



Volunteer Handbook

*“For we are laborers
together with God.” 1 Cor. 3:9*

3750 Professional Parkway | Mobile, AL 36609
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Welcome! Thank you for expressing an interest in volunteering at Victory Health Partners! As a volunteer at Victory you are making a difference in your community and the lives of our patients who we are blessed to serve. Volunteers are the foundation of Victory and without your time and commitment, we could not exist.

Your cheerful and positive attitude and eagerness to help is appreciated by patients, visitors, staff and our board of directors. By joining Victory Health Partners, you will have countless opportunities to bring joy and comfort to many who are less fortunate. As you make a difference for others, we hope that Victory makes a difference in your life as well.

This packet contains important information that will help you in your training and orientation process.

Again, let me welcome you to Victory Health Partners. You are a very valuable member of our team!

Gratefully,



Robert D. Lightfoot, MD
Medical Director

As a witness for Jesus Christ, Victory Health Partners (a private, non-profit organization) exists to minister to the physical, emotional and spiritual needs of the medically underserved by providing affordable, quality healthcare services. We recognize that God is the True Healer and the source of all. We seek to know Jesus Christ, His Son, and to make Him known.



History of Victory Health Partners

After participating in several mission trips to Central and South America providing health care, Dr. Robert D. Lightfoot and his wife, Tami, were inspired to find a way to provide affordable, quality adult primary care in their own community. What began as an act of faith by one physician and his wife, has grown into a partnership of faith and dedication involving hundreds of volunteers, medical providers, and churches, all responding to God's call to care for those in need of medical care. Victory opened its doors in 2003 and served 12 patients using flip phones for scheduling.

Who Victory Health Partners Serves

Victory Health Partners, a Christ-centered healthcare practice, began serving adult patients without health insurance in January 2003 under the direction of Dr. Robert D. Lightfoot. Victory has approximately 15 medical and non-medical staff members assisted by 60 to 70 dedicated volunteers serving in the day to day operations of the clinic. In addition, a network of over 150 physicians and dentists donate their services in their offices to our patients at little to no cost to the patient. Due to the generosity of Mobile Infirmary Medical Center, we continue to lease our building for \$1 a year. Our medical partnerships help us stretch \$1 to \$70 worth of care.

Though based in Mobile, Alabama, the clinic's patients come from over 26 counties in Alabama, 11 in Mississippi, and 8 in Northwest Florida making it a regional medical facility. Our patient numbers have increased steadily to over 19,500 current patients and we look forward to expanding our services as well as adding more partners to help the people in this area who are low income or uninsured become healthier. With the help and financial support of our partners, Victory serves those who "fall through the cracks" in our medical system. We are always looking for ways to partner with other physicians, churches, businesses, civic organizations and other individuals. The support of our partners is essential to our success in meeting our mission to minister to the physical, emotional, and spiritual needs of the medically underserved. We are happy to come speak to your group!



Why Victory Health Partners Exists

- Over 48 million Americans do not have health insurance. About 140,000 of them live in the greater Mobile area.
- Eight of every ten Americans who are uninsured are from working families.
- Americans who are uninsured come from every race, age, and ethnic group.
- Our 19,000 patients who are uninsured (ages 19-64), including those who do not qualify for government-funded programs, cannot afford medical insurance.

Why Do We Need Volunteers?

Volunteers are an essential part of the ministry and work at Victory Health Partners. Medical and non-medical volunteers are relied upon to make Victory a success. Through the selfless offering of their time, volunteers enable Victory Health Partners to be in operation and to optimize patient care and resources.

Our Values

- **Service** We provide the best service possible at all times. We establish processes to assess our performance and make changes as needed to improve our services.
- **Teamwork** We work as a team and believe in the importance of each team member. We are a community partnership of people from diverse backgrounds banding together in friendship and in love to heal fellow citizens of this great community.
- **Integrity** Our relationships within the clinic and with our business partners are based on openness and honesty. We are accountable to each other and to our patients for the services that we provide.
- **Efficiency** We make the best possible use of all our available resources. We make sound decisions concerning allocation of resources and promote simplicity in our processes.
- **Compassion** We act in a compassionate manner when delivering services. We are sensitive to the emotional needs of our patients and families, providing emotional support within the realm of our resources.



