



# Volunteer Newsletter

March 2008

**HealthFinders  
Collaborative,  
Inc.**

## HealthFinders' Latest!!!

Happy early Spring!!! I do hope that this initial volunteer newsletter finds you healthy and excited for the coming of Spring.

### Special points of interest:

- \* No walk-in policy
- \* New scheduling protocol
- \* 8 to 9 patients scheduled per evening unless indicated by provider
- \* Ongoing volunteer assessments of HealthFinders protocols

HealthFinders has been successful in providing services to hundreds of uninsured patients in Rice County for the past three years. This would not be so without the invaluable time and expertise donated by our pool of clinic volunteers. However as a result of the “honeymoon” being over, HealthFinders has experienced some growing pains that may have proved challenging for some of our staff and volunteers. This quarterly newsletter will be the beginning of what’s to come to help make the clinic environment less chaotic, less stressful, more encouraging and most of all inviting to draw new volunteers to join our team.

Every future newsletter will highlight a volunteer; provide information on a program or project that HealthFinders is working with; update on any protocol or policy clinic changes; address comments or concerns from the previous quarter; and a fun fact.

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## Spring Quarter Schedules

The time has come to schedule for our next quarter (April—June 2008) and I hope that after you read this newsletter you will all be re-energized and motivated to join us again this coming quarter by staffing our clinic nights. Please submit your available times via email, fax or mail by March 21, 2008. Also remember to please indicate your name on your schedule.



## New Protocols and Policies—A MUST READ!!!

### No walk-in policy

HealthFinders Board of Directors have officially moved to have a no walk-in policy. Clinic nights have been full, with volunteers leaving late in the evening and being overwhelmed by an increasing amount of walk-ins being seen.

However, we know there are always circumstances as to why some walk in's might be seen:

- Scheduled patients have “no-showed”
- The provider is running ahead of schedule
- The provider is confident that taking on a walk-in will NOT delay volunteer staff from going home later than 8:30ish.
- Upon triaging a patient through basic vitals to determine if vitally important to see patient or refer to making appointment. If patient is seen, please make sure volunteer staff is still able to leave by 8:30ish

### A new scheduling protocol

- Currently the HealthFinders schedule is limiting to eight patients (nine if absolutely necessary) unless otherwise instructed by provider.
- Same day appointments will no longer be added unless notifying staff at least four hours in advance
- One appointment slot is being left open for acute conditions that may be called in as late as same day. Of course changes will need to be made four hours prior to the clinic being opened

### Volunteer assessments

- The clinic will be stocked with surveys for you to complete at your convenience as well as the opportunity for you to provide your feedback, both positive and/or negative, anonymously.
- Your opinions and positive experience are of great interest to me, Angie, and I aim to do everything in my power to maintain a healthy, positive and fun volunteer environment.

**Thank you to all volunteers who were able to attend our 2008 “An Evening Under the Stars” event!**

**I hope you too will agree it was a success and inspiring to hear our patient testimonies.**

**Thank You!**

**HealthFinders  
Collaborative, Inc.**

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