

Volunteer Handbook



To provide quality medical, dental and pharmacy services to low income, uninsured Brunswick County adults in a caring, patient centered setting.

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WELCOME

We are pleased to welcome you to New Hope Clinic, Inc. You are joining a team of dedicated and hard working professionals. Whether you are an Employee or Volunteer, your contribution to the overall success of New Hope Clinic, Inc. cannot be understated. It will be your work habits and your understanding of what it takes to be successful that will determine the degree of success for us all.

It is our aim to provide to all of our volunteers and paid employees a workplace where they can reach their full potential and have a rewarding career in the Non-Profit sector. Please take the time to read and understand this handbook. Should you have any questions, please ask your Supervisor.

We hope you will find your time spent with New Hope Clinic, Inc. challenging, personally rewarding, and mutually beneficial. We are glad you have chosen to become a part of our team.

Very truly yours,



Amie Sloane
President, Board of Directors



Sheila Roberts
Executive Director

INTRODUCTION

Purpose

This handbook is intended to provide you with the information necessary for your time as a volunteer at New Hope Clinic.

Volunteerism is an essential asset to most nonprofit organizations, and New Hope Clinic is no exception. With only a small paid staff, we rely on over 150 volunteers to help provide the services that Brunswick County so desperately needs.

In the following pages, you will find information about the clinic, including its history and where it is going, as well as general information such as volunteer positions, contact info, hours of operation, services provided, volunteer guidelines, and a floor plan of the clinic.

In the volunteer packet are important forms that must be signed and returned to the Executive Director as well as other important policies and documents that must be read.

If you have any questions or comments regarding this handbook or any other aspect of your training, please feel free to contact the Volunteer Coordinator or Executive Director.

History

New Hope Clinic is a volunteer driven 501(c)3 non-profit organization that has been working since 1998 to provide quality medical, dental and pharmacy services to Brunswick County adults in a caring, patient-centered setting.

In June of 1998, doctors from Doshier Hospital, along with a few other volunteers, began seeing patients out of a single room in the Brunswick Community College Annex in Southport. That first year we served 38 individuals. Over the years, our services and patient population have continued to grow thanks to different grants and donations.

In 2010 with the help of a \$50,000 grant from the Cannon Foundation and donated land from a board member, New Hope Clinic was able to build a new 4,000 sq. ft. clinic tailored specifically to our needs. In 2015, NHC opened a new satellite clinic in Shallotte. New Hope Clinic continues to work with local hospitals and doctors to arrange for free or discounted services that are not available at NHC.

Currently, with a small paid staff and over 150 volunteers contributing over 10,000 volunteer hours, we provide more than 5,000 patient encounters each year.

Mission

To provide quality medical, dental and pharmacy services to Brunswick County adults in a caring, patient-centered setting.

Vision

To make our community healthier.

Values

In everything we do, we will demonstrate our belief in the worth and dignity of all individuals through:

- Compassion
- Teamwork
- Confidentiality
- Community Partnership
- Quality Care
- Financial Responsibility
- Integrity

New Volunteer Training Checklist

Volunteer Name: _____

Volunteer Position: _____

Date Application Received: _____ Date of Training: _____

Areas for Discussion

- _____ Volunteer application completed and signed
- _____ Reference Checks completed
- _____ Training process
 - _____ Orientation/Tour
 - _____ OSHA/MSDS/Radiation/CLIA Manuals location
 - _____ Emergency medical supplies location
 - _____ Emergency plan
 - _____ General Clinic procedures/HIPAA/Chart documentation
 - _____ Blood borne Pathogen/Infection Control (if applicable)
 - _____ Dental Clinic Operational Manual (if applicable)
- _____ Copies of all appropriate licenses (if applicable)
- _____ Copy of certificate of insurance (if applicable)
- _____ Copy of Hepatitis B Vaccine record (if applicable)
- _____ Credentialing & Privileging Form (if applicable)
- _____ Volunteer Position descriptions/selection
- _____ Volunteer Position specific training _____
- _____ Schedules
 - _____ SignUpGenius.com (if applicable)
- _____ Assigned computer logins/access codes:
 - _____ NHC Computer login (if applicable)
 - _____ Allscripts Practice Management and/or Clinical Module (if applicable)
- _____ Name badge
- _____ NHC Polo Shirt

GENERAL INFORMATION

New Hope Clinic

Main Office: 201 W. Boiling Spring Rd, Southport, NC 28461

Satellite Clinic: 4600-10 Main St, Shallotte, NC 28470

Email: info@newhopeclinicfree.org

Website: www.newhopeclinicfree.org

Phone: (910) 845-5333

Fax: (910) 845-5366

Boiling Spring Lakes Clinic Hours:

Mon – Wed: 8am-5pm

Thurs: 8am -7pm

Fri: 8am-4pm

Shallotte Clinic Hours: By appointment only

Hours vary based on provider availability

Eligibility:

BSL: Monday & Thursday: 9:00am-4:00 pm

Shallotte: Wednesday: 1:00pm-4:00pm

(If unable to come at days/times above, application

and required documents are available online at www.newhopeclinicfree.org and can be mailed to

the main office at 201 W. Boiling Spring Lakes, Southport, NC, 28461; faxed to 910-845-5366; or emailed to info@newhopeclinicfree.org.

Phone interviews are possible upon receipt of application to our office. Call if you are not contacted by a representative within one week.)

Medical Diagnosis & Treatment:

Monday - Friday: 9:00am-4:00pm.

Thursdays: Evening hours available.

Hours vary based on provider availability

By Appointment

Dental Clinic: By appointment only

Exams, x-rays, extractions, fillings, and cleanings on a limited basis for NHC medical patients.

By Appointment only:

Diabetic/Endocrine Clinic

Diabetic Retinopathy Screenings

Diabetic Educator

Pharmacy Assistance Program

Urology

Pharmacy:

Thursdays: Call or drop off by 12:00pm, pickup 2:00-7:00pm

Tuesdays: Call or drop off by 12:00pm. Pickup 1st and 3rd Tuesday 2:00-4:30pm, and 2nd and 4th Tuesday, 11-4:30 pm.

Diabetes Education Classes:

Call to register, open to all Brunswick County residents.

1st Tuesday, 5:30-6:30 pm

Brunswick Senior Resources,
3620 Express Drive, Shallotte

3rd Thursday, 5:30-6:30pm

New Hope Clinic, Boiling Spring Lakes

Holidays:

The office will be closed for these holidays:

- New Year's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving (2 days)
- Christmas (2 days)

Volunteer Opportunities

Practitioner: Primary Care or Specialties

Physicians, Nurse Practitioners, and Physician Assistants are needed to provide primary, acute and specialty care to NHC patients. Current and unrestricted North Carolina license is required.

Pro Bono Provider: Primary Care or Specialties

In lieu of working in the clinic, this volunteer provider will voluntarily examine and/or treat a number of patients referred by NHC at their office as often as they desire. Current and unrestricted North Carolina license required.

Nurse

RNs or LPNs with current North Carolina licenses are responsible for triaging patients, taking patient histories, helping with patient referrals, performing basic in-house lab tests, supervising unlicensed assistive personnel, and assisting providers with procedures/examinations as needed. They provide patient education related to individual patient needs.

Unlicensed Assistive Personnel

(EMT, RN/LPN with inactive license, Medical Assistants) Unlicensed assistive personnel help triage and with patient intake, take patient histories, help with referrals, perform basic in-house lab tests, and assist providers with procedures/examinations as directed. They are not permitted to give injections, order tests, or provide medical advice without approval from a licensed provider. They work under the supervision of a NC licensed RN, medical doctor, nurse practitioner, or physician assistant.

Dentist

Licensed dentists perform exams, extractions or restorative work in our fully equipped dental office.

Dental Assistant, Hygienist, Lab Technician:

Dental assistants, hygienists, and lab technicians are needed to work with dentists in our fully equipped dental office. They set up, clean up, and sterilize equipment, take and/or develop x-rays, assist dentists during exams and procedures, or provide cleaning.

Pharmacist

Pharmacists are responsible for receiving patient prescriptions, accurately filling them, delivering them to patients, and providing counseling as needed.

Pharmacy Technician

Assist pharmacist in filling patient prescriptions and other related duties as requested by the pharmacist.

Patient Health Educator

Patient Health Educators will counsel individuals or groups on behavioral and nutritional practices to prevent disease and promote better health. Diabetes Educators lead diabetes education classes either at the Senior Resource Center in Shallotte or at New Hope Clinic.

Intake Eligibility Worker

Intake Eligibility Workers interview potential patients and discuss requirements needed for a patient to be eligible for the NHC. They determine if an applicant is eligible and create new patient charts for those who meet eligibility requirements. They also manage annual re-eligibility for all current patients.

Front Office Administration

Volunteers are needed for the front desk administration to perform duties such as checking patients in and out, managing patient appointments, preparing charts for visit, answering phones, placing appointment reminder calls, data entry, and other office tasks.