Volunteer Policies & Procedures

Each volunteer at Victory Health Partners is asked to comply with the following guidelines. These guidelines are extremely important and have been developed for your benefit, as well as for the needs of our patients, visitors, and staff.

Conditions The minimum age for our volunteer program is 18. Our senior citizens and retirees bring a wealth of knowledge, experience, and talent to our program. There is no maximum age limit, as we believe that people of all ages who care about helping others are vital assets to Victory Health.

Partners Medical volunteers must show proof of professional licensure. Student volunteers must be working under the supervision of an adult. Some volunteer positions require a background check.

Sign-In Procedure

Volunteers enter and exit through the main entrance of the clinic. A sign in log is located through the lobby door at the reception desk. Please sign in when you arrive and sign out when you leave for the day. To ensure the safety and security of each volunteer, it is important for our staff to know who is in the building at all times. We also use volunteer hours to apply for funding through foundation grants.

Attendance Be prompt and dependable. We depend on our volunteers being here as scheduled. If you are unable to come on your scheduled day or at your scheduled time please see if a fellow volunteer can take your shift. It is imperative that you contact the Supervisor of the area you volunteer in if you are unsuccessful in finding someone to fill your spot. You should also email **Kerry Cohen** at **kcohen@victoryhealth.org**. Please also notify your supervisor if you plan to take an extended vacation or other period of absence so that other arrangements can be made for coverage.

Spring Hill College & University of South Alabama AED Volunteers: Please be sure to sign in before starting your shift.

Name Tags Each volunteer should have a name tag. Name tags worn and visible during your shift and should be visible at all times while in the clinic. At the end of each shift, please place your tag back on the string on the wall prior to leaving the building.

Dress Code

- A neat, clean, professional appearance is required at all times. If in doubt about how to dress, business casual is usually preferred.
- Personal hygiene is the essence of courtesy to patients and fellow volunteers and staff. Therefore, all volunteers and employees are requested to be clean and well groomed.
- Hair should be neat at all times and pulled back for longer hair or braids. Hair should be natural colors.
- Jewelry, perfume, and makeup should be minimal in keeping with a professional medical office atmosphere.
- The only visible piercings should be in the ear lobes. No nose piercings/rings and please keep earrings to a minimum size in keeping with a professional setting.
- Triage volunteers are required to wear clean and neat scrubs of any color. Please do not wear any sweatshirts, jackets or other clothing over scrubs embellished with college/ university, sorority/fraternity logos or other promotional logos.

Confidentiality

Patients have specific legal rights to privacy concerning medical information.

- Maintaining patient confidentiality applies to **anyone** who has **any** degree of patient or visitor contact, regardless of the amount of time actually spent with a patient.
- Every employee and volunteer who has access to a patient's condition or record is responsible for keeping that information confidential by law.
- Never discuss patient or personal information with **anyone**.
- In addition, please don't post any information about patients on ANY form of social media.
- Do not take photos of any patient at any time.
- Feel free to check with Kim Garrett or Kerry Cohen for approval or if you have questions.

Grounds for Dismissal

Volunteers may be dismissed for causes, including but not limited to:

- Breach of confidentiality
- Harassment of any kind
- Use of or effects from alcohol or drugs at Victory Health Partners
- Theft or misuse of property owned by Victory Health Partners
- Attitude, work or appearance not in keeping with the values of Victory Health Partners
- Repeated absence without notification
- Failure to comply with HIPAA rules (refer to page 8 of this handbook), Clinic policies, rules, or philosophy
- Inappropriate language
- Failure to adhere to our policies regarding computer and software security issues

Emergency Procedures

■ Report any accident, even if you consider it minor, to director Kim Garrett, as soon as possible.

