



M A R T H A ' S C L I N I C

# Martha's Health Clinic

## *Clinic Manual*

Website: <http://medicine.tamhsc.edu/lrc/clinic/>

Phone number: 254-770-3029

Location: Martha's Health Clinic  
601 S. Seventh Street  
Temple, TX 76504-5520  
At the corner of 7<sup>th</sup> and avenue F.

Hours: 1<sup>st</sup> and 3<sup>rd</sup> Tuesday of the month,  
Every Wednesday  
We accept patients from 6pm-8pm

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## **I. General Clinic Information**

Martha's Health clinic was formally established November 21, 1994, when a group of Texas A&M College of Medicine students adopted the Martha's Health Clinic Articles of Association. Prior to the formal organization of a student board, Eric Wilke and Eric Beshires had worked for approximately one year toward the establishment of the clinic. The facilities have grown from the original single exam room, to a clinic that is now 5000 square feet. The present site has a triage station, 5 fully-equipped exam rooms, a pharmacy, a supply room, dedicated laboratory space, and a small meeting area. The clinic is housed on the ground floor of the Home of Hope Building, the men's dormitory for Martha's Kitchen and shelter. Formerly a Scott & White Hospital building, the facilities are especially well-suited for a primary care medical clinic.

The Goals of Martha's Health clinic are to provide basic primary medical services to the homeless and indigent populations of Temple, while giving students an opportunity for a unique and rich educational experience.

MHC is a student-run clinic. The role of the staff and resident physicians is to mentor and oversee students' activities. The staff physicians must approve of all patient contacts, diagnoses, and treatment plans. Cosignatures are essential. The physicians are also asked to teach "at the bedside", not only about disease and treatment, but also about ethics, utilization of resources, and the business aspects of medicine.

The 3<sup>rd</sup> year Family Medicine rotation most resembles our activities at Martha's Health Clinic, but the level of responsibility and the pace of patient flow is much different. Each student is encouraged to work to his or her comfort level and then seek out either a more senior student or staff physician. All patient care is supervised by a volunteer staff physician.

Basic equipment is available at the clinic (suture materials, glucometers, BP cuffs) but students are asked to bring their own stethoscopes.

Most clinic visits are for simple, primary care problems. There are, however, frequent exceptions to this rule. Also, the burden of extensive social problems suffered by most patients is a significant factor in the chronicity of their illnesses.

Some of the common clinical diagnoses at MHC are:

- Viral upper respiratory infection
- Asthma/reactive airway disease
- Chronic obstructive pulmonary disease
- Bronchitis
- Hypertension
- Pediculosis/scabies
- Rashes/contact dermatitis
- Tinea
- Diabetes

Viral gastroenteritis  
Gastroesophageal reflux disease/dyspepsia  
Arthritis  
Headache  
Depression  
Schizophrenia  
Tobacco/alcohol/drug abuse  
Positive PPD  
Dental disease  
Teen pregnancy/high-risk pregnancy

## **II. Patient Flow and Records**

Patients are initially seated in the waiting area. Patients sign-in on a first-come, first-served basis. If there is a volunteer working the triage station they may briefly inquire as to who is more ill or who requires special attention so that they may get to work on time. Otherwise, the triage worker sees patients in the order of sign-in, pulls the chart, obtains pertinent vitals, and gets the chief complaint. Patients are then placed in available exam rooms or returned to the waiting room.

Charts for patients waiting to be seen are placed in a rack in the front hall and patients should be seen in that order. DO NOT sort through charts to select patients UNLESS you are seeing your returning patients and wish to continue following their care. Otherwise, see patients in the order triaged.

## **III. Nightly Duties**

### **a. Board Member Nightly Duties**

- The fileroom door, gate, and exam rooms are opened and A/C turned on the day of clinic by Martha's Shelter personnel.
- Arrive by 5:30pm to open clinic and make sure everything is ready for clinic to begin.
- Make sure all trash cans are lined with a bag, it is important to put bags in trash cans BEFORE clinic because a cleaner removes them over interim
- Turn on computer and log into sequoia
- Make sure these items are laid out on counter in workroom: prescription guide sheets (Spanish and English), ICD-9 code sheet and book, and volunteer file folders
- Check answering machine messages and respond
- Set out sign up board and new patient clipboards in the waiting room, make sure pens are tied to clipboard so patients can conveniently fill out forms and so we don't lose pens.
- Fill in log book: date, board members, attending, patient rooms, etc.
- Write any messages on the wipe board in hall

- ❑ Open the waiting room and start patient intake list on nightly tracking form at 6pm
- ❑ Pull charts, place new encounter sheet in file for established patients, or create new file (see patient record section for file order), then place in rack in hallway, see further fileroom instructions below
- ❑ Set patient records in rack in order of 2 established then one new, to make it fair
- ❑ If possible and there are enough volunteers, have someone do triage
- ❑ Attending should arrive by 6:30, page them if not there, if they don't respond page Dr. Grimes or call board member in charge of physician scheduling.
- ❑ Introduce yourself to the attending
- ❑ Open mail and work on nightly lab/consult tracking system, see instructions below. Respond to mail and correspondence as indicated, be sure to note any correspondence in file and make copy of appropriate papers. See section under "patient records" for further information regarding health record requests.
- ❑ Be sure doctor doesn't leave till last student has presented, and last file signed
- ❑ Bring board in from waiting room at 8pm.
- ❑ Leave message for Richard if any supplies, or requests are needed
- ❑ Volunteers will check out with you before they leave, volunteers should not leave without board member approval and signature on nightly form. If it is a slow night and there are only a few patients the group of volunteers on duty that night must chose two people from among themselves to stay and see any patients that show up by 8pm.
- ❑ Be sure volunteers wipe down their room and collect trash into common bag before leaving
- ❑ Assemble new patient clipboards (Spanish and English) and new patient charts for next week.
- ❑ Make sure all patient charts are filed
- ❑ Make sure to collect all consult paperwork and drop off at Scott and White the next morning. See section on consults under services for details regarding consult procedures.
- ❑ Leave census sheet on desk in fileroom for Richard with total number of new patients and total number established patients.
- ❑ Make copies of any forms that are running low; mainly consults, volunteer sheets, and fileroom trays. Be sure to place originals back in the Originals Folder
- ❑ Close and lock all rooms, including pharmacy, fileroom, front door, and gate with chain.
- ❑ Water plants
- ❑ Clean sanctuary and lock both doors, turn out lights.
- ❑ Take out trash
- ❑ Turn off all lights except front light
- ❑ If there is a procedure for next time, tell a co-director, and they will contact the appropriate doctor to get supplies
- ❑ That night or the next day send an email to the board member who schedules volunteers and let him/her know which volunteers where absent or late.

- If a patient was referred from Bell County Health Department Fill out referral sheets (patients sometimes bring them with them), and send back to BCHD. You can fill out the referral sheet and/or include a xerox copy of the encounter sheet.
- **Send nightly staff log sheet to Dr. Grimes\***-he would like a copy of the sign-in log book for the night so that doctors can get credit. Send it via the Scott and White mail service, there is an outgoing box at Jane's desk in the LRC. Just put a xeroxed copy of the log page into an intercampus envelope (Deitry/Jane can hand you one) and write "Dr. Grimes, Family Medicine-Killeen" and put in the outgoing box and it will be sent to him.
- Prepare consult sheets: you will need to drop off the 2 consult forms, and patient encounter sheet for each consult.
- Drop off consults at the Scott and White Business office the next morning by 8:30am. The office opens at 7:30, so if you need to drop off the consults before then please place them in a large manila envelope, to protect patient privacy, and slip the envelope under the door.