Back Office Administration

Back Office Administrators are responsible for a variety of tasks including data entry, preparing patient charts, filing reports, and updating databases. Other tasks or projects may be assigned as needed.

Medical Records Clerk

The Medical Records Clerk will help to convert NHC's files to an electronic form. They will scan documents into the system, verifying accuracy and logging progress as they proceed.

IT Specialist

IT Specialists perform a variety of tasks such as updating the clinic's website, backing up computers, scanning for computer viruses, updating the customized Access databases, and working to improve data analysis.

Interpreter/Translator

Interpreters and Translators will interpret/translate between patient's language (usually Spanish) and English in verbal and written form when needed. This is an on-call position.

Board of Directors

The Board of Directors is responsible for overseeing the activities of the organization and sets the tone for others – the community-at-large, donors, patients, and staff. The Board supports New Hope Clinic in spirit, in action, in financial support, and publicly supports New Hope Clinic and its services.

Volunteer Coordinator

As a Volunteer Coordinator, this volunteer is responsible for recruiting, training, scheduling, or managing volunteers, as well as organizing appreciation events or helping with fundraising events. Refer to the Volunteer Coordinator Handbook as needed.

Marketing Specialist

A Marketing Specialist is responsible for the creation and distribution of New Hope Clinic marketing materials. This includes the website, the Facebook page (and any other social media outlets), the newsletter, patient and volunteer recruitment brochures, and any form of media advertisement.

Community Outreach Coordinator

As a Community Outreach Coordinator, this volunteer is responsible for presenting the Clinic to the public, reaching out to potential patients and volunteers, and maintaining contact with important community organizations.

Passwords

If you are working on any computer and/or with our Electronic Medical Records systems, you will need to create a password. Since this password must be updated every other month, you will also need to come up with an easy way to remember it. We recommend using the same password, followed by a symbol you choose, followed by the current month.

- Passwords must have at least 8 characters and contain at least one letter, number, and special character

Example:

January Password: Password!01

February Password: Password!02

March Password: Password!03

Work Rules

It is the goal of New Hope Clinic to ensure the safety of the employees, volunteers, clients and others on the property at all times.

Conduct

- Volunteers are to maintain a professional demeanor when at the clinic or when representing the clinic.
- NHC will not tolerate staff/volunteers that are impaired by or under the influence of alcohol or drugs while working.
- NHC has zero tolerance for workplace violence. This means any form of abusive behavior or threats against staff, volunteers or clients will not be tolerated at any time. Persons experiencing any type of treatment that is abusive, threatening or disrespectful should notify their supervisor or the Executive Director immediately.
- Smoking is not allowed in NHC buildings or while on NHC grounds.
- NHC is designated as totally weapon free. A concealed weapon permit does not give anyone the right to bring weapons onto Clinic grounds.

Non-Discrimination Policy

New Hope Clinic believes in promoting diversity within its staff and Board of Directors. As such, it is the policy of NHC to grant equal employment and volunteer opportunities to all qualified persons without regard to race, creed, religion, national origin, citizenship, gender, age, disability, marital status, sexual orientation, veteran status, or any other status or condition protected by applicable federal, state or local laws.

The Executive Director of this organization is responsible for ensuring compliance with these policies. Incidents that involve discrimination or harassment should be brought to the immediate attention of your supervisor. New Hope Clinic, Inc. will not tolerate any unlawful discrimination or harassment and any such conduct may result in discipline up to and including discharge.

No volunteer will be retaliated against by discharge, threats or other negative job action for reporting what they perceive to be inappropriate and/or illegal behavior. Any volunteer who feels that he or she has been retaliated against should immediately contact the New Hope Clinic, Inc. Executive Director.

Harassment

It is the policy of NHC to prohibit any form of harassment in the workplace, whether by supervisors, co-workers, employees, or patients. No volunteer is expected to endure insulting, degrading or exploitative treatment. Any volunteer who believes he or she has been subjected to any unwelcome sexual advances or propositions, insulting or degrading conduct, verbal abuse, or the display of sexually suggestive pictures or objects should report the alleged act immediately to his or her supervisor or NHC's Executive Director.

Any volunteer who, after an appropriate investigation, is found to have engaged in sexual or other types of harassment will be subject to appropriate disciplinary action up to and including termination.

Confidentiality

While volunteering at NHC, you may have access to confidential information. This is information not generally known to persons outside of NHC. We treat our confidential information as valuable information, which if disclosed to outside third parties could cause harm to NHC and our ability to do business.

