



Volunteer Roles & Descriptions

The roles and the descriptions of each volunteer position at the Physicians Free Clinic on Monday evenings are provided below. You will find them broken down into several categories from roles that require no training, minimal training, and in-depth training. Along with the amount of training, you will find the types of knowledge, skills and abilities we are looking for in the volunteer that fulfills that role.

NO-Training Required Roles - Clinic

1. Greeter

- **Description:** The greeter will meet the patients at the front of the waiting room lines. Directing them where to sit based on whether they have an appointment or not. Guiding the patients when it is their turn for check-in at the front desk and managing the lines.
- **Patient Interaction:** High
- **Skills:** Interpersonal communication with positive language, patience, attentiveness, and able to provide direct instructions.

2. Chart

- **Description:** The chart pullers will be required to file charts brought back from the office, via alphabetical order once arrived at the clinic. When check-in starts you will begin pulling charts of older patients or preparing new charts for new patients.
- **Patient Interaction:** Low
- **Skills:** Handle confidential and sensitive information, follow instructions, understand alphabet, and organizational skills.

3. Clinic Set-up Assistant

- **Description:** The set-up assistant will help the PFC staff, move carts & chairs to appropriate areas, set-up tables, laptops, and unload carts.
- **Patient Interaction:** Low
- **Skills:** Push carts, lift items up to 20lbs, basic computer skills, ability to listen to direction and ask questions when unsure.



4. Food Truck Assistant

- **Description:** Food Truck assistant provides directions from the clinic area to the food truck area in the building. Assist food truck patrons with their bags and boxes of food to their vehicles or back up to the clinic. Manage Mid-Ohio Foodbank's tracking process.
- **Patient Interaction:** Medium
- **Skills:** Lift up to 40lbs, ability to listen to direction and ask questions when unsure, and provide customer service to the patrons.

Minimal Training Required Roles - Clinic

1. Information Desk

- **Description:** The information desk is the first person the patients interact with. This role guides the patients where to sit and line up based upon whether they have an appointment or not. Will also assist patients with the questions they have, which may require redirection (ex: dental clinic, infectious disease testing, immunization shots, etc). Walkie-Talkie is provided to contact staff. An FAQ and instructional materials for patients are provided as well.
- **Patient Interaction:** High
- **Skills:** Interpersonal communication with positive language, patience, attentiveness, and able to provide direct instructions. Will ask questions when unsure. Understands the proceedings of the clinic.

2. Check-In Liaison

- **Description:** The check-in liaison doubles checks forms in chart are completed, manages patient flow to registration, calls patients back to be lined up for registration, guides them when to go to registration. Also helps guide patients that come to the front with questions.
- **Patient Interaction:** High
- **Skills:** Interpersonal communication with positive language, patience, attentiveness, and able to provide direct instruction. Spanish speaking preferred.



3. Room Filler

- **Description:** The room filler has the responsibility of interacting with patients and getting them either to the appropriate room, vision screening area or back to the waiting area to be called back later. The room filler will track patients in the rooms for doctors and then prepare rooms for next patient for the doctor.
- **Patient Interaction:** High
- **Skills:** Ability to maintain effective and organized system of ensuring patient flow. Interpersonal communication with positive language, patience, attentiveness, organizational skills and able to provide direct instruction. Must also be sensitive to confidential patient information.

4. Vision Screening Liaison

- **Description:** The vision screening liaison assist the vision screeners and patients. Will help screeners with equipment prep, stickering charts appropriately, and labeling forms as needed. This role also assists the patient with finding the appropriate readers if needed.
- **Patient Interaction:** High
- **Skills:** Patience, attentiveness, interpersonal communication, and ability ensure a system is followed that may have multiple variables.

In-Depth Training Required Roles - Clinic

1. Registration

- **Description:** The registration role is a very critical role for the care of the patient. This role prepares and updates the physical charts and inputs and/or updates patient information in MedServe (Electronic Medical Record Program).
- **Patient Interaction:** High
- **Skills:** Interpersonal communication with positive language, patience, attention to detail, and able to provide direct instructions. Will ask questions when unsure. Understands the proceedings of the clinic and sensitive to confidential information. Intermediate computer skills needed.



2. ScriptGuide Rx/PBO Input

- **Description:** The ScriptGuide/PBO Input role is there to place patient information into the outside prescription computer programs use for medication and eyeglasses. For eyeglass prescriptions will have to speak with patients.
- **Patient Interaction:** Medium
- **Skills:** Interpersonal communication with positive language, patience, attention to detail, and able to provide direct instructions. Will ask questions when unsure. Understands the proceedings of the clinic and sensitive to confidential information. Intermediate computer skills needed.

3. Concierge

- **Description:** The concierge reviews the patient charts to determine if they have lab draws, prescriptions, anything the doctor may have ordered. Once determined next steps for the patient, it is the concierges role to guide them to the appropriate place and explain to them what is happening.
- **Patient Interaction:** Medium
- **Skills:** Attention to detail, interpersonal communication with positive language, patience, and able to provide direct instructions. Will ask questions when unsure. Understands the proceedings of the clinic and sensitive to confidential information.

4. Check-Out/Scanning (EMR)

- **Description:** These are 2 roles that receive the charts after nurses have completed checking out the patients. The responsibilities of the role are to input every visit, even if same patient had multiple visits, into MedServe and then to scan parts of the chart into MedServe.
- **Patient Interaction:** Low
- **Skills:** Attention to detail, sensitive to confidential information, intermediate computer skills, and patience. Will ask questions when unsure and understands the proceedings of the clinic.



5. Vision Screener

- **Description:** The vision screener is trained by Prevent Blindness Ohio (PBO), before being able to fulfill this role. Once trained and certified the vision screener will provide the eye screening exams for the patients, checking their near and far vision acuity. Based on results either an referral to an eye doctor or for reading glasses will be decided by the screener.
- **Patient Interaction:** High
- **Skills:** Interpersonal communication with positive language, patience, attention to detail, and able to provide direct instructions. Will ask questions when unsure. Understands the proceedings of the clinic and sensitive to confidential information.

On-Site Training Roles – In Office

1. Chart Scanning & Input

- **Description:** This role takes place on Tuesday mornings. The volunteer will scan the patients' charts from clinic the night before and then move appropriate documents into that specific patient's electronic record.
- **Patient Interaction:** None
- **Skills:** Attention to detail, sensitive to confidential information, intermediate computer skills, and patience. Will ask questions when unsure.

2. Volunteer Information Input

- **Description:** This role takes place Tuesday, Wednesday or Thursday. The volunteer will review new applications from volunteers, place information into Medserve and record any hours logged by the volunteers.
- **Patient Interaction:** None
- **Skills:** Attention to detail, sensitive to confidential information, intermediate computer skills, and patience. Will ask questions when unsure.