■ For **certified phlebotomy techs** or **CMA's** who assist in the lab, please notify director Kim Garrett ASAP in the event of an accidental needle stick of an employee or volunteer. Victory Health Partners is required to complete paperwork and submit it.

■ Be sure that you know the location of all four exit (two at the front of the clinic and two on the side) doors in case of fire. Know the location of fire extinguishers. Help patients and visitors find emergency exits in case of fire or other emergency. There are several fire extinguishers located at the front and rear of the clinic. Every staff member has been trained to use them. Find a staff member immediately and ask for assistance.

■ In case of severe weather, move to the inner hallway, away from all windows and exterior doors. Check Victory's social media pages (Facebook and Instagram) to be updated on any last minute closings or schedule changes.

■ In the unlikely event of an active shooter, if you are able, exit the clinic immediately through the various exterior doors of the clinic:

1. The main front door
2. New Patient Office exterior door,
3. The staff door (side door) to the parking lot
4. The parking lot door in the back of the clinic in the administrative offices by PAP office.

If you decide to leave the clinic, exit the clinic door and leave the property immediately. Please go to a secure location, and call 9-1-1 but do not return to the property until instructed by authorities.

If you are unable to leave the building, go to an interior (no windows) office with a lock on it. These spaces include the small counseling office behind the medical assistants/triage area, the utility closet-next to the Lab in the back corner of the clinic, administrative office area, the Dark room near the x-ray room, patient triage room, copy room (by the PAP office), exam room 8 and any restroom (there are several scattered around the clinic).

Once in a secure room, lock the door and place heavy furniture stacked against the door (when possible). Turn lights off. Please stay in place until authorities give the all clear notification.

Volunteer Roles with Victory Health Partners

Front Office Volunteers Front Desk Volunteer responsibilities include, but are not limited to:

- Checking-In Patients
- Greeting Patients
- Navigating the Patient Database
- Pulling Charts
- Directing Patients to New Services
- Transferring Phone Calls
- Filling Charts
- Calling Patients with
- Taking Payments (Cash, Check)
- Scheduling Appointments
- Appointment Reminders

General Information for Front Desk Volunteers:

Checking Patients In

- When a new patient arrives for their first appointment, they should sign in on the appropriate board and be directed to New Patient Services (NPS). When the patient is finished with NPS, the chart will be given to the front desk staff and at this time, office fees and admin fees can be collected. The chart can be placed back to see the physician.
- When follow-up patients arrive for their appointments they will sign in on the appropriate board located at the front desk. You will then locate the patient's chart and determine the patient's office fee and/or admin fee is due (see below). Collect payments, provide appropriate receipts, and then put the chart back to see the physician.
- *Please be mindful of each patient's arrival time and appointment time.* We want to be respectful of our patient's time and keep the clinic schedule moving along by avoiding excessive patient wait times.

Qualification and Re-Qualification

- In order to be eligible for services provided at Victory, patients must first provide certain items including proper identification, Social Security Card, proof of household income, and proof of residence
- Patients must re-qualify each year by supplying Victory with appropriate paperwork. If a patient is due for re-qualification, it will be indicated on the top of the fee ticket attached to the front of their chart.
- If applicable, obtain a copy of the paperwork and/or direct the patient to New Patient Services.

Patient Fees and Administration Fees

- All patients are assigned an office fee which is based on family size and income level. These fees range from \$35-\$55 and are due at the time of service. The amount is indicated on the fee ticket that is attached on the front of the patient's chart.
- New patients must pay their 1st fee in cash and follow-up patients may pay in cash, check, or money order.
- There is a \$60 admin fee due each year for all patients. New patients must pay the admin fee in full, in cash, at the time of their first appointment.
- Follow-up patients may choose to pay in full or may split the fee in two \$30 payments due in January and June.
- We do not accept credit or debit cards.

Phones

- The telephone should always be answered in a professional and courteous manner. You are a representative of Victory Health Partners and every ring of the phone is an opportunity to create a positive impression of Victory and yourself. Remember, a smile on your face puts a smile in your voice! Our dedicated staff is always available should you have any questions while volunteering.

