



Physicians CareConnection
Volunteers Serving Central Ohio

CONNECTING CARE

February 2015

Clinic is CLOSED on February 16, in respect to President's Day

WELCOME

Welcome to the updated Physicians CareConnection Newsletter!

With this newsletter we hope to introduce you to the many things happening at Physicians CareConnection and the Free Clinic.

We would like to introduce to you to the main reason this clinic runs as well: YOU, the Volunteer.

CHANGES FOR 2015

We have been busy over the winter break and during that time have worked on improvements to better serve the patients that come into our clinic and ease the processes for our volunteers.

OhioHealth Process Excellence team sent some volunteers to observe the process of our patients and charts through the Monday night clinics. What they found was astonishing and very helpful. For example, did you know that our patients would come in and out of the clinic area to the waiting area an average of 11 times!

PCC Staff sat down with the Process Excellence team to go over their observations and discuss opportunities for improvements. Here are some changes you can expect to see in February:

1. In the waiting area, there will now be two greeter volunteers. One directing traffic and being the information hub, the other directing traffic and directing questions to appropriate staff members.
2. Chart creation will now be handled by the Registration volunteers, as they are registering the patient.
3. Standard work guidelines have been created for some of the volunteer positions.
4. Vision Screenings will now be held in the medical clinic area.
5. Vitals will be taken at Registration.
6. There will be arrival time changes for some of the volunteering roles.

We ask for your patience as we implement and adjust the processes as necessary. Ultimately, it is our hope that by making these changes, the clinic will run smoother, faster and safer for everyone.

The patients could walk in and out of the clinic area an average of 11 times!

FUTURE

In future newsletters we hope to share the changes happening, showcase outstanding volunteers, and share with you numerically and with stories the difference you are making by volunteering.



WE MAKE A LIVING BY WHAT WE GET WE MAKE A LIFE BY WHAT WE GIVE

- Winston Churchill

Contact Us

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VOLUNTEER RECOGNITION

In the futures this section will be to recognize a volunteer or volunteers for their hardwork and efforts for the clinic. If you know of someone that should be recognized for their hardwork and would not mind being highlighted in our newsletter, please send the information to Audrey Barker, Administrative Coordinator at abarker@goodhealthcolumbus.org.

VOLUNTEERING

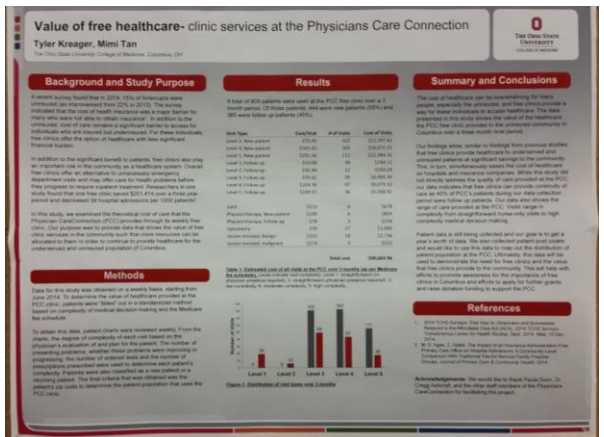
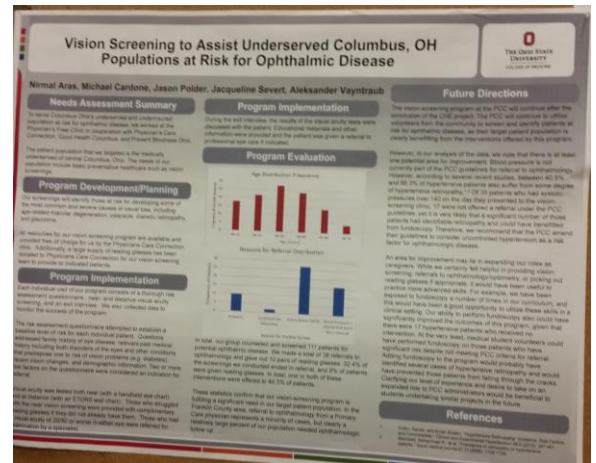
If you or someone you know is interested in volunteering, please contact Audrey Barker at abarker@goodhealthcolumbus.org.

All volunteers must attend a volunteer orientation and sign a confidentiality form.

T-shirts for volunteering can also be purchased for \$10.00. When paying, please keep in mind that most staff do not carry change.



OSU MEDICAL STUDENTS PRESENT COMMUNITY HEALTH PROJECTS COMPLETED AT PHYSICIANS CARECONNECTION DURING OSU COMMUNITY HEALTH EDUCATION DAY!



Mission Statement: To Optimize the health of the most vulnerable in Central Ohio