



Westminster Free Clinic

Patient Care • Resource & Referral • Advocacy • Counseling • Training & Education • Outreach

Volunteer Guidelines and Agreements

General Guidelines for Volunteers of the Westminster Free Clinic & Community Care Center

Thank you for joining us and giving of your time and expertise to the patients and clients of the Westminster Free Clinic! We are excited about your participation in the clinic. Our services require us to follow a few guidelines. Please do your best to keep track of the following procedures, and feel free to ask any of the staff to clarify them at any time.

Patient Confidentiality: You may have access and exposure to highly personal information about patients and their medical and social history. It is important that you maintain patient confidentiality and respect at all times. See HIPPA LAW below.

Scheduling: We value your time and effort, and ask that you notify us as far in advance as possible if you cannot keep your commitment to volunteer. Once you have agreed to volunteer for a specific date, it is your responsibility to find a replacement and notify the volunteer coordinator if you are unable to maintain your commitment. We will provide you with a list of volunteers trained in your role for this purpose.

Supervision:

All questions, problems, concerns and suggestions that arise during your volunteer time should be directed to the appropriate supervisor. The following are our supervisory staff at the Westminster Free Clinic:

Medical Director/Co-Founder:	Steve Kamajian, D.O.
Co-Founder/CAO:	Cindy Vinson, MT
Executive Director:	Lisa Safaeinili, MPH
Operations Manager:	Cynthia Soto
Clinic Manager:	Alicia Rincon, RN
Case Manager:	Brianda Montelongo
Teen Program Manager:	Espy Gonzalez, MAOM
Program Manager:	Belen Quezada, MPH
IT/Dispensary Support:	Bob Peltzman, RPh

Training: Training for many clinic positions entails shadowing an experienced volunteer for at least one evening at WFC. That volunteer will train you during that time, and once your trainer confirms your understanding of and ability to carry out the specified role, you can be scheduled during clinic hours. Also see volunteer fact sheet for your area of expertise.

Children of Volunteers: To safeguard the health and safety of your young children, we ask that you do not bring them with you to the clinic.

Dress Code: If you are a medical professional, please wear your lab coat or scrubs. All other volunteers are asked to wear scrubs or business casual attire.

Nametags: You will be given a nametag to wear while volunteering at the clinic. Please wear it so it is visible while you are volunteering.

Safety: Please be vigilant of your surroundings as you arrive and leave the clinic. Do not leave valuables inside your car where they are visible. Lock your car. Wash your hands regularly.

HIPAA (Health Insurance Portability and Accountability Act): What you need to know:

- As a Westminster Free Clinic volunteer, you may have access to confidential medical information. The fact that someone is receiving treatment or services at WFC is confidential information.
- Federal and state laws and the Westminster Free Clinic protect this confidential information.
- It is illegal for you to use or disclose this confidential medical information, either verbally or in written form, outside the scope of your volunteer duties at the Westminster Free Clinic.
- Guidelines for the use of this confidential information:
 1. You may use this information as necessary in the contact with patients.
 2. Do not photocopy patient information.
 3. Do not photograph patients.
 4. Access the minimum amount of information necessary to carry out your volunteer assignment.
 5. Do not record patient names, date of birth, address, phone number, Social Security number, etc., on any forms leaving the clinic.
 6. You may only access the confidential information of patients for whom you are volunteering when there is a need for that information.
 7. Be aware of your surroundings when discussing confidential information. It is inappropriate to discuss patients where others may overhear.
 8. If you have questions about the use or disclosure of confidential health information, contact the program director.
 9. When disposing of any documents with patient information, do not put into a waste can. Instead, please give to the program director for shredding.

Things we need to be completed before you begin volunteering:

- ⇒ Volunteer Intake Form (Professional Application)
- ⇒ Photo Release Form
- ⇒ Photocopy of Professional License
- ⇒ Confidentiality Agreement
- ⇒ Acknowledgement of Risk Form
- ⇒ Volunteer Agreement Including HIPPA Law

I have read and understand the information in this brochure including the HIPAA (Health Insurance Portability and Accountability Act); I realize there are civil and criminal penalties for the unauthorized use and disclosure of confidential patient information. I will abide by the guidelines outlines in this brochure when performing my volunteer duties on behalf of the Westminster Free Clinic.

Volunteer Signature

Print Name