### **1. Fileroom Instructions**

- \*There should always be someone in the fileroom.
- \*Important info should be posted in fileroom including; board member contact list, board member schedule, volunteer schedule, 4<sup>th</sup> year class contact list, volunteer physician contact list with phone and pager numbers, patient chart order, and list of nightly tasks.
- \*If pediatric patient put growth chart in file, these are located in the long cabinet.
- \*indicate if Spanish speaking patient on outside of chart
- \*for new patient folders, label chart with last, first name
- \*fill out heading information on new encounter sheets
- \*write "name alert" on chart if you find duplicate pxt. names
- \*make sure COMPLETE addresses are on all patient info sheets and patient has signed consent/waiver portion.
- \*make sure consult forms filled in completely and correctly
- \*fill in diagnosis and medication tracking list as charts are returned, and tally total number of patients seen, as indicated at the bottom
- \*be sure to indicate if prescription, medication, or consult given
- \*if patient given consult, fill in information on lab/consult tracking form (see below)
- \*make sure Dr. has signed all patient charts

### **2. Lab/Consult Tracking**

- \*look up all pending labs, as listed on tracking sheet, in sequoia. Labs should be looked up even before we receive them in the mail.
- \*If normal lab/study, enter on main tracking sheet and in patient's file.
- \*If abnormal lab/study then contact the patient by phone, talk to patient directly or leave simple message to "return to clinic", protect patients' privacy.
- \*If can't contact by phone, send Martha's note that they must RTC.

\*Indicate on tracking sheet and in patient file the attempts to make contact with patient...we will attempt at least three contacts. Use the "telephone message form" to document contacts in the patient file.

\*Once we receive lab sheets make sure they have already been completed by looking at the main tracking sheet, then file labs/studies in patient's file.

\*Report any labs to State-- S&W does this

\*Note; Dr. Manning is the referring physician for lab requests, all lab results are sent through the Santa Fe Clinic.

### **3. Guide to Orienting Volunteers**

- have them pick a room, sign in and explain process
- for efficiency if patient has many problems, tell them to focus on one or two and instruct the patient to return for additional concerns
- be sure to indicate in chart if they write a prescription or give a medication or consult
- show them where cleaning supplies are, clean room, take trash before leave
- they can use chucks to cover exam tables, they are in the drawers of the exam tables in every room
- inform regarding requirements/eligibility for consults, and to give board member 2 forms (patient info sheet and consult request form), be sure to tell pxt. to go to S&W within 3 days.
- volunteers need to be prepared to respond to pages regarding their consults for 3 days after the consult is written
- for consults, volunteer must ask if pxt. has insurance, if they have Medicaid/medicare we can refer to Scott and White, but if they have any other type of insurance they can not be referred by us to Scott and White.
- show them where patient handouts are; in the hallway and in the rooms
- show them where lab is; UA dipsticks and the clinic glucose tester, (show them how to use glucose meter or tell them to ask BMOM for help)
- if a patient needs a simple procedure, eg mole removal, toenail removal we can do it, just have them come back next week so we can get the needed supplies
- show them computer, and inform of our access to sequoia and Central Texas Referral Network for social services, dental, etc.
- show them student log sheets, important for them to fill these out
- show them the pharmacy-if we do not have a big supply of a drug they want to give out, DO NOT deplete our stock on one patient, give a small amount and write a prescription for the rest.
- prescriptions must be written on Martha's prescription, copay is as low as 5\$, show them where prescription information handouts are located in lab room.

#### **b. Nightly Volunteer Duties**

What time: Be sure to be there by 6pm. Depending on efficiency and number of patients seen, expect to be working till 8:30 or 9pm. Volunteers cannot leave till they are signed out by a board member on duty.

Procedure:

- 1) Log book: sign in and write down the room you would like to work in/job you

- 2) Patient files will be processed and will then be set out on a rack in the hallway, pick one up. Be sure to look on the file to see if they speak Spanish, this will be written on the outside. If you know any Spanish we encourage you to try, if not just leave it and take the next file.
- 3) Call the patient in from the waiting room.
- 4) See and examine the patient. Use chucks to cover the exam table. Develop diagnosis and treatment, fill out H&P form in chart. Then present the patient to the volunteer physician.
- 5) Get the medications from the pharmacy (if we have them), fill out the consultation paperwork if necessary (give paperwork to board member), and/or give prescription
- 6) When you have your plan ready go back and finish with the patient. Be sure to write medications on the H&P sheet and indicate if given at that visit or given a prescription.
- 7) Remember, if we don't offer services that are needed (e.g. domestic violence, drug rehab, shelter, food, etc.) advise the patient to call First Call For Help, the statewide hotline for social services run by the United Way- 211, we can also look it up in the online database for them. See community resources section for further information.
- 8) Make sure you note any lab work or consults you ordered in the lab tracking sheet in the chart.
- 9) Return the patient chart to the basket on the fileroom door.
- 10) Wipe down the bed, etc. in your room before seeing the next patient.
- 11) At the end of the night clean your room (wipe down bed, table, etc.) and empty the trash can.
- 12) Also make sure you have filled in your personal log sheet (in workroom) and are signed out by the board member on duty.

Dress Code:

Please wear scrubs or clinic attire, white coat not required but wear it if you like. Please wear your name tag. Closed toe shoes, no shorts, etc.

What to bring:

Bring your own equipment: BP cuff and sphygmomanometer, otoscope, ophthalmoscope, and stethoscope. We have equipment at Martha's but it is old and doesn't always work, it's more convenient to bring your own if possible. Bring pocket pharmacopeia or PDA to look up medications.

## **IV. Clinic Maintenance**

### **a. Original Paperwork**

All originals have been placed in individual clear holders and into a blue binder. The binder is in the lab room near the copy machine. There is a table of contents in the front to help you find paperwork. All the forms we use at the clinic are in there.....patient record forms, student log sheets, prescription sheets, consult forms...EVERYTHING.

Make sure there is a stock of copies made in the fileroom at all times but if you need to make copies use the originals that are in this folder.....AND PUT THEM BACK. DO NOT REMOVE THE ORIGINALS.

### **b. Making Copies**

Copies can be made in the **work room**, but not double sided ones. You can also make copies for free in the medical library, in the alumni center (double sided), or at the copy center center. (see notes in Transition folder for details about the copy center.)

### **c. Cleaning**

The clinic minimally cleaned weekly by staff hired by Martha's Shelter. Floor waxing can be done once or twice a year. This can be done after a clean up day, just call Richard and let him know. If there are any special cleaning or maintenance needs, leave a note for Richard or call him.

### **d. Keys**

New co-directors will issue one set of clinic keys to each new board member in May. These keys should be labeled at the time of issue. Board members will return their keys to their co-director the following May. Make sure they are labeled when you turn them in. Note: the fileroom door is difficult to open sometimes, the key that fits into it also same as 101, 102, and 105. Fileroom door, gate, and exam rooms are open on the day of clinic by Martha's Shelter personnel. (door numbers changed 5/06 so keys need to be relabeled)

### **e. Equipment**

The computer and printer were given to the clinic. The xerox machine was bought by Richard for the clinic. If the copier or any equipment breaks, let Richard know and he will get it repaired. Also, if we need any printer cartridges Richard can purchase those for us. Melisa Wofford donated the color printer to us and has offered to help with any computer needs or printer cartridges, here is her contact information:

Melisa Wofford  
System Administrator  
Office 254-742-7013  
254-743-0385

### **f. Internet Access**

Internet access at the clinic is through the dynafly internet service. If a board member has a dynafly account their password and username can be used, however it is optimal to have a separate account for Martha's Clinic specifically. This needs to be set up.

For accessing Sequoia, the Citrix proxy server has been installed on the desktop PC in the workroom. Each volunteer will need to use their citrix username and password to access the Scott and White server and then to log onto Sequoia with the appropriate password. However, a board member can simplify this process by logging onto citrix and leaving it open for others to use.

