

Volunteer Newsletter

July 2008

HealthFinders Volunteer Spotlight Features

**Rachel Odette,
Spanish Interpreter,
Northfield Hospital**



1. What volunteer role(s) do you fulfill for HealthFinders?

I volunteer as a Spanish Interpreter, usually once a month.

2. With all the choices of opportunities, why volunteer with HealthFinders?

Volunteering at HealthFinders gives me the opportunity to give back to the community. I really enjoy working in the healthcare field and broadening my opportunities to help others wherever I can.

3. What is the most rewarding part of the role?

Seeing a smile on the patients' face, when they say "thank you". That's all I need to see and hear, to know that they are grateful for the work that we do at HealthFinders.

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*In every community there is **WORK** to be done.*

*In every heart there is the **POWER** to do it.*

Thank You!
Thank You!

More to know about the Diabetes Program

The Diabetes Program provides 22 patients with all the necessary tools and resources to best manage their diabetes. Resources includes but are not limited to: Glucometers, strips, lancets, medications, syringes, educational resources, monthly educational classes, and ongoing follow-up care with both the medical provider and Diabetes Program Coordinator.

- Is there a limit to how many patients can be in the program?

Yes. Currently the program has a limit of 22 patients. Due to high costs in providing all resources free of charge to patients, HealthFinders Board of Directors reviews the waiting list status to determine if there is a possibility of increasing its capacity.

- When writing a prescription for a Diabetic patient, can I write in refills?

*Yes. It must be understood that you may write in as many refills as necessary, however, HealthFinders will only authorize payment on medications on a monthly basis. **It is the responsibility of the patient to contact HealthFinders staff prior to running out of medications.***

- Are patients given the opportunity to enroll in other healthcare access options for a more consistent form of medical care?

Yes. All Diabetic Program Participants (in fact ALL HealthFinders Patients) are screened to determine if they qualify for either Medical Assistance, Emergency Medical Assistance or the Allina Medical Clinic—Community Partners Care program. If they are, patients are assisted by HealthFinders' staff in the application process.

- When a Diabetic Program Participant comes to the clinic, I'm unclear of the process.

When a diabetic program participant reports at the clinic site, the process is as follows:

First, the patient will be seen by the Diabetic Program Coordinator. The Coordinator will collect the sugar logs, concerns, questions or other needs the patient may have regarding their diabetes. The Coordinator will supply the patient with any medical supplies that may be needed (ie. strips, aspirin, lancets, syringes, etc.).

Secondly, the Coordinator will fill out a flow sheet that is inserted in the patient file with the updated information and consult with the provider if there are any main concerns.

Thirdly, the patient will be roomed and (no chief complaint or medical history will need to be taken by the nurse because the Coordinator has done so already) await the provider.

Fourthly, the provider will review the medical state of the patient and determine if any changes are needed in their medication, labs, or diabetes treatment plan, and provide refills on their medications.

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* July's helpful clinic tip * :

If a phone line is every needed while you are at the clinic, there is a phone:

- In the church nursery (located between the clinic area and the rest-rooms in the basement)
- Upstairs in the kitchen area (cordless and could be brought down-stairs—please remember to return at end of night)

If contacting a Faribault number please, leave the Director a note!