Triage Volunteer Role

Triage Instructions for New Patients

1. Begin by putting the patient's name on top of each page in the new chart
2. Use New Patient triage form
3. Record the date, time, race, sex, date of birth, and age of patient
4. Weight the patient and place in the triage room
5. Record the patient's BP, pulse, and temperature. (note which arm BP was taken)
6. Ask patient if they are diabetic: If not, note on chart OR If diabetic, the MA will take BG reading, record results and if fasting or non fasting
7. Record allergies on a total of 4 pages, triage sheet, problem list, med log and med sheet
8. Reason for visit–record in progress note (3rd page) Date and initial
9. Complete all questions on Medical History Form:

Medical History List & Codes	
A. Allergic Rhinitis – Nose/Eye Allergies	K. Claudication – Muscle Spasms
B. CAD/MI – Coronary Artery Disease /Heart Attack	L. Venous Thrombosis – Blood Clot in Vein
C. CHF – Congestive Heart Failure	M. AAA – Abdominal Aortic Aneurysm
D. COPD – Lung Disease	N. CABG – Coronary Artery Bypass Graft Surgery
E. DVT/PE – Blood Clot	O. Cholecystectomy – Gallbladder Surgery
F. GERD – Reflux	P. PTCA – Coronary Angioplasty
G. HA – Headache (Tension or Migraine)	Q. T & A – Tonsils & Adenoids
H. Hyperlipidemia – High Cholesterol	R. TURP – Transurethral Resection of The Prostate
I. Hypertension – High Blood Pressure	S. Tymp Tubes – Tubes in The Ears
J. Osteoarthritis – Pain & Stiffness in Joints	

10. Take the patient to a room, remember to take a number from the white container and place it on a chart.
11. Place the chart in the box outside the exam room or in the box by the triage room if all exam rooms are filled
12. Highlight the patient's name on the patient list and record exam room number

Triage Volunteer Role

Triage Instructions for Return Patients

1. Use the proper form:
General Adult Follow-up
Well Female Check
Pulmonary, etc.
2. Weigh the patient and record on form; height **MUST** be recorded as well.
3. Take patient into empty exam room, pull the **BLUE** flag
4. Check patients name and birth date
5. Fill the following up on the top of the form

A. Date	B. Time
C. Patient's name	D. Race
E. Sex	F. Date of Birth
G. Age	
6. Record patient's blood pressure and pulse, indicate Right or Left arm
7. If the patient is diabetic, check blood glucose levels.
8. Check patient's best contact phone number and email if available
9. Record the reason for visit on the third page and initial
10. Check for allergies and record
11. Do they need any medication refills
12. Take a number from the box and place on the chart
13. Highlight the patient's name on the daily schedule and record the room number
14. If the patient has requested a specific doctor, pull the appropriate flag

Physician/Medical Staff Color Codes	
Red – Dr. Lightfoot	QD – Once Daily
Yellow – Dr. Wing	BID – Twice Daily
Blue – Med. Assistant (Lab, X-ray)	TID – Three Times Daily
Red/Green – Dr. Sternberg	QID – Four Times Daily
Green – Carolyn Dolan, NP	PRN – As Needed

PAP Smear and Breast Exam (ABCCEPD)

If the patient is here for an ABCCEPD (PAP smear and breast exam) visit, let the MA know.

Accidental Needle Sticks For certified phlebotomy techs or CMAs who assist in the lab, please notify director Kim Garrett ASAP in the event of an accidental needle stick of an employee or volunteer. We are required to complete paperwork and submit it.

Questions If you have questions regarding triaging, please ask a medical assistant not the physicians. We are happy to assist you!

Missing Shifts If you are unable to make your shift, please connect fellow Triage volunteers via the Triage GroupMe to secure a replacement. If unable to secure a replacement, please send an email ASAP to ashleighR@victoryhealth.org. Thank you.