### **g. Sharps Disposal**

There are empty sharps containers in the workroom under the counter top. When a container is full they can be dropped off at the Santa Fe Family Medicine Clinic. They can also provide more empty containers if they are needed.

## **V. Patient Records**

### **a. Patient Chart Order**

#### Chart order;

Left side, bottom to top;

    Patient Information Sheet

    Growth Chart if under 18

    Lab Results

    Tracking Sheets: lab/consult tracking on top of health maintenance

    Any correspondence, notes, releases, etc

Right side; Health Encounter Sheets

### **b. HIPAA and File Rotation**

According to federal medicare standards we retain patient records for a period of 5 years, (see Appendix I). The records for patients who have been seen within the past two years are kept in the two main file cabinets for easy access. For patients who were last seen longer than 2 years ago but less than 5 years ago, their records are kept in the binders which are in the bookcase in the fileroom. The file cabinets in the fileroom have a limited capacity and files must be rotated at least once a year. This can be a project done by several people during a project/clean up day. Patient records that are more than five years old must be disposed of properly, using the cross-cut shredder which is in the fileroom.

### **c. Health Information Requests**

Often we will receive requests from disability services requesting patient records of our clients who are applying for disability status through the state of Texas. When the request comes from the state agency it will contain: an address sticker, a prepaid envelope, and a release waiver signed by the patient. As the board member on duty it is your job to open these and send them off the NEXT day. Make a copy of all the sheets that are in the patient file (be sure to look in the archives if the patient hasn't been at the clinic in 2 years), put the copies in the envelope, be sure to keep a xeroxed copy of the request and waiver to put in the patient's chart with your name and date, and drop the envelope in the mail. It's very simple, and if it isn't done we will get another reminder BUT NOT the prepaid envelope and sticker, which makes things more difficult! So respond to this request the first time. The patients need to have their requests processed and if we do not send the records they are completely out of luck.

If the state refuses a patient's application for disability they will sometimes hire a lawyer to handle their case. In such instances we will receive another request for the patient's records from a private lawyer...and they usually don't send prepaid postage. When this happens call the law office and tell them to send postage or we can't send the records, or have their courier pick up the information from the Shelter since they are always open.

## VI. Services

### a. Consults

When: In order to provide our patients with standard-of-care medical attention we must occasionally refer them to Scott and White for appropriate lab work, studies, screening and/or specialist care. It is important to remember that we must pay attention to the standard screening studies that people should have throughout their life and not neglect to refer them to Scott and White for screening even if they did not come to the clinic for that complaint....i.e. a 55 year old female patient who comes in for help with her hypertension but has never had a mammogram.

Who: You must ask the patient if they have insurance. If they have any medical insurance other than medicare/medicaid they cannot be referred to Scott and White by us, they must make an appointment themselves.

How: When volunteers wish to refer a patient to Scott and White the appropriate paperwork must be completed; the Patient Information Sheet for consults and the Consult Request form. Fill out the patient information sheet with the patient and complete it as thoroughly as possible. **The volunteer must put their pager on the form and be prepared to respond to pages for the following 3 days while the consult is active.** Include all ICD-9 codes applicable to the services requested....a sheet of common diagnoses codes and a larger catalog of codes are available in the workroom. After completing the consult paperwork and presenting to the attending physician, make a copy of the patient encounter sheet completed for that visit and give this, along with the 2 consult forms, to the fileroom person when the patient's chart is returned. Be sure to write down the consult on the encounter sheet and in the lab/consult tracking chart in the patient's file.

#### What to tell the patient:

- \*Give the patient the instruction sheet which tells them where they need to go and what to bring. There are instruction sheets for Martha's Shelter Residents and Non Residents, please give the patient the appropriate instructions. We also have these instructions in Spanish.
- \*Give the patient a waiver form to have signed and to bring with them when they go to the business office. This is a statement to be signed by the person who is in charge of their household bills.
- \*Be sure to emphasize to the patient that they must go to Scott and White's business office within 3 days after the consult is given.
- \*Patient's can be seen at the business office between 8:30am and 3:30pm Monday through Friday.

### b. Medications/Prescriptions/Supplies

\*We have a limited amount of a wide variety of medications that we can give to patients at no cost. We use medications that are up to 2 years past their expiration date.

\*Any sample medication that is dispensed must also have a written "prescription" instructing the patient about the medication, side-effects, and dosage. This information must also be documented on the patients' encounter document.

\*Volunteers should only give a small amount of medications to each patient so our stocks will not be depleted to assist only one patient. For instance if a patient needs a 3 month supply of Crestor but we only have enough to last 2 months, give the patient about 2 weeks worth and give him/her a prescription for the rest.

\*Diabetes Supplies: We do not have enough glucose meters to give out to every patient. The other problem with giving out meters is that it may be difficult for the patient to afford test strips. For example, the meters they can give out for free at Scott and White Endocrinology utilize very expensive strips...about \$1 each. Advise patients that they can buy the Accucheck Active meter for \$18.00 at Walmart. The strips for this meter are only \$27 for 50 at Walmart (so at minimum if someone is checking their glucose 3x/week, they would only have to spend \$6.75/month on strips. We have a large supply of lancets so we can assist patients with this.

\*Medication Assistance Programs: see section on community resources.

\*There is a handout of generic OTC medications and price list available to give to patients...this is useful for patients who need to buy naproxen, vitamins and other OTC medications. There are pictures on the handout so that patients will know what the packaging of the cheapest brands look like.

### **c. Procedures**

We can perform minor procedures at the clinic such as incision and drainage, toenail removal, etc. There is a room designated for procedures. If a minor procedure is required we have two options:

- 1) Refer the patient specifically to one of the Family Medicine clinics (ask the patient which location...Santa Fe, Belton, or Killeen, would be most convenient for them). This will give residents experience in procedures. Be sure to specify on the consult request form that you wish to refer them to the Family Medicine Resident Clinic, and indicate the specific location.
- 2) Perform the procedure at Martha's. In such an instance you may have to tell the patient to return the next clinic day so that supplies can be amassed. For example, for toenail removal there are special supplies needed. To prepare for the procedure, call the FP nurses at Santa Fe (see contact list) and ask them to prepare a toenail removal kit or appropriate supplies, which can be picked up at the Santa Fe clinic or brought by the attending physician if they are FP docs. If an I&D is performed and culture obtained, fill out the appropriate consult paper indicating lab work to be done and have the patient take the specimen themselves to the Scott and White lab after going to the Business office. The option of performing procedures at the clinic provides good experience for Martha's volunteers but it also takes up quite a bit of time in clinic and it pulls the attending away from the preceptoring table, so the first option is preferred.

### **d. Lab**

The clinic is currently licensed to perform the seven on-site laboratory tests (Blood glucose (glucometer), Hemoglobin/spun hematocrit, Urine HCG, Urine dipsticks,

Urine microscopy, Wet preps, KOH stains). However we most commonly perform urine dipsticks and blood glucose. If further laboratory testing is desired the patient can be referred to Scott and White or another appropriate entity. Record all lab tests and results in lab log book and note results in patient record.

#### **e. Women's Health**

Currently we do not offer well woman exams or prenatal care at Martha's Clinic. In the past we referred all STD, pap smears, and pregnancy evaluations to the Bell County Health Department.

\*Sexual Health: Due to budget cuts, BCHD no longer offer pap smears or STD care to new patients. If a patient is an established patient at BCHD you can refer them back there, they can just call and set up an appointment. However, if they have never been to BCHD you must tell them to go to either the Waco Planned Parenthood (ph 254-759-5750) or to the Lone Star Circle of Care in Georgetown (ph 512-863-9208).

