



# MERCY HEALTH CLINIC OF NORTH WAKE

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## CLINICAL VOLUNTEER POSITION DISCRIPTIONS

**Clinic Coordinator-** will oversee the flow of clinic operations on scheduled clinic days. Verify that clinic set up is complete, verify scheduled volunteers are in attendance, and clinic needs are covered. May conduct huddle meeting with all volunteers prior to opening to update on any issues and pray for our evening. Monitor patient schedule and provide assistance and guidance as needed to keep patient flow smooth. Make note of supply needs that arise and any issues or concerns and forward to the Director of Operations. Assist in verifying clinic PHI and clinic equipment/supplies have been secured at the close of the clinic. Must be organized and detailed.

**Counselor-** Provide direction, support and resources to patients that may need assistance with mental or emotional issues as appropriate and within the scope of practice. (The treatment of Complex psychiatric issues is outside the scope of Mercy Health Clinic of North Wake)

**Currently Licensed RNs/LVNS -** Assist Primary Care Provider during appointments. May include reviewing chief complaint, system reviews, vital signs, charting and collaborate with Health care providers in delivering prescribed treatment and patient education. May also assist with blood draws. RNs with experience in Case Management are also desired and will follow up with patients regarding labs/test results and next steps.

**Health Care Providers -Physicians (MD, DO), Nurse Practitioners, and Physician Assistants-** will provide non emergency primary health care and develop treatment plans within their scope of practice. This may include providing patient education, determining medication needs and prescribing as appropriate, completing medical records, and ordering patient referrals as appropriate.

**Medical Assistant-** May include vital signs, recording chief complaints, charting, assist with Patient flow, and room turnover.

**Medical Translator (Certified)-** Provide accurate and precise medical advice and information given by the Health Care Provider into equivalent terminology in the patient's native language.

**Phlebotomist-** Responsible for the Collection of blood/body fluid samples as directed by Health Care Provider and prepares samples for transport to the lab. Comply with all BBP, sharps handling, and biohazard waste policies and procedures.

**Prayer Partner-** Be available during check out process to pray with patients/families that desire prayer.

**Registered Dietician/Nutritionist-** Assess current nutritional habits and health needs of patients. Encourage eating for a healthy lifestyle, provide patient education and resources.

**Social Worker-** Will conduct needs assessments and provide direction, support and resources to promote social welfare.



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## ADMINISTRATIVE CLINICAL VOLUNTEER POSITION DISCRPTIONS

**Clinic Set Up-** Follow set up instructions which will include setting up each station. (i.e. Pt Check-In, Exam Rooms, Pt Check-Out, Lobby). Posting signs and setting up equipment and supplies.

**Clinic Tear Down-** Disinfect table, chairs, equipment, items used. Put clinic items in appropriate storage areas and secure. Return rooms to Sunday School layout. Empty trash cans. Adjust AC, turn off lights and secure building per North Wake protocol.

**Front Desk Patient Check in-** Greet patients, Verify name, date of birth, phone number and compare with schedule. Give appropriate paperwork for Patient to complete. Verify Paperwork is complete and signed by patient. Copy ID for new patients. Place completed charts in designated "Ready for Provider" bin. Clean up station after last patient brought back to exam room.

**Lobby Greeter-** Greet patients and families as they enter. Direct patients to the Check-In desk. Be available to help answer questions and make visitors comfortable.

**Lobby Translator-** Greet patients and families as they enter. Assist visitors with language barriers by greeting and translating in their native language. Be available to help answer questions and make visitors comfortable.

**Patient Check-Out-** Once patient has seen Dr and had lab work if needed, the patient will be directed to the Patient Check-Out area. Ask how their visit was, if they have questions, needs or if they would like prayer. Direct patient to Social Worker and prayer partners as appropriate. Assist with giving patient packets with resource information and directing to the exit. Break down Patient check out area once last patient has been checked out.



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## SUPPORT VOLUNTEER POSITION DISCRIPTIONS

**Administrative/Clerical Support-** may include preparing forms, packets, training materials, patient educational materials and resources and preparing patient charts as needed. Also, may be asked to assist with monitoring volunteer coverage and assisting to fill gaps. Volunteer may also assist with Data entry and may be asked to assist with patient scheduling. The need varies and can be done offsite most of the time.

**Publicity Coordinator-** Assist in creating and promoting awareness for Mercy Health Clinic of North Wake as directed by the Board

**Social Media Manager-** Create, maintain and post to Mercy Health Clinic of North Wake's social media sites and pages as directed by the Board.

**Website Manager-** Update and maintain Mercy Health Clinic of North Wake's website. Adding and revising site as directed by Board.