Confidential information may include contact information such as donor lists, contracts, purchasing agreements, client lists, donor information, expansion discussions, employee information, compensation information, and any information deemed of vital interest to NHC.

Maintaining client/patient confidentiality and dignity is of utmost importance to NHC. Client/patient records are kept on any individual requesting our services. The staff and volunteers will consider all information gathered about a client/patient as private and confidential. All medical and financial records are the property of NHC.

It is imperative, because of the nature of our work, that New Hope Clinic HIPAA Compliance Policies and Procedures are always applied. Under no circumstances should clients be discussed outside the Clinic. Neither should cases be discussed within the Clinic with anyone who is not directly involved. Do not discuss a case because of personal curiosity. Joint conferences for the purpose of discussing clients must be held in private and should be done on a "need to know" basis. No client information will be provided to outside agencies except with the client's express written consent or as outlined in the NHC Notice of Privacy Practices (ex. for emergency medical care).

It is our policy to provide confidential information on a need to know basis and anyone who receives or has access to confidential information is prohibited from disclosing it with persons or organizations outside of NHC without expressed authorization. Violation of our confidential information policy will result in disciplinary action up to and including termination.

Representing New Hope Clinic

Volunteers should only act as official representatives of the clinic if they are assigned to by their job description or supervisor. They should not engage in any act which may affect or hold the organization liable.

Social Media

Review the New Hope Clinic Social Media Policy before posting any social media content related to the clinic or anyone associated with it.

Volunteers/staff posting on behalf of New Hope Clinic are to respectfully and professionally represent the organization, adhere to the terms and conditions of any third-party sites, and take full responsibility for their communication.

Attendance and Punctuality

In order to maintain a professional atmosphere, New Hope Clinic expects its staff and volunteers to be punctual for their scheduled shifts. If the volunteer cannot make their shift, or if they foresee that they will be excessively late, they should contact their supervisor or the Executive Director as soon as possible. Volunteers must sign in and sign out on the sheet at the Front Desk. This is to record accurate volunteer hours and to ensure safety in the case of an emergency evacuation.

Dress Code

New Hope Clinic is a medical office and therefore staff and volunteers are expected to maintain a neat professional appearance while on the job. Staff is expected to wear appropriate medical or business casual attire.

Name badges or clothing identifying medical and non-medical staff must be worn when working in contact with patients/clients.

Disciplinary Action

NHC is a respected organization in our community, and we know we maintain our positive image because our employees and volunteers conduct themselves in a professional manner at all times. We reserve the right to apply the necessary corrective action upon the violation of our rules and regulations. Corrective action may include verbal warnings, written warnings, suspension and termination.

Grievance Procedure

It is the policy of NHC to encourage staff to bring to the attention of management their complaints about work related situations. It is important for employees to have a process for resolving misunderstandings that cannot be handled through normal channels with their supervisor. The Executive Director's door is open and employees are encouraged to present their concerns to him/her.

Security of NHC Property

All volunteers of NHC are responsible and accountable for the security of NHC property entrusted to them. Keys, access codes and passwords are to be safeguarded at all times.

Failure to secure organization property will result in disciplinary action up to and including termination.

Emergency Plans

Employees and volunteers are expected to take part in maintaining a clean, hazard-free, and safe environment. All employees and volunteers are required to complete OSHA Safety Training annually.

Fire

In case of a fire, leave by the nearest exit and proceed to the designated meeting area (the empty field behind the parking lot). Receptionists should take volunteer and patient sign-in sheets.

Patient Aggression

In case of patient aggression, remain calm and attempt to diffuse the situation yourself or with a coworker or the Executive Director. If the situation escalates, call 911 or press the silent alarm button found at the front desk to call the police.

Biohazardous Spills

In case of a biohazardous spill, staff trained in infection control should retrieve the spill kit located in the top cabinet of the Nurse's Station and follow the instructions provided. Report any injuries immediately.

Extreme Weather

In case of extreme weather, the Executive Director will determine whether or not to close the clinic. He/she will then attempt to notify all volunteers prior to regular opening hours. Notice will be posted with local media. Volunteers should use their discretion in deciding if it is safe to travel to the clinic. If they decide not to go in, they must attempt to contact their supervisor or the Executive Director as soon as possible.

Resignation

You may resign your service to New Hope Clinic at any time. We ask that you provide a written notice of resignation or that you directly notify the Executive Director at least two weeks prior to your intended date of termination.

New Hope Clinic Floor Plan



