**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**