\*Prenatal Care: Bell County Health Department offers prenatal care to qualified patient. If a patient thinks she is pregnant we have two options in referral;

1) If a patient thinks she is pregnant and we can refer her to one of the Family Medicine Clinics (again, ask them which location is most convenient) so that residents can get experience with continuity OB. We will need to do a pregnancy test for the patient at our clinic and then write them a consult to go to Scott and White. Simply indicate on the consult request form that you wish to refer to one of the Family Medicine Resident Clinics and specify location. If this becomes burdensome for the family medicine residency, or we refer a certain number each month, then we can refer patients to the BCHD.

2) If we want to send a patient to BCHD it is neither necessary to do a pregnancy test nor fill out consult paperwork. Simply tell the patient to go to BCHD (see contact list for location) during the pregnancy testing times which are Monday 12pm-3pm, and Wednesday 7am-9am. Then she will be put into their system for prenatal care.

#### **f. Condoms**

Many of Martha's Clinic patients come to the clinic with questions about STDs and requesting STD testing. Since we offer services and referrals to treat STDs, we should be actively trying to prevent them as well. We have recently acquired condoms from the Planned Parenthood in Waco for a reduced price, and the supply should be sufficient for quite awhile. They can sell us 1000 condoms for \$57 (less than 6 cents per condom). These condoms may be handed out to patients who request them as well as offered to any patient who you have established is not using protection. Some things to keep in mind:

1. Education should always be a part of providing this resource to patients. The patients need to be informed of the risks of unprotected sex (oral, anal, and vaginal), and should be educated as to the realistic level of risk reduction provided by condoms (i.e. they are not 100% effective).
2. Any patient who is sexually active should be informed that he/she needs to be tested for STDs and can be at any of the locations listed in the "Women's Health" section of the manual.

3. Patients should be verbally instructed as to the proper use of condoms. There are instruction sheets included with the condoms which should also be handed out to every patient receiving condoms.
4. Many other clinics limit the number of condoms that are distributed for free to patients. Volunteers should, as with our prescription medications, limit the number given to patients during a single visit. If the volunteers in upcoming years experience difficulty with patients repeatedly requesting excessive amounts, a policy should be created to further limit the supply. For the time being, up to 10 condoms per visit should be given to any patient requesting condoms and offered to any patient who is sexually active and not using STD protection.
5. Contact info: Planned Parenthood Waco – 254-759-5750, Pam Stone, in education department
6. Bell County contact info: Rita Brown is in charge of outreach education at the Bell County Health Dept. The health dept will supply a limited number of condoms to any person who requests them. The health department receives these condoms under several different grant funds, and it is advised that if Martha's wants to provide condoms indefinitely in the future, that we also write for grant funding.

## **VII. Finances**

### **a. General Information**

\*Mr. Ray Sevren is the Board of Directors Chairman for Martha's Kitchen/Shelter (see contact list) and he deals with the specific details of the clinic budget.

\*There is no "Martha's Clinic budget" at the shelter. Basically, Martha's shelter is a large entity with shelters (men and women), clothing store, food bank, and the clinic. Money is gathered from large grants, private donations, and donations from shelter residents. Then, the money is divided to where it needs to go. If we need something at the clinic, we can just ask. The estimated funds spent on Martha's each year is close to \$11,000.

\*Donations: If people want to donate specifically to the clinic, they must specify this on their donation information. Otherwise, it goes to the general shelter / kitchen funds, and then is distributed to where it is needed. Richard sends out a mailer each year, you can call him to add someone to the mailing list who would like to be a contributor.

\*If we need funding for i.e. physician recognition, pizza at clean-up days, etc., this is worked into the budget. Ask Richard for money if you have any requests.

\*Funding is available from the school. Typically the 3<sup>rd</sup> and 4<sup>th</sup> year classes contribute ~100 each for the 2<sup>nd</sup> year recruiting session in BCS, contact class presidents for this. In addition we can request funding for end of year banquet, certificates, but not for gift certificates (too much paperwork involving gifts). The request forms are online, here are some instructions. Go <http://medicine.tamhsc.edu/stuorg/forms.html>. Please note that the check request are online as well as the transmittal certification form. Please complete the check request online and print before you bring a receipt to Casey. Make sure that the form has been signed by an organization leader other than yourself BEFORE you bring take it to Casey. If you are being reimbursed by the HSC and not your class account you must use a tax exempt form. Contact Casey Huckaby in College Station if you have any

questions. CLHuckaby@medicine.tamhsc.edu

**b. Reimbursement Procedure**

If items need to be purchased for the clinic, clear this purchase with one of the co-directors, and make the purchase. This would be appropriate for special items that we need to pick out ourselves or items that we need quickly, such as stamps, pregnancy tests, miscellaneous office supplies, certificate holders, etc. Also, food may need to be purchased for clean up days. In these instances the board member or co-director can purchase the item and must save the original receipt to be submitted to Richard for reimbursement. The simplest way to do this is to enclose the original receipt (make a copy for yourself) with a note to Richard that you would like to be reimbursed and what the purchase was for. Put these items in an envelope and leave it in the fileroom for Richard to pick up. Call Richard if there is a delay in getting a reimbursement.

**VIII. Communication**

**a. Website**

The Martha's Clinic website address is <http://medicine.tamhsc.edu/lrc/clinic/> This site can also be accessed by going to the main student organization website at <http://medicine.tamhsc.edu/stuorg/martha.html>

Management: One of the co-director's manages the information on the main webpage with the assistance of Jane Tonn-Bessent (ph 254-724-6806, [tonnbess@medicine.tamu.edu](mailto:tonnbess@medicine.tamu.edu)) . Jane can help make any changes or post documents to the website.

Typically we post the student and physician schedules, board member schedule and board member positions and contacts on the website. If a volunteer wishes to chose webpage management or redesign as their project that is also an option.

**b. Telephone**

There is a telephone in the workroom. Since we use dial up for internet service the phone cannot accept calls during clinic hours, however there is an answering machine that will receive messages at all other times. Make sure there is a message on the tape that 1) tell callers about our services and the hours that we conduct clinics, 2) that tells them to call 911 in the case of a medical emergency, and 3) our address and location....tell them to leave a message and we will return their call. This message should also be in Spanish, following the English version. The board members on duty each night should check the messages and respond to them on each clinic night.

**c. Information Dissemination**

1) Be sure that the major community services we deal with are informed of the details of clinic and any changes we make, you should be aware of their services too, these include; (see contact list for numbers)

\*Central Texas Referral Network, centexinfo.net, 254-939-3771 ext. 3322

\*Scott and White ER physicians and the 2 ER social workers (talk to Cindy in ER Residency Office)

- \*Bell County Health Department
- \*Martha's Kitchen and Shelter
- \*Temple Free Clinic (Connie is the Executive Director)
- \*Scott and White business office and social work department
- \*Scott and White department of family medicine
- \*The Killeen Free Clinic
- \*Also update the Martha's website, brochure, and answering machine message if there are any major changes in services or times.

2) If there are any changes to services at Martha's clinic or if any information needs to be disseminated to the public here are the entities to contact:

- \*The Temple Telegram is at [www.temple-telegram.com](http://www.temple-telegram.com)
- \*The Killeen Daily Herald is at [www.kdhnews.com/docs/contact.aspx](http://www.kdhnews.com/docs/contact.aspx)

#### **d. Advertising: Business Cards/Brochures**

We have a limited supply of business cards. You can get free ones made by going to [www.vistaprint.com](http://www.vistaprint.com); you only pay for shipping (about 5\$ which you can get reimbursed for). You get 250 for free, just pay for shipping. Or you can order a larger shipment if you decide to. We also have a multi purpose brochure that can be handed out to anyone; physicians, potential patients, and to medical students during recruiting activities.

## **IX. Community Resources**

### **a. Central Texas Referral Network:**

The BEST thing to use for referral is the CENTRAL TEXAS REFERRAL NETWORK. It's the 211/United Way database...and we have access to it because TAMU is a subscriber. An instruction sheet should be pasted to the side of the computer. It is regularly updated, it's comprehensive, you can search by city, zip, and category, and we can get to it from our computer at the clinic. You can print out information for your patient regarding location, services, and eligibility for particular service agencies...you can also get it in Spanish!. Patients can also access this database themselves by simply dialing 211 but they have to call from a landline, which can be difficult for some.

