



## VOLUNTEERING FAQs

### **What is Lake County Free Clinic?**

Established in 1971, LCFC offers diagnosis and treatment of both acute and chronic illnesses, tooth extraction for adults, and medication and laboratory services as needed. We provide our services free of charge, serving people who are uninsured, under insured, or otherwise unable to access health care. We are proud to be a provider of exceptional care to those unable to access services elsewhere, especially now, when health care is in the spotlight and insurance becomes out of reach for more and more.

Many of our patients are working, often in multiple part-time jobs, though more than 75% have household incomes at or below the Federal Poverty Guideline. More than 80% of our patients are uninsured: this number has risen by more than 10% since the implementation of the Affordable Care Act several years ago. It is important to note that although many of our patients have purchased private insurance through the Marketplace, they are unable to take full advantage of it due to the associated costs (e.g., co-pays, deductibles).

Our physicians, nurses and nurse practitioners are all board-certified, and represent top Cleveland-area hospitals including The Cleveland Clinic, Lake Health and University Hospitals. More than 90% of those who work at LCFC are volunteers; this is a major contributor to our ability to provide more than \$10 in health care to the community for every \$1 invested in the clinic. In 2016, we provided more than 20,000 individual services to patients, valued at more than \$4.5 million, with an operating budget of under \$500,000.

We are currently open Monday 8a – 4p, Tuesday, Wednesday, Thursday 8a – 5p, Friday 8a - 1p. We do offer Saturday morning clinics twice a month.

### **Who can volunteer at LCFC? What do volunteers do?**

We utilize volunteers for the following positions –

#### **Clinical Positions**

**Medical Providers** (MD, DO, NP, PA) - Provide general pediatric, family medicine and/or primary care during a scheduled clinic. Those with experience in community medicine, primary care, family medicine and general care are our greatest need, but we have specialists as well on staff. Medical providers do need to be licensed to practice medicine in the State of Ohio to volunteer in this capacity.

**Dental** (Dentists, Hygienists & Dental Assistants) - Provide routine cleanings or acute dental care. Dental providers do need to be licensed to practice in the State of Ohio to volunteer in this capacity.

**Patient Intake** (RN, LPN, MA, Phlebotomist, STNA) - Greet and room patients, take vitals, run on-site diagnostic tests, review history and update EMR charts, draw blood, assist physicians as needed, provide patient education and help fill non-controlled substance prescriptions from pharmacy, and other special projects as needed. Current licensure is not required, but preferred.

**Dispensary** (Pharmacists (PharmD, RPh) – Work with our clinical coordinator to provide assistance with pharmacy operations, or dispense medicine.

### **Non-Clinical Positions**

**Translators (Spanish)** - 30% of our population speaks Spanish as their primary language. Help clinical and office staff with interpretation on an on-call basis. Medical experience is helpful, but not required.

**Administrative & Patient Services Assistant** – Use your front office and communication skills to help the clinic run smoothly, and make patients feel more comfortable. Medical office professionals with experience with electronic medical records, preferred, but others who are comfortable with current office technology and/or who have used a CMS/RMS or other proprietary database will be considered.

**Special Events Committee** - Help plan and execute fundraising events to help support the work of LCFC. Committee members come from a variety of backgrounds and work together and from home to make these events a success.

### **Other Professionals**

If you are a professional with expertise and skills (example: marketing, website/social media, grant writing, IT, etc.) to offer, please inquire as we may be able to use your help with a special project!

### **What is the benefit of volunteering? Why do people choose to volunteer with LCFC?**

Volunteers have shared with us that they find their time spent here to be extremely rewarding because they are able to assist the most vulnerable in our community and practice medicine in a way that aligns with their personal beliefs. At LCFC they are provided with the support staff and time necessary to ensure the best outcomes for their patients. They know when they leave the Clinic for the day that they have truly helped another human being. Our commitment to human rights and providing quality medical and dental care, regardless of ability to pay speaks to their values. Plus, our team is like “family” and we believe in having fun while doing good work!

### **Do you take Medical Students or Interns?**

At this time, we have limited capacity to take medical students or interns because we do not have on-staff clinicians available for supervision. However, we are interested in working with area institutions that may desire to partner with us to offer their students a valuable community-practice experience by providing an on-site supervisor. Occasionally, our providers do have medical students that they are supervising with them during their clinics, at their and our clinical director's discretion.

### **I am in high school and am interested in learning about a career in medicine. Do you take student volunteers?**

With the exception of off-site events such as our 5K or other fundraisers, due to confidentiality and liability reasons, we do not regularly utilize student volunteers under age 18, especially during clinic hours. However, periodically special projects may arise that would be a good fit for a student or student group. Please contact volunteer services to inquire.

### **Does the Free Clinic use groups of volunteers?**

No, unfortunately we cannot accommodate groups, but we will consider special projects on a case-by-case basis and welcome groups that would be willing to host or plan an off-site fundraiser or dress-down day to support the work and raise awareness about LCFC. Contact volunteer services to inquire.

### **What kind of commitment is required?**

Volunteers are asked to commit to a minimum of once a month for one year. Exceptions are made for busy health care providers (i.e., doctors, dentists, pharmacists), and we ask for these volunteers to serve a minimum of one shift per quarter for one year. Volunteer consistency is critical to run effective clinics. A typical shift lasts between 2 – 4 hours, depending on your position.

We have learned that when the same staff regularly works together, we get better results. They build working relationships, improve clinic capacity, and increase overall effectiveness just by getting to know each other.

## What is the process to become a volunteer?

The process to become a volunteer includes the following steps:

**Step 1: Application** Volunteer will submit a resume and a completed volunteer application to the Manager of Volunteer Services. Applications are available on the website or available at the LCFC office.

### **Step 2: First Interview**

Once a volunteer application and resume is received, within 2 weeks, LCFC will contact the volunteer to begin the interview process. An Initial interview (typically via phone) will be done. This interview will allow LCFC and the individual to determine if there is an appropriate position available.

### **Step 3: LCFC Tour, Second Interview & Privileging/Credentialing\***

If it is determined that a position is available, the prospective volunteers will be scheduled for a clinic tour and interview with appropriate staff/supervisor. At this time they will be asked to:

- Complete a background check form, and submit a copy of his/her driver's license and social security card
- Complete a volunteer agreement packet, including Ability to Perform
- Documentation of health screening information (vaccines etc.)
- Complete EPIC clearance paperwork (volunteer position specific)
- Submit a copy of all medical licenses/certificates

Volunteer Services will then submit paperwork and add new providers to FTCA malpractice insurance as well as perform the following searches: NPI# Search, E-License & National Physician's Data Bank. *\*Note - it takes approximately 10 days to complete this process for Nursing and Administrative Volunteers and 30 days for Providers.*

### **Step 4: Onboarding**

Once the potential volunteer's clearance has been approved, the Manager of Volunteer Services will contact the volunteer and notify staff to coordinate Orientation. For providers and nursing volunteers, an EPIC Trainer will be scheduled for volunteer's first shift and they will be contacted by the Clinical Coordinator to be placed on the clinic schedule to shadow and determine their regular clinic schedule.

### **Step 5: Orientation**

Orientation will include all service training and will differ for each volunteer position. At this time, the volunteer will receive a position description outlining position requirements, supervisor information, and a Volunteer Handbook. The first 30 days for all volunteers are probationary and provide an opportunity for both new volunteers and staff to determine that the position is a good fit.

**If you have any other questions, or would like an application, please contact our Manager of Volunteer Services@ [440.352.8686](tel:440.352.8686) or [rott@lakefreeclinic.org](mailto:rott@lakefreeclinic.org).**