**Checklist for MEDICAL STUDENT VOLUNTEERS**

**Before clinic:**

* Bring stethoscope, ID badge, pen
* Show up on time (5.00 pm)

**During clinic:**

* Sign in
* Get a new HoPI sheet for each patient (new sheets located on a clipboard next to the “To Be Seen” bin)
* Take patient vitals and HoPI; physical exam (as needed)
* Present to attending
* Assist with **patient check-out** (prescriptions, diagnostic testing, education, etc.)
	+ - * + TEAM UP WITH A CLINIC STAFF MEMBER OR MED STUDENT COORDINATOR.
* VERIFY that all forms have been filled out properly
* **Lab tests**
	+ ICD-9 codes (look up online)
	+ Signatures and dates
	+ Patient’s info
	+ **White copy goes with patient, yellow gets folded and put in the patient’s “Labs” tab**
	+ **Instruction sheet (to patient) 🡪 EMPHASIZE HIGHLIGHTED PORTIONS AT DISCHARGE**
		- Patients need to take the white copy of the lab form to Martha Morehouse.
		- MM is a walk-in clinic. (Some appts are available 🡪 patients should call to arrange this.)
		- IMMEDIATELY after getting the test done, **the patient should call and make a follow-up appointment with Noor Clinic**
		- Patients SHOULD NOT call to ask about lab results. **We only call if there is a need for follow-up.**
* **Radiology/Imaging**
	+ ICD-9 codes and a brief history
	+ Signatures and dates (on **BOTH sides**, if needed)
	+ Patient’s info
	+ **Patient gets a COPY, the original is put on a clipboard designated for radiology and referral requests (located by the “Need to be Checked” bin)**
	+ Instruction sheet
		- Patients must wait until the FOLLOWING MONDAY to make appointment.
		- Patients should ID themselves as Noor patients.
		- After getting the test done, the patient should **immediately call and make a follow-up appointment with Noor Clinic.**
		- Patients SHOULD NOT call to ask about test results. **We only call if there is a need for follow-up.**
* **Referrals**
	+ Patient’s info (**the entire top of the form must be filled out**)
	+ Referral specialty
	+ Reason the referral is being sought (should be filled out by attending)
	+ Signatures and dates
	+ The patient should be given **a financial aid (HCAP) application and an instruction sheet**.
		- HCAP form needs to be completely filled out by the patient and either **MAILED or FAXED**.
		- **Patients also need to call the financial aid office** and let them know to expect the application.
		- After sending in this form, the patient should receive a LETTER in about 2-3 weeks.
		- When they receive an approval (or not), they should immediately **call Noor Clinic. We will make the appointment for them.**
		- After seeing the specialist, the patient should **immediately call and make a follow-up appointment with Noor Clinic.**
* Fill out a column in the Clinic Summary Sheet for each patient seen.

**Checklist for MEDICAL STUDENT VOLUNTEERS (brief)**

**Patient check-out process:**

* **Should work with a medical student coordinator or nurse to complete this process**
* Print out any **educational material**, as needed.
* Verify that all **prescriptions** are completely filled out, LEGIBLE, SIGNED, and STAMPED.
* Verify that all **diagnostic testing and referral forms** have been filled out in their entirety (HIGHLIGHTED ITEMS).
* Provide patient with **copies of forms** as needed.
	+ Educational materials
	+ Give patients the **WHITE copy of the lab test form** after it has been completely filled out.
		- Patients should also receive a printed copy of the instructions for getting blood work done at Martha Morehouse. EXPLAIN these instructions, and EMPHASIZE THE HIGHLIGHTED PORTIONS.
			* **Walk-in (or call to make apt)**
			* **Take white form with them**
			* **Immediately call Noor Clinic for a follow-up**
			* **DO NOT CALL FOR LAB RESULTS**
	+ **Make a copy of radiology form for patients**, and keep the original (place it on the designated clipboard).
		- Patients should also receive a printed copy of the instructions for how to schedule imaging. EXPLAIN these instructions fully, and EMPHASIZE THE HIGHLIGHTED PORTIONS.
			* **Call to make an appointment the FOLLOWING MONDAY**
			* **ID self as a Noor Clinic patient**
			* **Take copy of radiology form with them (just in case)**
			* **Immediately call Noor Clinic for a follow-up**
			* **DO NOT CALL FOR RADIOLOGY RESULTS**
	+ Patients should be given a **financial aid (HCAP)** form and instructions for how to follow-up on a **referral to a specialist**.
		- FULLY EXPLAIN THESE INSTRUCTIONS, EMPHASIZING THE HIGHLIGHTED PORTIONS.
			* **Fill out HCAP**
			* **Mail or fax the form**
			* **CALL FINANCIAL AID OFFICE**
			* **Wait for approval letter**
			* **Once, approved, call Noor Clinic**
			* **NOOR CLINIC WILL SCHEDULE THEIR APPOINTMENT**
			* **After the appointment, immediately call Noor Clinic for a follow-up**