***OVERALL GOAL: help maintain smooth clinic flow***

1. **Prior to patients arriving:**

☐ Collect student paperwork and file it by last name in blue **Student Paperwork Binder** *(located in bottom drawer of filing cabinet. Location of Cabinet: Reference the Clinic Photo Tour)* Paperwork includes: Training and Requirements Statement of Completion, Confidentiality & Information Security Agreement, Media Photo Waiver, and Personal & Emergency Contact Information.

 *Forgot your papers? Go on to the* ***Pro Bono Student Website*** *and print them off and sign them at the clinic.* <http://www.health.utah.edu/physical-therapy/clinics/pro-bono.php>

☐ Set up printer/scanner (see “How To” section of Clinic Reference Manual available on the UBox) Set up the printer on the conference table. Quick Instructions: Reference clinic binder **BRING YOUR LAPTOP!**

**Wifi Set Up**: Username: midcc Password: calacoto

**HEP 2 Go:** Login: uofuprobonopt@utah.edu Password: springboarddiving

☐ Set up clinic (set up massage tables in treatment rooms and pull out equipment shelves and put them in the hall use the main PT room and one of the medical rooms)

☐ Check patient schedule for patients who need progress reports (**every 4th visit)** and tell the treatment teams.

☐ Plan time check schedule (see below for examples) and confirm with treatment teams.

1. **As patients arrive:**

☐ Tally patient outcome measure scores (DASH, NDI, MO) Oli will give them the outcome sheet when the patient checks in.

**- *scoring “cheat sheets” located on front of respective folders in filing cabinet, at the end of the outcome document***

-Oli will have the file ready for you, and you can record the outcome score in the patient file on the first page. Include interpreter as needed.

☐ Take Vitals for all patients and report to student team: HR, and O2 saturation (using the pulse oximeter) and blood pressure.

 Location of BP Cuff and pulse oximeter: In the top drawer of the cabinet on the west wall. (To the left of the supply closet).

☐ Pass completed paperwork along to treating student teams

1. **During patient care:**

☐ Provide treatment teams with verbal “time checks”

* INITIAL EVALUATION: at 30 min, 1 hour, and 1.5 hours
* RETURN VISIT: at 15 min, 30 min, and 45 min
* ATTENDING CHECK-INS: try to keep it to 5 min!!

Note: The final time check is an indicator that the students need to terminate the session and begin on documentation before the next patient arrives.

☐ Be sure **all documents** are being saved correctly to the Box account. (*see below and refer to clinic reference manual)* Treatments will end at 11:00 AM and **documentation MUST end by 12:00pm.**

Directions to get to Patient Files on UBox: Pro Bono Clinic --> CBC Operations --> Completed Documentation - CBC --> Documentation by patient last name.

* Scan **new patient’s** **Patient Intake Form, Registration Form, Liability Waiver, Media Waiver, and Outcomes Form** and upload to the Box account
* Scan **return patient’s** **Outcomes Form** and **Return Patient / Patient Survey Form** and upload to the Box account (refer to clinic reference manual)
* Print off HEP and add to the patient file.
* If a past patient is receiving a new evaluation on a new body part then add a divider in their chart on top of their last visit.
* **How to access Box account**:
* Simply open the Box account and the correct patient folder.
* Save the document to your computer and drag the patient folder and drop it in that folder (Last name, First name\_Visit number)
* **Delete document off your computer.**
* Be sure to upload the HEP to the correct patient's folder and visit number (Last name, First name\_Visit number\_HEP)
* If it is a new body part on a past patient, you must create a new folder and label it (Body Area\_Date of Eval) Then you can add the proper documentation into this new folder. (Last name, First name\_Visit number)
* Print a paper copy and place it in the patient’s folder (**most recent documentation on top**).

☐ Aide-like/secretarial needs

*scanning completed documentation, HEP, patient intake forms, and outcome forms*

*cleaning tables/changing pillow cases*

*Other aide duties as needed*

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☐ Take a picture of treatment teams in action!

* Email picture to one of the technology representatives:

audrey.mallon@utah.edu

neil.scheuermann@utah.edu

☐ Help CBC staff to make sure **patient satisfaction** surveys are distributed, collected & filed at end of each visit *(blank copies located in bottom drawer of filing cabinet, file completed copies in “not yet compiled” survey folder)*

**After patient care:**

☐ Send a “recap” email to ALL Clinic Directors and Student Liaisons - \*The recap email format was included in your reminder email. (joseph.broadhead@utah.edu; jscott.allred@utah.edu; janessa.milne@utah.edu; leslie.cagle@utah.edu; bryan.samuelson@utah.edu) with the following information:

*\*If there’s nothing to report on a given matter please state it explicitly!*

☐ Help with clean-up

Clean tables and equipment

Put PT equipment back into the cabinet

Make sure the clinic is clean and organized

 ☐ KEEP THE FILES/FILING CABINET UPDATED & ORGANIZED. File all completed patient paperwork in existing patient folder for return visits (for new patients: create a new folder). \*Oli will usually be able to complete this task alone, but help her if she needs it.

* On the outside of the patient’s file you will see “last name”, ““first name.” Please file in alphabetical order.

**TROUBLESHOOTING**

* **If more than 4 patients show up:** do your best to fit the additional patient(s) in (*ex: while one student from each team is finishing documenting, the other two team members can start treating the next patient OR the floater can jump in to treat* ); if unable to fit them in for whatever reason, then have them re-schedule with Maria
* **Late patient(s):** allow the patient a **30-minute grace period** (late policy) to arrive; if the patient is any later than 30 minutes, it is up to the treatment team (i.e. students & attending) to decide whether or not it is appropriate to see the patient if/when they arrive (if not appropriate, have Maria/Oli speak with or call the patient to reschedule)
* **If having difficulties with printer:** just do handwritten copies of HEP & save an electronic copy of your initial eval/daily note with “PRINT” inserted at the beginning of the usual file name, then report the printing issue in your “recap report” to be taken care of next time
* **When in doubt:** call one of the Directors (*see contact list on front cover*)