. This includes pharmacists and pharmacy aides in our retail Drug Shop 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. I try to give you at least a 2-3 week notice of your assignment. If you are on the schedule and need to make a change, please contact me as soon as possible at (989)895-4664 or (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 9:30 - 10:30 p.m.
- Pharmacy staff should be at the Drug Shop between 5:30 p.m. and 6:00 p.m. and remain until all patients are served. If you are not able to stay late, this may not be the best assignment for you.

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**

You are welcome to email me: Joyce.Hardy@McLaren.org or I can be reached at (989) 895-4664 or on my cell phone (989) 529-4243. Feel free to 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