



# LIGHTHOUSE

## MEDICAL CLINIC

VOLUNTEER GUIDE BOOK

## THANK YOU

Lighthouse Free Medical Clinic began in 2001, after several years of planning, when two UB medical students recognized the lack of access to medical care on the East Side of Buffalo. Since then, donations, fundraising and the generous volunteer service of medical, social work, nutrition, dental, and undergraduate students have allowed us continued growth.

Your time here at clinic is invaluable to us. Each week, we see some of the most deserving and grateful patients. We truly appreciate the hours you spend here, despite your busy schedule.

We hope you find this clinic to be a beneficial and rewarding place for clinical skills practice, mentoring, and inter-professional collaboration.

## ON ARRIVAL

1. Do not leave valuables in your car
2. Head to the conference room & **sign in**
3. A brief orientation will begin around 5:20pm
  - Water bottles and snacks are available
  - Bathrooms are located towards the back of the clinic
4. Familiarize yourself with the services offered
  - Dermatology (1<sup>st</sup> & 3<sup>rd</sup> Wednesdays of each month)
  - Gynecology (2<sup>nd</sup> Wednesday of each month)
  - STD & HIV Testing (every clinic night)
  - Social Work
  - Nutrition
  - Dental
5. Socialize
  - Lighthouse is also meant to be a place for mentoring and socializing

## SETTING UP

1. Find a partner
  - Pre-clinical students (M1/M2) pair-up with clinical (M3/M4)
2. Pick an exam room
3. Each room will have one of each of the following:
  - Surface computer
    - All charting should be done on the EMR
    - Be sure to click “save and keep open” frequently
  - Supplies bin
    - Includes BP cuff, glucometer, reflex hammer, eye chart, bags of condoms, pen, and dry erase marker
  - Paperwork folder
    - Includes physical/clearance forms, Allscripts forms, paper charts, and reference sheets
  - Whiteboard
    - Please write each of your names on the whiteboard located on the front of each door
    - This whiteboard will also be used by you to communicate when you are going to present to the preceptors – just write “presenting to preceptor”
  - Services list
    - Located on the back of your door, this list includes all the services we offer at Lighthouse
  - Reminder list
    - Also located on the back of your door, this lists the important points to remember when seeing patients

## SEEING PATIENTS

1. Your first patient will be assigned to you while you wait in your exam room
  - You may have to **obtain vital signs for your first patient** if they are not in the chart
  - There is a scale and thermometer in the vitals room - please stagger this as much as possible to prevent a bottleneck
  - BP cuffs are located in your supplies bin (ask a manager if you need pediatric or bariatric sizes)
  - Vitals on your subsequent patients will be done before they are assigned to you
2. Be sure to **ask your patients if they need forms filled out**
  - The folder contains generic physical/ clearance forms if they forgot to bring theirs
  - We require a **2-week turn-around time** to transcribe info over to new forms if they forgot to bring theirs
3. **Save your chart often!** ("Save & Keep Open")
4. Be sure to ask your patient if they would like **STD testing**
  - ALL patients ages 13-64 must be offered HIV screening per NYS law
5. Children seeking sports clearance physicals need to be screened for Hypertrophic Cardiomyopathy and other congenital heart conditions
  - There is a reference sheet in your folder for more information
6. Present your patient to an attending in the preceptor room
  - Before leaving your room, make sure you write "**presenting to preceptor**" on your whiteboard
7. If you are prescribing a medication for your patients, please **fill out the Allscripts ePrescribe form** (in the folder) with the attending and hand it to the front desk manager
8. Remember to "sign" both your name and the attending physician's name in the EMR
9. **Sign, stamp, and scan** all paperwork at the front desk

## LAB TESTING

If your patient expresses interest in STD testing, a PPD, or needs blood-work for a medical indication, you may **send them to the waiting room after your exam**

Be sure to **sign-up the patient at the front desk** so we know they are waiting for a test!

### Lighthouse Laboratory Services

STD Testing:

HIV & Syphilis (blood)

Chlamydia, Trichomonas (females), & Gonorrhea (urine or swab\*)

PPDs

Hemoglobin A1c

CBC

BMP

TSH

Urinalysis Dipstick

Pregnancy Testing

\*Please be aware that our chlamydia and gonorrhea screening for females will no longer be run from a urine specimen, therefore it is not necessary for you to ask them to provide a urine sample. Our lab manager will assist the patient with directions.

## INTERNAL REFERRAL INDICATIONS

### DIETETICS/NUTRITION

Trouble affording food, cooking, or shopping

Unintentional weight loss or gain

Overweight/Underweight, frail

Food allergies, gluten-intolerance

Heart burn, constipation, diarrhea, vomiting

Alcohol or drug abuse, smoking

Vegetarian

Type 1, 2 Diabetes Mellitus

Pregnancy, Breast & Bottle feeding tips

Hypertension, Heart disease, Hypercholesterolemia

Food safety

Athletic or exercise nutrition

Interested in healthier eating

## GYNECOLOGY

Severe menstrual cramps or pelvic pain

Injury to pelvic area

Menstrual irregularities

Have not had first period by the age of 15

Pregnancy, STDs, safe sex practice

Burning sensation or frequent urination

Hematuria

Breast discomfort, lumps, discharge

Contraception/birth control

Menopausal concerns

Vaginal itching, redness, sores, swelling, unusual odor or discharge

Services:

Pap smears o Pregnancy testing o Pelvic exams

Sexual health information

## SOCIAL WORK

Seeking counseling

Thoughts of hurting oneself or suicidal

Drug or alcohol abuse

Intimate partner violence

Difficulty in grieving a loss

Homeless

Trouble finding affordable housing

Problems with landlord

Food and clothing assistance • Looking for employment

Parent counseling and advice

Stress management

Immigrant/refugee looking for assistance

Health insurance information

Coping with medical condition

## BEFORE LEAVING

Check with the front desk to see if there are any patients still waiting to be seen

If not, please return to your exam room and follow the clean-up checklist (located in your supplies bin)

1. Save your last chart
2. Close the EMR
3. Power down the computer
4. Return all supplies to your bin
  - a. Reminder sheet
  - b. Services sheet
  - c. Magnets
  - d. White board
  - e. Eye chart
  - f. Reflex hammer
  - g. Tuning fork (your bin may not have had one)
  - h. Dry erase marker
  - i. Pen
  - j. BP cuff
  - k. Glucometer
  - l. Condoms (if you didn't hand them out)
5. Replace paper sheet on exam table
6. Check that otoscope/ophthalmoscope light is off
7. Take the garbage bag out, tie it, and place outside of your door in the hallway
8. You can leave the computer, folder, and bin inside your room

## OTHER IMPORTANT CONSIDERATIONS

1. Never offer patients a ride
  - Under extenuating circumstances, we can arrange a cab for them
2. Please find a buddy or manager to leave with you and escort you to your car – safety first!
3. This space is generously loaned to us on clinic night
  - Please help us keep it clean and respect the equipment and personal items around the desks
  - All of our snacks and supplies are kept in the conference room – anything outside of there does not belong to us
4. We are open to suggestions and improvements!
  - Your time and service are essential to the success of clinic and we want you to have a good experience here! Please take the time to fill out a volunteer survey if given to you. Your opinions mean a lot to us!

**On behalf of our patients, managers,  
preceptors, and generous donors,**

**THANK YOU!**

Your time and hard work are vital to our  
success