Additional Volunteer Roles

Patient Assistance Program (PAP)

What is the PAP

Our PAP provides qualified patients with their on-going medications through various pharmaceutical companies programs. Patients are required to pick up any received medications within two weeks of delivery to the clinic and receive medications in the dispensary window.

PAP Aide/Volunteer

Need familiarity with medical terminology. Experience writing prescriptions for doctor's signature is a plus but not required. Do clerical work, data entry, filing, and mailing for the Patient Assistance Program. Call patients to come in and sign forms and pick up medications.

Grounds and Gardening Helpers

Assist with gardening and planting or annual spring cleaning.

Dispensary

What is the difference between a dispensary and a pharmacy?

Our dispensary area is located between the triage area and the front office. Our dispensary dispenses medication (only maintenance medications such as blood pressure and diabetes medications; NO narcotics are stored on premises.)

Dispensary Aide/Volunteers

Pharmacy Tech background is ideal but not required. Some computer skills are required to change and print labels. Inventory, repackage, and restock medications. Record medications on card and file patients charts. Place and return phone calls.

Special Events and Fundraising

Help assemble key mailing pieces for the clinic. Prep, set up, and tear down annual fundraising events. Clerical work, data entry, filing, and follow-up with donors.

Clinic Information

2023 Closures:

New Years Day

Tuesday, January 2, 2023

Good Friday

Friday, April 7, 2023

Hope for Healing Dinner

Tuesday, May 2, 2023 at 12:00 p.m.

Memorial Day

Monday, May 29, 2023

The day before Independence Day

Monday, July 3, 2023

Independence Day

Tuesday, July 4, 2023

Labor Day

Monday, September 4, 2023

Thanksgiving Day

Thursday, November 23, 2023

Day after Thanksgiving

Friday, November 24, 2023

Christmas Day

Monday, December 25, 2023

Day after Christmas

Monday, December 26, 2022

New Year's Day

Monday, January 1, 2024

“Victory Health Partners is a community solution
to a community problem.”

-Dr. Robert D. Lightfoot,
Founder/Medical Director

Clinic Physical Address

Victory Health Partners
3750 Professional Parkway
Mobile, AL 36609

Front office: 251.460.0999
Website: victoryhealth.org

Follow us on social media
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Contact Information

Clinic Director
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Director of Marketing & Communications
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kcohen@victoryhealth.org
251.460.2928

Victory Health Partners Director
Kim Garrett
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HIPAA Basics

What is HIPAA? "HIPAA" stands for the Health Insurance Portability and Accountability Act of 1996. While HIPAA addresses many topics, it also resulted in rules pertaining to the privacy and security of health information. When this document refers to HIPAA, it means those mandated rules regarding privacy. At Victory Health Partners, everyone (including volunteers and students) has a legal responsibility to safeguard patient information at every level. Also, HIPAA gives patients certain legal rights, which will be discussed below. Finally, HIPAA requires ALL medical facilities and practices, including Victory Health Partners, to adhere to all HIPAA requirements that safeguard our patients' privacy.

What Do We Have To Protect? We have to protect a certain type of patient information, known as "protected health information" or PHI.

How Can We Use Protected Health Information (PHI)? Patient information can be used or shared only with the written permission of the patient or guardian. In some instances, Victory may use patient information without permission if we are required to disclose it by law through a legal notification. Otherwise, we need to get the patient's or legal representative's permission or consent known as an 'authorization' before we can use or release any patient information. Those employees, volunteers or others who are involved in non-treatment settings such as payment, billing or other internal health care operations should only see patient information on a need-to know basis or the "minimum necessary" amount in order to perform their job functions.

Your Responsibility Is To Understand HIPAA And Confidentiality.

Remember:

Anything you see,
Anything you hear,
Anything you read,
Anything you observe with your five senses,
Anything you already know about a patient or family

If you have any questions or need clarification, please ask a member of our medical staff.

Compliance with HIPAA requires all volunteers to sign a patient confidentiality agreement prior to beginning any volunteer assignment. This agreement is located in your volunteer packet (see page 17).