How to get there:

go to <http://www.centexinfo.net/>

click on "Member Access"

Username TAMULRC (all caps)

Password TAMULRC (all caps)

\*It is important to conduct a very general search and to make sure volunteers and board members understand how to use the database. There are 4 categories to the search; 1) services, 2) geographic area 3) target group. In order to get the best results **only specify the services...do not specify target group or geographic area....and search.** If there are categories or services you think should be included you can contact the database director:

Mary L. Duke  
Central Texas I & R System  
254.939.3771 ext. 3322

**b. Dental:**

The most needed service patients ask for is dental care and extraction. The only place in town that offers dental extraction/filling is the Temple Free Clinic. They can pull or fill one tooth per year per patient. Patients can access this service the 1<sup>st</sup> and 3<sup>rd</sup> Tuesday of the month and must wait in line starting at 7:30am to get a number and come back later in the day for an appointment. For free cleaning patients can go to Temple College.

**c. Pharmaceutical Assistance:**

For patients that are on multiple medications for chronic illnesses and need assistance there are many pharmaceutical assistance programs out there. However these are difficult to apply for and take monitoring and usually need a doctor's signature every 3 months to keep the supply going. The wonderful social workers at Scott and White can help our patients with this process. They have computer software that helps them apply for assistance for a patient. And everytime a signature is needed they forward the paperwork to Dr. Manning's office for him to sign so that the prescriptions can be refilled. So don't hesitate to refer patients to the social work office for this service. For any questions about this contact Russell Chichester, LBSW Social Work Case Manager for Scott and White, at 254-724-2771.

Also there are two programs that are easy for patients to apply for themselves, they don't need a doctor's signature (just a prescription), and having medicare part D does not disqualify them from these. One is Rx outreach, list of medications available and application can be found at <http://www.rxoutreach.com>. The other is Xubex Pharmaceutical Services, for application and list of meds go to <http://www.xubex.com/medications.shtml>. Inform your patients of these services and print off and application for them.

**d. Bell County Health Department: Immunizations and HIV Testing**

Martha's has not provided flu shots in the past. The Bell County Health Department will not "provide" immunizations to the clinic for our patients but we can always send our patients there and they will immunize them. Occasionally BCHD will contact Richard and they will tell him they are coming...this is sporadic and unpredictable. If you have questions or requests regarding flu shots or immunizations call BCHD.

Also, in the past 2 nurses from BCHD have come to the clinic every 3<sup>rd</sup> Wednesday of the month to offer FREE HIV TESTING. The routine is that they go to the waiting room and ask if anyone wants testing and then they leave, of course people aren't going to walk up there so everyone can see and we end up having noone get tested. The nurses gradually stopped coming. A new procedure needs to be put in place, ie have someone do triage and ask patients in private if they want anonymous testing then let the nurses know, ask them to stay at least till triage is done. To start this service again call the BCHD. INFORM VOLUNTEERS WHEN SERVICES ARE AVAILABLE.

### **e. Donations to and from Martha's Clinic**

Occasionally we get random donations from unknown sources...this happens because people come to the clinic and want to drop off items when we aren't there and Richard lets them in. This is fine and great, but sometimes there are items we don't need or too much of something. In this situation we are in the position to MAKE donations. In the past we have taken donations to Southland Villa (the pumpkin patch). They really appreciate anything we can give them (not meds), and they have adult and pediatric patients. Items can be dropped off at anytime and the front door is open till 9pm.

If medical students are leaving town or have items to donate at anytime they can drop off items to Martha's thrift store. Call Richard to find out exactly where and send an email to class to let them know.

## **X. Resources For Board Members**

### **a. Advisors**

We have three main people that we can contact anytime we need anything or have questions; Richard Shaub, Dr. Manning, and Dr. Grimes (see contact list). Richard is the director of the Martha's Shelter which is the umbrella organization for Martha's Clinic so major changes need to be approved through him...i.e. making changes to the building such as painting getting rid of furniture or doors, etc. For instance, we wanted to change the logo and we cleared it with Richard first, he is very flexible and cooperative...always keep him in the loop!

**b. Graphic Services;** There is a department at Scott and White who can laminate, make copies, print certificates on parchment paper, etc. all for FREE. They are a great resource to use for special events preparations, appreciation certificates for the doctors, or laminating important flyers, etc. They also do dryboard mounts, posters, etc. Their office is in the first hall that goes off to the right as you are leaving the cafeteria, before reaching Sid Rich auditorium. Just look for the Graphic Services sign. You can contact Connie Horak if you have questions 254-724-5368. They can also direct you to the copy center where you can make copies using the family medicine department code (ask a co-director for the number). In addition, Martha's Kitchen and Shelter has an account at Mailmax on 31<sup>st</sup>; they offer graphic services as well but will charge the shelter.....it's always best to get stuff for free if you can.

### **c. Supplies; Lowe's Account**

Martha's Shelter has an account under tax exempt status at Lowe's, call Richard to let him know which co-director will have their name on the account. This is useful when supplies are needed for clean up day or if major projects like painting need to be done.

## **XI. Board Member Transition: Calendar of Activities**

February: Junior board members send out informational email to M3 class explaining the opportunity at Martha's while they are developing their schedule; see Appendix II and III for sample email.

1<sup>st</sup> week of March: Give presentation to M2 Class in College Station (see Appendix IX for announcement email to M2 class). Give brochures, and show power point presentation. Send an email with application attached and direct them to be sent to a 3<sup>rd</sup> year board member (see Appendix X) A senior co-director will set up the lunch and reserve the lecture hall in College Station. The group should include 3 people, two junior board members and one senior board member.

1<sup>st</sup> half of April: Applications for Board Membership due. Junior Board Members select new board members and at the same meeting decide the roles they will take during their senior year, chose 2 co-directors, and set up scheduling for nightly clinic and meetings and clean up days (see Appendix V). Junior (transitioning) board should send email to MSII and MSIII classes informing them of the new board (see Appendix IV.), be sure to contact those selected and not selected prior to sending out the class notification

Entire month of April: Junior Board members run the clinic with assistance from senior board members.

1<sup>st</sup> week of May: Transition meeting for junior board members with Senior board members. One hour mandatory orientation with all volunteers signed up for the Indigent Healthcare Elective.

3<sup>rd</sup> week of May: Junior board members take over complete control of clinic.

August/September: Senior board members send email to junior members regarding what to expect during the year, roles/responsibilities (see Appendix VII). Senior board members should conduct brief orientation for junior board at the clinic. These two items are important to do so that the 3<sup>rd</sup> year board members begin the year feeling comfortable with their responsibilities and can start to get involved and gradually feel ownership for a smooth take over at the end of the year.

## **XII. Volunteer Responsibilities**

### **Elective Requirements**

Volunteers can chose to complete either a 20 week or 10 week elective. In addition to working clinic nights each volunteer is required to complete a 3-4 hour project and write a short paper about their experience. See the elective description for more information.

The short paper should be about one page long and should describe your general or a specific experience at the clinic. Also include suggestions in your paper for improvement in the clinic.

#### **Attendance and Timeliness**

All students, whether volunteer or enrolled for credit, must sign the log book providing a record of attendance. Staff and resident physicians also sign the log book. In addition, each volunteer taking the elective must fill out a personal log form indicating the date, night #, what role they filled that night, how many patients seen, and a sign out signature from a board member. These volunteer log sheets are kept in the workroom.

Volunteers are required to be present for their scheduled shifts and to arrive on time. If a volunteer must miss or change a night they must give the volunteer coordinator one week's notice if possible, and it is also the student's responsibility to find a replacement for his/her position that week.

