

"When you give medicine, add a few drops of love.  
Without this, medicine serves very little."  
St. Padre Pio

## Volunteer Handbook



St. Ann Medical Clinic  
operated by St. Joseph Primary Care



Medical services that serve the uninsured and under-insured (high deductible health care plan) and provide them with the tools to live a happy, spiritual, and healthy lifestyle.

### **Main Clinic:**

#### **St. Joseph Primary Care**

4400 Falls of Neuse Rd., Suite 101, Raleigh, NC 27609

(919) 386-6866

Monday - Wednesday: 9 am - 4 pm

Friday: 9 am - 4 pm

#### **Medical Clinic at St. Ann Catholic Church**

4057 US 70 BUS W., Clayton, NC 27520

(919) 300-2487 (919) 300-2496

Thursday 9 am – 4 pm

Last Sunday of every month

8 am – 10 am (schedule for an appointment only)

10 am – 2 pm (sick appointment – walk-in available ONLY if there is empty apt slot)

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### WELCOME

We are pleased to welcome you to Medical Clinic at St. Ann Catholic Church, operated by St. Joseph Primary Care, Inc. You are joining a church health ministry of dedicated and hard working professionals. Your contribution to the overall success of Medical Clinic at St. Ann Catholic Church 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 serve parishioners at St. Ann Catholic Church who do not have health insurance, as well as insured and underinsured parishioners. The clinic is staffed by a board certified primary care physician on a weekday. Other charity cares and services, including on the weekend, are staffed by volunteer physicians, nurse practitioners, registered nurses, medical assistant/students, and patient care technicians. St. Joseph Primary Care is an independent 501(c)(3) not-for-profit organization, and not part of the Diocese of Raleigh, nor St. Ann Catholic Church. The uninsured parishioners also have access to quality primary care, and specialty services such as eye care, orthopedics, cardiac care, gynecology, mammography, and ENT services. For medical care, like surgery, or specialty care outside of St. Joseph Primary Care, we can connect them through NC Medical Society's Project Access. Service is at no or low cost.

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 Medical Clinic at St. Ann Catholic Church, Inc. challenging, personally rewarding, and mutually beneficial. We are glad you have chosen to become a part of our team.

Rejoice!

Peter Le  
Executive Director  
St. Joseph Primary Care  
(919) 386-6866 | (919) 300-2487

## INTRODUCTION

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### **Purpose**

This handbook is intended to provide you with the information necessary for your time as a volunteer at the Medical Clinic (known as The Clinic) at St. Ann Catholic Church. The Clinic operated by St. Joseph Primary Care. Thus, the following policy/procedures are part of St. Joseph Primary Care and they are not St. Ann Catholic Church's policy/procedures.

Volunteerism is an essential asset to most nonprofit organizations, and Medical Clinic at St. Ann Catholic Church is no exception. With only a small paid staff, we rely on YOU – our volunteers, to help provide the services that Johnson 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 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.

### **Our Mission:**

To provide comprehensive, affordable, personal care to all of our patients; without regard to income, employment, insurance, faith, or documentation status.

### **Our Values:**

Following the tradition of Catholic healthcare, we follow the life-affirming teachings of the church. We focus upon whole-person wellness, we do not provide or refer for contraception, abortion, or sterilization and encourage the use of Natural Family Planning and compassionate hospice care at the end of natural life.

## GENERAL INFORMATION

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St. Ann's Medical Clinic (the Clinic), operated by St. Joseph Primary Care and volunteer medical professionals, that serves the uninsured, and under-insured (high-deductible health care plan) and provides them with the tools to live a happy and healthy lifestyle. Patients who join this ministry become a member and receive high quality, comprehensive, personalized health care from a Catholic board certified physician, with unlimited office visits, flexible appointments, discounted on labs and medications. Members have access to the Raleigh and Clayton location.

The intension of the Clinic is to serve parishioners at St. Ann who do not have health insurance, as well as insured and underinsured parishioners. The clinic is staffed by a board certified primary care physician on a weekday. Other charity medical care, including on the weekend, are staffed by volunteer physicians, nurse practitioners, registered nurses, medical assistant/students, and patient care technicians.

The uninsured parishioners also have access to quality primary care, and specialty services such as eye care, orthopedics, cardiac care, gynecology, mammography, and ENT services. For medical care, like surgery, or specialty care outside of St. Joseph Primary Care, we can connect them through NC Medical Society's Project Access. Service is at no or low cost.