Notice of Privacy Policy and Practices

This notice describes how medical information about you may be used and disclosed and how you can get access to this information. Please read carefully

Purpose of this Notice Our office respects the privacy of personal information and understands the importance of keeping this information confidential and secure. This notice describes our privacy practices with respect to your health information. Our privacy practices apply to current and former patients.

Types of Personal and Health Information We Collect We collect a variety of personal and health information when delivering health care. You provide some of this information when you initially come into the office (such as address, Social Security Number, and medical history). We also receive additional personal and health information (such as eligibility) through our transactions with employers, insurance companies and other health care providers. We limit the collection of personal information to that which is necessary to administer our business, provide quality service and meet regulatory requirements.

How We Protect Personal and Health Information We treat personal and health information securely and confidentially. We limit access to personal information to only those persons who need to know that information to provide services to patients (front office staff, medical assistants, etc.). These persons are trained on the importance of safeguarding this information and must comply with our procedures and applicable law. We meet physical, electronic and procedural security standards to protect personal and health information and maintain internal procedures to promote the integrity and accuracy of that information.

Disclosure of Personal and Health Information We may share any of the personal and health information we collect (as described above) with our associates as permitted by law. We may also disclose this information to non-associated entities or individuals as permitted by law including our attorneys, accountants, auditors, a patient's authorized representative, other health care providers, public health authorities, Review Boards for research purposes, medical registries for quality purposes, third party administrators, insurers, and law enforcement or regulatory authorities. We may also disclose any of the personal and health information we collect (as described above) in order to provide appointment reminders or to give you information about other treatments or health-related benefits and services that may be of interest to you. In addition, in the event that this office is sold or merged with another office, your personal and health information will become property of the new owner. We do not disclose personal or health information to any other third parties without a patient's request or authorization.

Individual rights to Access & Correct Personal Health Information We have procedures for a patient to access the personal and health information we collect, and other than information we collect, and other than information we collect in connection with, or in anticipation of, a lawsuit or legal claim, we will make this information available to the patient upon request. Our goal is to keep our patient information up-to-date and to correct inaccurate information. We have procedures in place to ensure the integrity of our information and for the timely correction of incorrect information. If you believe that any personal or health information we have about you is not accurate, please let us know by contacting our office supervisor.

Further information The center reserves the right to amend this Notice of Privacy Practices at any time in the future. Until such amendment is made, the center is required by law to comply with this notice.



Technology Guidelines & Agreement for Volunteers of Victory Health Partners

In order to maintain HIPAA compliance and to ensure the safety of Victory's hardware and software technology systems, all Volunteers must adhere to the following guidelines:

- There must be no downloading from a flash drive or website of personal information (photos, documents, etc.) onto the clinic's computers.
- During your volunteer shift, please do not log into any personal websites (e-mail, social media, etc.) on the clinic's computers.
- The use of the clinic's medical database, Greenway, is strictly used for tasks associated with volunteer roles and all confidentiality must be upheld with patient data.
- In addition, the use of cell phones during volunteer shifts should be used only in cases of emergencies or special situations.

It is our purpose and goal to maintain a professional and compliant practice that ensures the safety of our patients' data along with caring for our hardware and software. By pursuing excellence within all areas of Victory, we pray that we are excellent stewards of the ministry God has entrusted us with in Victory.

After reading, please sign and return this page

Printed Name: _____

Signature: _____ Date: _____

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Record of HIPAA Notification for Volunteers of Victory Health Partners

I, the undersigned, have received and read the Notice of Privacy Policy & Practices from Victory Health Partners.

Please sign and return this page

Printed Name: _____ Date: _____

Signature: _____ Date: _____

Witness: _____ Date: _____

Volunteer Handbook Acknowledgment

I, the undersigned, acknowledge that I have received, read, and understand the contents of the Victory Health Partners volunteer Handbook.

Please sign and return this page

Printed Name: _____ Date: _____

Signature: _____ Date: _____

Witness: _____ Date: _____

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