If a volunteer shows up without being scheduled or receiving approval from the coordinator they will not receive credit towards the course for working an unscheduled night when the clinic is adequately staffed. If a volunteer is sick they must contact the coordinator at least the night of the clinic or be considered absent without an excuse. If a volunteer is absent or tardy they will be receive a warning shortly after the said clinic night. Volunteers are allowed 3 warnings with the requirement to make up that time. If they do not make plans to make up the time with the coordinator or receive a 4<sup>th</sup> warning they will fail the course. If a volunteer fails to complete all required nights, the project, or paper they will fail the course.

### **XIII. Role of Junior (3<sup>rd</sup> Year) Board Members**

- 1) Come to Martha's for an orientation with Senior Co-Directors, sometime in August
- 2) Spend some time learning how to run the clinic
- 3) Help with triage/pharmacy if you are available
- 4) Attend board member meetings and assist in project/clean up days
- 5) Chose your successors (applications go out around Spring break and you chose the next board in April)
- 6) Recruit class members to sign up for the Indigent Healthcare Elective (talk to Tamara regarding the opportunities in the Spring to talk to your class; e.g. at the Step 2 forum, the Jan/Feb meeting to talk about 4<sup>th</sup> year, and at the final scheduling meeting).
- 7) Participate in transitioning management of clinic with senior board members

### **XIV. Roles of Senior Board Members/Job Duties**

Martha's clinic is run completely by the senior board members, everything from clinic night management to making sure that students are fulfilling their elective requirements.

Board members split up running the clinic throughout the year, usually 2 per night. It is beneficial to have two board members to help volunteers with issues that arise, see patients if necessary, and handle lab tracking and paperwork. Board members are also required to attend all meetings and project/clean up days.

At the end of the year, each board member is required to update transition notes for the junior member who will take over their position. This is in an effort to help improve the functioning of the clinic from year to year, learn from past challenges, and transfer tools, documents, and contacts that can help board members be most efficient in their position. Transition notes should include:

1. a step by step how to
2. calendar of activities, deadlines, e.g. when to send out the volunteer sign up questionnaires, when to contact doctors, when to set up the appreciation party
3. all charts, spreadsheets, contact names and numbers
4. challenges and how to manage them
5. things that need to be done in the future, areas to improve upon, etc.
6. sample correspondences, emails, etc.

If a board member does not participate in required activities or is unproductive in their positions they are subject to remediation and/or not getting credit for the course. Board members should log the nights they work at the clinic, hours they work outside the clinic, and any meetings and events they attend.

The following are the major duties required of each position, see transition notes for specific details and advice.

#### **Co-Director Duties**

- \*Act as liason between board members, advisors, community and S&W
- \*Schedule board members for their duty nights
- \*Send weekly reminders to volunteers, physician, and board members the weekend prior to the work week. (see Appendix VI for what to include in email), be sure to attach info sheet and map
- \*Compile transition notes
- \*Coordinate transition between junior and senior board member
- \*Organize presentation for MII class in March (see calendar), (Contact Casey Huckaby in College Station to arrange lunch, and reserve a room. The money for lunch is typically \$200 given by Tamsa exec, 1/2 from the M3 class and 1/2 from the M4 class)
- \*Stay apprised of any changes in services and update Clinic and Volunteer Manuals
- \*Improve clinic procedures as necessary
- \*Disseminate information to appropriate entities as needed.
- \*Thank you notes for donations, gifts throughout year.
- \*Schedule board member meetings
- \*Organize and manage clean up days (see Appendix VIII)
- \*Manage website

**Manager of Volunteers**

Schedule volunteers for their work nights  
Keep up to date schedule and make sure it's put on website  
Respond to emails from volunteers promptly regarding shift changes  
Send warnings each week to those volunteers who were tardy/absent  
Report volunteers who require remediation to Dr. Grimes  
Perform audits of volunteer hours, at least 3 times a year

**Manager of Volunteer Physician**

Recruit volunteer physicians to work in the clinic  
Keep up to date schedule and make sure it's put on website  
Schedule doctors for clinic nights  
Send reminders to physicians  
Send physician schedules to co-directors for weekly reminders and website  
Post contact info for all physicians in fileroom  
Orient new physician volunteers  
Work with project manager to set up doctor appreciation

**Project Manager**

Meet with co-directors to develop list of needed projects  
Send list of project options to volunteers early in year to chose project  
Approve new project with co-directors  
Collect all volunteer papers in mid-April and send to Dr. Grimes  
Work with physician manager to set up doctor appreciation

**Pharmacy Manager**

\*Meet with Social Work department to become oriented regarding assistance programs  
\*Educate volunteers and board members on how to access assistance programs for patients.  
\*Collect and solicit medication donations  
\*Rotate stock of medication so that older medication is used before newew  
\*Periodically review stock and remove 2+ year expired meds  
\*Donate expired medications

**Lab/Equipment Manager**

Make sure all labs are tracked and recorded, main responsibility is lab tracking and patient communication when lab results are abnormal.  
Keep up to date inventory of all equipment and supplies in clinic  
Make sure all equipment is working  
Solicit for needed supplies, equipment  
Help apply for or manage any grants  
Periodically make sure that the fileroom is stocked with all necessary office supplies, that pens are tied to clipboards, etc. and that there is are stamps in the fileroom.  
Purchase or request any needed office supplies.

## **XV. 2007 Board of Directors**

### **Senior Board members:**

Laurel Brown- Co-Director	832-445-9768, pgr 6839
Anthony James- Project Coordinator	979-571-2758, pgr 6803
Sarah Labuda- Pharmacy	979-241-5244, pgr 6804
Ruby Lee- Physician Coordinator	713-269-8361, pgr 6824
Lam Le- Co-Director	972-979-7465, pgr 6830
Lee Lee Nguyen- Volunteer Coordinator	832-814-4041, pgr 6949
April Schiemenz- Operations Manager	817-919-9681, pgr 6915

### **Junior Board Members**

Joshua Caballero  
Jessica Clark  
Daniel DeSalvo  
Emmanuel Minja  
Sanu Somachandran  
Jaron Sullivan  
Sondra Walker

## **XVI. Contact List**

Martha's Health Clinic  
601 South Seventh St.  
Temple, TX 76504-5520  
Phone 254-770-3029

Director of Martha's Kitchen/Shelter  
Richard Schaub (254) 770-0556

Board of Directors Chairman for  
Martha's Kitchen/Shelter  
Ray Severn (254) 773-1513

Martha's Kitchen; (254) 770-0515  
Martha's Shelter Men's Dorm (254) 770-1908

Bell County Health Department:  
509 S 9th Street  
Temple, TX 76502  
254-778-0042

Temple Free Clinic 254-771-3374  
Milam county health department 254-697-7039



2003 Senior Martha's Board



2004 Senior Martha's Board

Planned Parenthood-Waco 254-759-5750  
1121 Ross Avenue  
Waco, TX  
Lone Star Circle of Care 512-868-1124  
1500 West University Ave.  
Georgetown, TX

Central Texas Referral Network, centexinfo.net 254.939.3771 ext. 3322

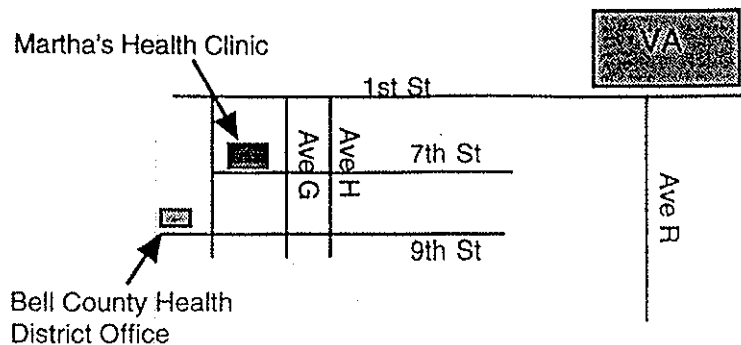
Physician Advisor to Martha's Clinic: Dr. Manning 254-771-8411  
Elective Administrator: Dr. Grimes Home 254-931-0574, Pgr: 762-0929

