

Volunteer Roles & Descriptions

This document provides a description of the roles for community volunteers with Physicians CareConnection Free Clinic on Monday evenings. The roles are broken down into several categories based on whether they require no training, minimal training, or 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 fills each role.

We also have several volunteer positions available in our office at 1390 Dublin Road. Projects will vary based on staff needs, but you will be required to complete the computer role training before assisting with these projects.

No Training Required

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. They will guide the patients when it is their turn for check-in at the front desk and manage the lines for appointments and walk-ins.

Patient Interaction: High

Skills: Comfortable interacting positively with individuals and groups, patience, attentiveness, and ability to provide direct instructions. Ability to speak Spanish is helpful.

2. Charts

Description: Before check-in begins, the chart volunteers file charts that have been brought back from the office in alphabetical order. When check-in starts, they begin pulling charts of older patients, verifying that their paperwork is up-to-date, and instructing patients to fill out any necessary paperwork.

Patient Interaction: Medium

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 PCC 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 directions and ask questions when unsure.

4. Food Truck Assistant

Description: Food Truck assistants provide directions from the clinic area to the food truck area of the building, help carry food truck patrons' bags and boxes of food to their vehicles or back up to the clinic, and 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, legible handwriting (for filling out Mid-Ohio Foodbank forms).

Minimal Training Required

1. Information Desk

Description: The information desk volunteer is the first person that the patients interact with. This volunteer guides the patients to where they should sit and line up based upon whether they have an appointment. They will also assist patients with any questions they may have and may need to redirect them to another area of the building for services (e.g. dental clinic, infectious disease testing, STD testing, immunization shots, etc). A Walkie-Talkie is provided to contact staff. An FAQ and instructional materials for patients are provided as well.

Patient Interaction: High

Skills: Comfortable interacting positively with individuals and groups, patience, attentiveness, and ability to provide direct instructions. Will ask questions when unsure. Understands the proceedings of the clinic. Ability to speak Spanish is helpful.

2. Check-In/ Registration Liaison

Description: The check-in liaison double-checks that forms in patients' charts are completed, correctly stickers and labels the chart, and instructs patients on how to complete incomplete forms.

Patient Interaction: Medium

Skills: Comfortable interacting positively with individuals and groups, patience, attentiveness, and ability to provide direct instructions. Ability to speak Spanish is helpful.

3. Vision Screening Liaison

Description: The vision screening liaison assists the vision screeners and patients. They will help screeners with equipment prep, stickering charts appropriately, and labeling forms as needed. This volunteer also assists the patient with finding the appropriate readers if needed.

Patient Interaction: High

Skills: Patience, attentiveness, interpersonal communication, and ability to follow a system that may have multiple variables correctly. Ability to speak Spanish is helpful.

In-Depth Training Required Roles

1. Registration

Description: The registration role is a very critical role for the care of the patient. This volunteer prepares and updates the physical charts and inputs and/or updates patient information in Athena (Electronic Medical Record Program).

Patient Interaction: Low

Skills: Excellent attention to detail, intermediate computer skills, and sensitivity to confidential information. Will ask questions when unsure. Understands the proceedings of the clinic.

2. Intake

Description: The intake volunteer prepares the patient's medical documentation, updates the patient card as needed, records their vitals, reasons for visit, and other information in AthenaNet (EMR), and ensures that they are directed to the appropriate next step in their visit.

Patient Interaction: High

Skills: Excellent attention to detail, interpersonal communication, intermediate computer skills, sensitivity to confidential information, and understanding of the proceedings of the clinic. Will ask questions if unsure. Ability to speak Spanish is helpful.

3. Room Filler

Description: The room filler has the responsibility of interacting with patients and directing them either to the appropriate room, vision screening area, or the waiting area to be called back later. The room filler will track patients in the rooms for providers and then prepare rooms for next exam.

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. Ability to speak Spanish is helpful.

4. 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, they 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.

5. Pharmacy Registration

Description: This volunteer uses MedServices (EMR) to register patients so that the pharmacist can fill their prescriptions. Additionally, they will use MedServices pharmacy module to track all new medications that have been prescribed for the patient.

Patient Interaction: Low

Skills: Excellent attention to detail, intermediate computer skills, and sensitivity to confidential information. Will ask questions when unsure. Understands the proceedings of the clinic.

6. 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 concierge's 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. Ability to speak Spanish is helpful.

7. Athena Scanning

Description: These volunteers scan the charts of patients who have exited the clinic, upload them to the patient's digital chart in AthenaNet (EMR), mark completed charts, and sort them appropriately when finished.

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.

8. Vision Screener

Description: Vision screeners must be trained by Prevent Blindness Ohio (PBO) before being able to fill this role. Once trained and certified, the vision screener will provide eye screening exams for the patients, checking their near and far vision acuity. Based on the patient's results, the vision screener may refer the patient to an eye doctor or provide them with reading glasses.

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. Ability to speak Spanish is helpful.

9. Lab Volunteer

Description: Lab Volunteers must shadow the phlebotomist and current lab volunteers before filling this role. Lab volunteers assist with the operations of the lab as needed. Work will take place in a lab environment around biohazardous materials, including blood, urine, and fecal matter.

Patient Interaction: Medium

Skills: Interpersonal communication with positive language, patience, attention to detail, and able to provide direct instructions. Comfortable working around biohazardous materials and awareness of universal precautions. Will ask questions when unsure. Understands the proceedings of the clinic and sensitive to confidential information.