The Clinic is a private 501(c)(3) not-for-profit organization. This is not a government program or “entitlement”. We do not receive federal or state funding. We are not part of a hospital, Health Department or the Department of Social Services. We rely on private donations and grants to provide charitable services to you. Most of our services are provided by doctors, and others who are volunteering their services to help you get well and stay well.

The Clinic does not accept any form of health insurance, including Medicaid and Medicare. People who want to receive medical care at St. Joseph Primary Care can enroll into one of the three programs.

1. Membership Care Program
2. Charity Care Program & Project Access
3. Direct Care Program
4. Day of Grace (Free Sunday Clinic)
5. Outreach programs
  - Free mammograms
  - Free Flu Shot Clinic
  - Day of Caring (a backyard medical mission)
  - St. Joseph Charitable Care

### **MEMBERSHIP CARE PROGRAM (MCP)**

This program gives our patients affordable and quality health care. We provide them with the tools to live a happy and healthy lifestyle. Patients who join the program pay an annual membership fee of \$600 per person or \$1,000 for a family (up to 4 people) and may be tax-deductible. Members receive high quality, comprehensive, personalized health care from a board certified physician, with unlimited office visits, no co-pay, flexible appointments, discounted on labs & medications. They also have access to two locations, Raleigh and Clayton. Patients who cannot afford to join the MCP, they can (1) apply to join the St. Joseph Charitable Care, or (2) direct and self-pay for each visit. **Extra fee for labs, medications, and procedures.**

### **CHARITY CARE PROGRAM**

The annual fee to join is \$300. There is a \$30 for each office visit. Annual fee can be reduced based on their income and life changing events. A financial screening is required before a visit can be scheduled with a medical provider. Typical, patients that have a household income at 200% of the Federal Poverty Level (FPL) will qualify, and those above 200% of the FPL will pay a \$20 co-pay for each visit and pay \$150 for the annual fee. Patients must provide proof of income that each family member receives. Gross income and household size will be used to determine income levels.

To schedule an appointment for financial screening, please call (919) 300-2487. Please bring a photo ID to your financial screening appointment and documents to verify your income.

**PROOF OF INCOME:** The following documents may be accepted as income verification:

- Recent pay stub(s)
- Current unemployment benefit award letter
- Signed statement of unemployment
- Current Food Stamps letter (WIC)

- Recent Social Security check
- Recent Disability check
- Bank statement
- Proof of pension
- Notarized statement of support from friend, family member, etc.
- Most recent tax return
- Most recent tax return with Schedule C (if self-employed)
- Recent child support or alimony check or court ordered document

### **PROJECT ACCESS**

If the patients qualify for the Charity Care Program, they automatic enrolled to Project Access. This program is a physician-led volunteer initiative that gives low-income and uninsured neighbors access to comprehensive medical care, and specialty services such as eye care, orthopedics, cardiac care, gynecology, mammography, and ENT services. Patients must apply and if approved, these services are at no or low cost.

### **DIRECT CARE PROGRAM**

Patient pays a fee for every office visit (fee-for-service). Cost to see a doctor ranges from \$30 - \$150 each office visit.

### **DAY OF GRACE**

DAY OF GRACE is a Free Sunday Clinic and a day where Catholic medical professionals and volunteers come together to provide free and charitable care for their neighbor and for the love of Christ. For those who in need of medical care and lack access to healthcare, please join us on the Day of Grace which is held on every last Sunday of the month except in November & December when it is held on the first Sunday of the month. In order to receive free care, participants must present with a health card, provided by the Clinic, and obtain an appointment (in person) at the Clinic from 8 am - 10 am. Services are free as long as funding available.

### **OUTREACH PROGRAMS (OP)**

Mercy in Action: Through our private donations and membership fees from our members, we can practice medicine among the marginalized by offering these services throughout the Catholic Churches by offering these outreach programs.

### **OP - FREE MAMMOGRAMS**

St. Joseph Primary Care collaborates with REX UNC Health Care System to offer mammogram screenings to women for early detection of breast cancer. On this day, patients/members of St. Joseph Primary Care can come to our clinic and receive a free mammogram through the Mobile Mammography Program. Since many of our patients/members are parishioners at local churches, St. Joseph Primary Care coordinates with REX UNC Health Care System so that they can receive free mammograms at their local churches instead of coming to St. Joseph Primary Care.