Santa Fe Family Medicine- Clinic Manager Dave Spurlock 254-771-8420  
Belton Family Medicine - Clinic Manager Vilma Elliot 254-658-3690  
Killeen Family Medicine - Clinic Manager Michael Dean 254-635-1100

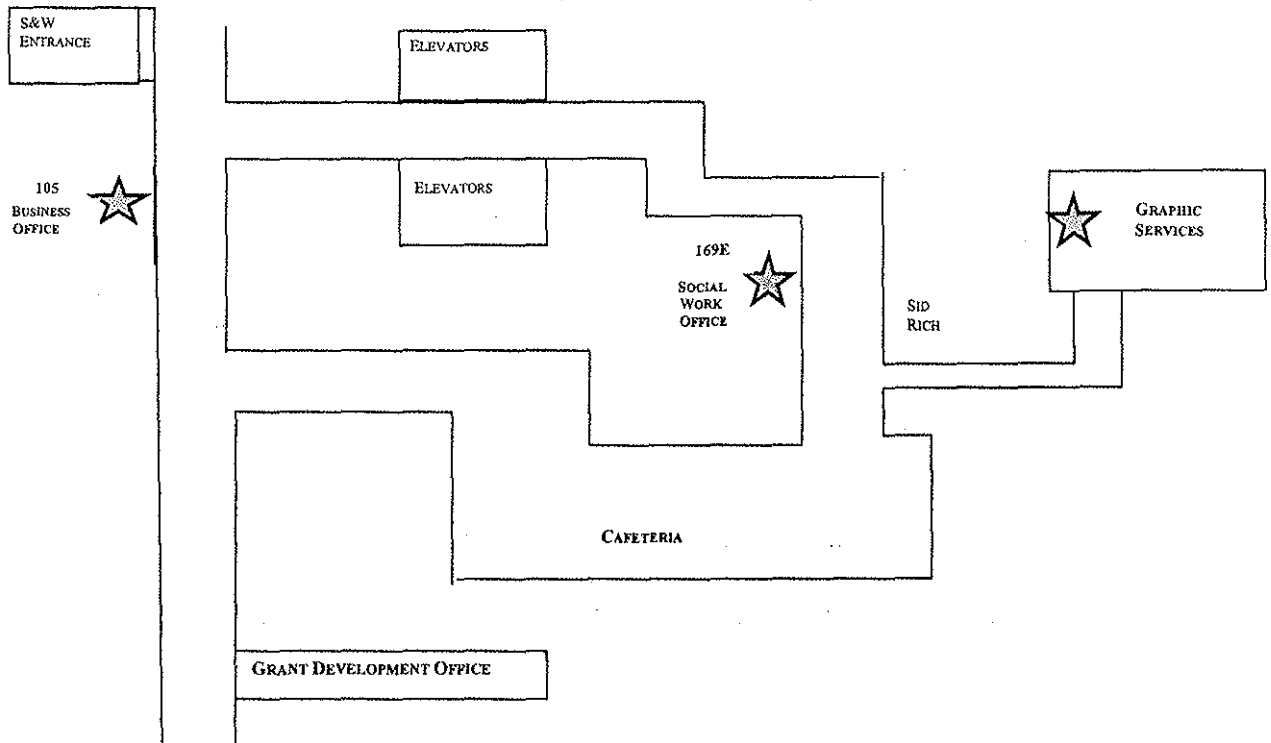
Myra Amador (Business Office) Rm 105 254-724-7444  
Russell Chichester, LBSW Social Work Case Manager 254-724-2771

## XVII. Maps

**Martha's Health Clinic**  
**601 South 7th Street**  
**Temple, Texas 76504**  
**254-770-3029**



MAP FOR BOARD MEMBERS:



1<sup>ST</sup> FLOOR

**XVIII. APPENDIX**

**I. Record Retention Periods**

by Sue Dill Calloway RN MSN JD

There are many policies that facilities will be required to have based on the new HIPAA regulations. Facilities should consider having a policy that specifies how long to retain or keep the medical records. These are known as retention periods. Many states have their

own state specific law. Many hospitals and other facilities have one policy that lists all records and documents in their facility and not just medical records. According to the proposed privacy regulation, documents relating to uses and disclosures, authorization forms, business partner contracts, notices of your information practice, responses to a patient who wants to amend or correct their information, the patient's statement of disagreement, and a complaint record must be maintained for **6 years**. (See 64 Fed. Reg. 59994). This is the federal statute of limitation for civil penalties. (42 CFR Part 1003). It is the amendment why hospitals and other health care providers maintain medical records as well as billing records on Medicare (Title XVIII), Medicaid (Title XIX), and Maternal and Child Health (Title V) for at least **6 years**. Records must also be retained for two years after a patient's death under HIPAA. The Medicare Conditions of Participation, section 42 CFR 482.24 (b), states that all hospitals must retain medical records in their original or legally produced form for a period of **5 years**.

Facilities should also give consideration to the statute of limitation, or time period for suing, in determining their retention policy. Many facilities will retain the medical records of minors for longer periods of time, sometimes until they are at least 21 years of age. The medical records should be retained for a patient who institutes a malpractice or wrongful suit against a facility. Generally, facilities select longer retention periods because of the concern of having the medical records available for defense purposes for litigation.

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## **II. Sample Email to Send to MIIs informing them of Martha's Elective**

Wanted to give you a little heads up about Martha's. You can sign up for either a one or two week rotation. Basically, you schedule one or two vacation weeks anytime during the 4th year. In exchange you must work 10 nights (if you choose the one week rotation) or 20 nights (if you choose the 2 week rotation) at Martha's Clinic anytime throughout the entire year. So, in essence, the 1 or 2 weeks that you sign up for become "vacation time." Martha's is open 6-8pm every Wed. night and the 1st/3rd Tues. nights of every month. The clinic directors give you the chance to pick the dates you are available and can be flexible with you schedule.

Everyone who opts for this rotation will have to choose a project to work on at the clinic. Projects include organizing files, conducting diabetes education, a clean-up day, etc. Also, everyone has to write a 1-2 page paper about thier experience at the clinic and what we can do to improve the place. Of course, it's all pass/fail.

Volunteers can start working in May, which will count towards your fourth year. Questions? Board members include: (list the third year board)

---

## **III. Sample Email to MIIs concerning misconceptions about the elective**

There seem to be a few concerns among our classmates concerning Martha's Clinic, scheduling, and conflicts with the fourth year schedule. As board members for Martha's Clinic, we feel it is important that we clear up any misunderstandings/misconceptions out

there. Martha's Clinic is a critical player in providing a much needed service to the underserved community in the local area. We are hoping that you all see the need for the clinic and for your participation, as well as realize the benefits that volunteering at Martha's can offer you.

Some concerns we have been hearing among our classmates, and issues we'd like to address -

1. "I might not get the schedule I want and then I won't be able to fulfill my 10 or 20 days." - We allow you to tell us the dates you absolutely cannot work and we will do everything possible to see that you are scheduled on only your available dates. The clinic is open 6 nights a month, so it is highly unlikely that with a small amount of flexibility on your part, that you will not be able to fulfill your required days. Also, we will have several clean-up days throughout the year which you can use to make up extra days.

2. "I'm not sure the time commitment outweighs the benefit." - It will!! The time commitment is minimal - 2-3 hours a night for 10 - 20 nights and a small one page paper in exchange for 1-2 weeks extra vacation. Come on! You will likely be in town those nights anyway, and remember that fourth year evenings will not be as hectic as this year. The benefits to the community and the services you are providing are huge and largely needed - the clinic is full every week and we have to turn people away at times - each of you is needed to provide this service. Other benefits - the patients are yours alone (of course, an attending is there to check out to, but you manage the patient yourself basically.) It's great for your confidence, and rewarding to be acting as the patient's physician.

3. "Martha's interferes with away electives." - Again, see #1. We know that schedules will change throughout the year. You will be allowed to trade dates with other people with approval. Of course, a little planning ahead and some flexibility will help in this matter. Again, Martha's is open 6 nights per month, so it is unlikely that you will be unable to find a schedule that fits.

If you guys have any other questions/concerns regarding Martha's, please talk to a board member. We want all of you to participate. You'll be amazed at the set-up of the clinic and the services we are providing to the community. It really is a neat opportunity for us. Please seriously consider fitting Martha's into your fourth year schedule.

Sincerely,  
Melissa Reily

Other members to contact - Leslie S., Mona Z., Jeremy R., Chris T., Harrison N.

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#### **IV. Sample Email to send to MIII and MIV class announcing new board**

Hey y'all,

We wanted to send a big congratulations to the new Martha's Clinic Board of Directors:

Laurel Brown

Anthony James

Sarah Labuda

Lam Le

Ruby Lee

Lee-Lee Nguyen

April Schiemenz

We had far more applicants than we expected, all of whom were well qualified for the position. It speaks well of the class of 2007 that they have so many enthusiastic leaders and volunteers. We hope everyone continues to stay involved in the clinic in the coming years; its success depends solely on such commitment.

Sincerely,

The Marthas Clinic BOD

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#### **V. Sample Email for first board meeting for junior board members**

We will have a meeting this Sunday, April 10th at 4:00pm at the nice Starbucks (on I-35 with the couches!). Be there - RSVP ASAP. In the meantime, READ ALL THE APPLICATIONS FROM M2'S AND RANK THEM!! We will:

1. Choose the new board members from among M2 applicants, (decide who will contact all applicants prior to sending out general email notification)
2. Choose our own 2 co-chairs
3. Recap everyone's position on the board
4. Assign our own schedules for the coming year, starting in April (2per night)
5. Talk about a few norms
6. Other stuff? If you have something to voice - we'll address it
7. Schedule another meeting where we will talk about goals and issues that we noticed that need to be improved upon at Martha's.

Let's be efficient so this meeting won't take too long. Stick to the above, come with your rankings, your schedules. If you can't come, you can't come, but email your rankings of MS2s before the meeting!!:)

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#### **VI. Sample Weekly Reminder Email**

Hello Volunteers,

You are signed up to work at Martha's Clinic this Wednesday September 28, 2005. I have attached an information sheet including a map. Please look it over before you

come. Please arrive by 6pm.

Some things to remember. Patients must take Martha's prescriptions to the Social Work office, NOT the hospital pharmacy. The Social Work office is located on the first floor, room 169 C. This is in the hallway behind the cafeteria, the same hallway as the Sid Richardson Auditorium just further down. If they qualify they can pay as little as \$5 for their medication.

Chris and I will be the Board Members on duty that night, so let us know if you have any questions. Dr. Grimes will be our attending physician.

I hope you enjoy your service!

Sincerely,  
Leslie Strickland

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## **VII. Sample Email to send to new junior board members in summer.**

### **Junior Board members; opportunities/roles/responsibilities**

- 1) Come to Martha's for an orientation.
- 2) Spend some time learning how to run the clinic
- 3) Help with any special projects
- 4) Choose your successors (applications go out around Spring break and you choose the next board in April), and recruit volunteers from your class
- 5) Help with triage/pharmacy if you are available.

1) I would like to invite you all to the clinic for a quick orientation/look around for about an hour or so. I would like to propose we do it on Saturday, August 6, in the afternoon. If a week night would be better we could do it anytime 8/8-8/11. Let me know if you will be available. I will be out of town till September 4th, and if necessary we could do it after that. Send me a yeah or nee for the 6th.

2) It will be your job to manage the clinic during your 4th year ...to learn how to do so you can shadow the current board members. If you shadow at the clinic about 4 nights this year, that should be sufficient...this can be on any nights during the year you choose to come. Just email me and let me know when you want to come and I will include you in the email reminder that goes out to volunteers a few days before clinic day. We have only 20 volunteers from our class this year so we are only open every Wednesday night, (we had to close the 1st and 3rd Tuesday of the month). Just let me know about a week in advance if you want to come on a Wednesday so that there are not too many people there....it would be best for one of you to come at a time to shadow.

3) We usually have about 2 clean ups/paint days etc. each year. If you can help out with them, that'd be great, we will send emails when these projects are planned.

5) Also, since we are short staffed this year it would be great to have your help with triaging patients (getting vitals, chief complaint), this helps the patient flow. You can also see patients if you like. You would not have to stay all night, just maybe an hour or 2 to finish triaging the patients or seeing however many patients you want to see.

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### **VIII. Sample Email regarding clean up day.**

Hi everyone, I hope the year is going well for all of you.

I want to let you know about the Fall Clean Up Day at Martha's clinic which will take place on Saturday, October 1. From 9am till about 3pm. We will be cleaning, organizing, and generally tidying up the clinic. This is a great time for volunteers to make up volunteer time, complete a project (for example, those who want to rotate the old files) or even replace a clinic night. You do not have to stay the entire time, and you will be credited with the time you put in.

ALL Board Members are strongly encouraged to attend, this is one of the duties of being a board member.

Please email me if you are planning to come, and if there is something special you would like to do or a project you would like to work on so I can prepare with supplies. I would like to get a rough estimate because I will be getting pizza and drinks for those who are there.

Thank you,  
Leslie Strickland MSIV  
Martha's Clinic Co-Director

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### **IX. Sample email regarding invite to recruitment presentation**

We wanted to let you know that some of the current M4 board members for Martha's Clinic will be coming to College Station to tell you guys about the clinic and some volunteer opportunities on Thursday March 3rd, LHII at 12:00. Rumor has it that we'll have Freebirds...that's right Freebirds for lunch. So if nothing else come for the burrito.

A little background:

Martha's Clinic is an exclusively student run clinic providing medical care for the underserved in the Bell county area. It was founded by Dr. Wilke (former A&M grad working as an ER doc in the B/CS area) and has been run by fourth year students since 1994. As fourth year students, you can sign up for this elective in exchange for up to two weeks of vacation, while at the same time serving your community. Its a pretty great deal, and every year we get tons of positive feedback from faculty, students, and most

importantly the patients we serve.

As a soon to be third year student, you have the opportunity to apply for a position on the Board of Directors. Its a two year position, where your 3rd year is spent learning the ropes, a very small obligation, and the fourth year is spent running clinic nights and taking care of the overall direction for the clinic.

You don't have to be on the board to volunteer, but its a great way to learn the ropes of a clinic from the inside out.

Applications for the board positions are due in April, and we'll talk about them and any other questions you might have at the meeting on the March 3rd. Remember to sign up in LHII so we know how many burritos to get.

Thanks,

Martha's Clinic Board of Directors

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#### **X. Sample email following MII presentation in College Station for recruitment.**

Dear Class of 2007,

It was pleasure visiting with your class today to talk about the unique and enriching opportunities available at Martha's clinic as either a volunteer or member of the board of directors.

We would like to chose 7 members of your class to continue directorship of this very special clinic for the next two years. But don't worry, as a 3rd year your responsibilites will be minimal and you will have a lot of time to learn the ropes. Being on the board of directors is a great opportunity to use and fine tune your organizational and management skills and get some first hand experience in running a clinic for those in need.

I have attached the application, which is due on April 1, 2005. Please do not hesitate to email me or any member of the board if you have any questions.