### **OP - FREE FLU SHOT CLINIC**

During the flu season, St. Joseph Primary Care collaborates with Walgreens and together they travel to local churches and administer FREE flu shots to the community. Our hope is that through primary prevention, people will remain healthy from the seasonal flu and continue to come to church and receive the Eucharist, pray and be generous with their gifts, and continue to give God thanks and praise.

### **OP - DAY OF CARING (a backyard medical mission)**

DAY OF CARING (DoC) is a version of our “backyard medical mission” - providing a high quality, comprehensive, and personalized Christian health care screenings. DoC is a way to engage head, heart, and hands in love of God and neighbor. On this day, St. Joseph Primary Care partners with one of the local churches, transforming the church into a free health clinic to address the physical, emotional, and spiritual needs of people in the community. The DoC model encourages and equips volunteers from local churches, healthcare providers, other medical ministries, and businesses to host a one-day health fair screenings meeting human needs in Christ’s name. Rather than traveling to another location, volunteers engage the community in which they live with this “backyard medical mission”. The next Day of Caring is on February 3, 2018 from 9 am—2 pm at St. Ann Catholic Church.

### **OP - ST. JOSEPH CHARITABLE CARE**

Priests and staff at any Catholic churches can refer their parishioners to receive charitable care through the Mercy Fund.

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## **VOLUNTEER OPPORTUNITIES**

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### **Practitioner: Primary Care or Specialties**

Physicians, Nurse Practitioners, and Physician Assistants are needed to provide primary, acute and specialty care to St. Ann’s parishioners (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 Medical Clinic @ St. Ann Catholic Church 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.

### **Nurse Coordinator**

As a Nurse Coordinator, this volunteer is responsible for recruiting, training, scheduling, or managing volunteers (nurses only). Current and unrestricted North Carolina license required.

**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.

**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 Parish Center or the Learning Center at St. Ann Catholic Church.

**Intake Eligibility Patients**

Intake Eligibility Patients interview potential patients and discuss requirements needed for a patient to be eligible for the Membership Care Program or the Charity Care Program, including Project Access. They determine if an applicant is eligible and create new patient charts for those who meet eligibility requirements and issue a Health Card for the 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 Clinic'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 databases via Salesforce.com 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.

### **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 Medical Clinic @St. Ann Catholic Church 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.

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## WORK RULES

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It is the goal of the Clinic to ensure the safety of everyone, volunteers, patients 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.
- The Clinic will not tolerate staff/volunteers that are impaired by or under the influence of alcohol or drugs while working.
- The Clinic has zero tolerance for workplace violence. This means any form of abusive behavior or threats against staff, volunteers or patients 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 the Clinic or while on church grounds.
- The Clinic and St. Ann Catholic Church are designated as totally weapon free. A concealed weapon permit does not give anyone the right to bring weapons onto Clinic or church grounds.

### **Non-Discrimination Policy**

The Clinic believes in promoting diversity within the community at large. As such, it is the policy of the Clinic to grant equal 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. The Clinic 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 Clinic Executive Director.

### **Harassment**

It is the policy of the Clinic to prohibit any form of harassment in the workplace, whether by supervisors, coworkers, 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 the Clinic'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 the Medical Clinic at St. Ann Catholic Church, you may have access to confidential information. This is information not generally known to persons outside of the Clinic. We treat our confidential information as valuable information, which if disclosed to outside third parties could cause harm to the Clinic 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 the Clinic.

Maintaining client/patient confidentiality and dignity is of utmost importance to the Clinic. 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 the Clinic.

It is imperative, because of the nature of our work, that the Clinic HIPAA Compliance Policies and Procedures are always applied. Under no circumstances should clients/patients 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/patients must be held in private and should be done on a "need to know" basis. No client/patient information will be provided to outside agencies except with the client's express written consent or as outlined in the Clinic 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 the Clinic without expressed authorization. Violation of our confidential information policy will result in disciplinary action up to and including termination.

### **Representing the 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 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 the 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, the 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**

The 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**

The Clinic is a respected organization in our church 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 the Clinic 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 the Clinic Property**

All volunteers of the Clinic are responsible and accountable for the security of the Clinic 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 (TBD).

#### 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 the 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.