



The Free Clinic does not provide emergency medical care. If a patient needs immediate care, he or she will be referred to a local hospital for emergency services.

**Are children treated at the Free Clinic?**

No. Children under 18 are not treated at the clinic. Children in Virginia are eligible for health insurance (FAMIS, FAMIS PLUS) and therefore are not eligible for services at the Free Clinic.

**Are all the services at the Free Clinic free?**

Yes. We ask that patients give a \$4.00 donation for each medical visit. Also, a \$4.00 administrative fee is charged for each prescription received. The prescription fee caps at \$12.00 per month. In order to secure a dental appointment it is required that the patient pay a \$20.00 administrative fee.

**Who is eligible to be seen at the clinic?**

Adults, 18 and over, who live in the New River Valley and are uninsured.

**How do I contact the Free Clinic?**

You can reach the Free Clinic by telephone at (540) 381-0820 or by fax at (540) 381-3391.

**How does the Free Clinic respect patient privacy?**

Patients receiving care at the Free Clinic are given the same respect and confidentiality that they would receive at any other health care facility. All volunteers must sign a confidentiality agreement.

**Who can volunteer at the Free Clinic?**

We seek physicians, physician's assistants, nurse practitioners, nurses, social workers, mental health specialists, CNA's, CMA's and medical lab technicians who have current licenses and are actively practicing. We also seek lay volunteers with other valuable office and people skills to work in other non-medical areas of the Free Clinic.

Free Clinic of the New River Valley  
215 Roanoke Street  
Christiansburg, VA  
Phone: (540) 381-0820  
Fax: (540) 381-3391  
[www.nrvfreeclinic.org](http://www.nrvfreeclinic.org)



### **Medication Fees**

There is a \$4.00 administrative fee for each prescription. The patient will not be charged more than \$12.00 per calendar month, per patient.

### **Medication Pick-Up**

1. Christiansburg: 8:30 a.m.-4:30 p.m., Monday -Friday (except holidays)
2. Floyd: 2:00 p.m.-4:00 p.m. (Health Department – Friday only)

## **Patient Termination of Services**

The following is a list of conditions or behaviors that may result in the termination of services:

1. If a patient allows eligibility to lapse past 30 days or fails to report a status change (new job, income, insurance) to the Free Clinic within 30 days of change.
2. If a patient uses threatening or abusive language toward the Free Clinic staff, volunteers, or other patients.
3. Repeatedly calling late for prescription medications or inappropriately seeking prescription medications.
4. Providing false or misleading information of any kind.
5. Inappropriate use of Free Clinic card to obtain medical, dental, or pharmacy services without prior authorization.
6. Not showing-up for appointments or canceling appointments, without at least a 24-hour notice. This includes both on and off-site dental, primary care, and specialist appointments.

## **IV: Frequently Asked Questions**

### **When is the Free Clinic open?**

The clinic is open Monday through Friday from 8:30 a.m. - 5:00 p.m. for scheduled appointments and Tuesday nights for the 5:00 p.m. walk-in clinic.

### **Where is the Free Clinic located?**

The clinic is located at 215 Roanoke Street near downtown Christiansburg. There are satellite clinics in Radford and Floyd.

### **Do patients need an appointment?**

Yes. To be seen during regular clinic hours Monday through Friday, the patient must have an appointment, except on Tuesday nights for the walk-in clinic. On Tuesday nights, patients sign-in between 5:00 p.m. and 5:30 p.m. in order to be seen. We also screen patients to determine their eligibility on Tuesday evenings.

### **If a patient requires immediate medical care will they be seen first?**



available to patients who have been certified as eligible and have an up-to-date eligibility card, and have been referred from a Free Clinic provider.

## **Patient Education**

The Free Clinic has a specially-designated room with health education materials, brochures, and flyers. These materials cover a variety of topics and are available to patients.

## **Satellite Clinics**

The Free Clinic of the New River Valley has satellite clinics in Floyd and Radford. Sign-in begins at 5 p.m. for both clinics.

**The Floyd Clinic**, located at 1815 East Main Street in Floyd, is held the 1<sup>st</sup> and 3<sup>rd</sup> Monday of each month

**The Radford Clinic**, located at 1830 Second Street in Radford, is held the 2<sup>nd</sup> and the 4<sup>th</sup> Thursday of each month

## **Dental Services**

Our dental clinic offers basic family dentistry to adults: oral examinations, extractions, fillings, oral surgeries, gum treatments, medications.

## **Mental Health Services**

The Free Clinic of the New River Valley provides mental health services to its patients through the support of the Mental Health Association of the New River Valley. Mental health services include: counseling, psychiatric evaluations, medication monitoring, and psycho-educational groups.

## **Pharmacy Services**

Everything dispensed through the Free Clinic pharmacy requires a doctor's written prescription. No controlled substances are dispensed (i.e., Xanax, Lortab, codeine, etc).

### **Ordering Medication**

The patient must call at least one week before the prescription runs out. Orders are taken Mondays, Tuesdays, and Wednesdays from 8:30 a.m. until 4:30 p.m. to be available for pickup on the Friday of the following week.

### **What is needed for refills?**

1. patient's full name (including middle initial)
2. phone number
3. county of pick up
4. the six digit Rx number from most recent bottle of medication
5. medication name
6. number of remaining refills



2. Dental
  - a) Dental exams, fillings, extractions
  - b) Diagnostic tests
  - c) Referrals to specialists
  
3. Mental Health
  - a) Counseling
  - b) Psychiatric evaluations
  - c) Medication monitoring
  - d) Psycho-educational groups
  
4. Pharmacy
  - a) Prescription medications
  - b) Diabetic supplies
  - c) Convenient medication pick-up

## Eligibility and Re-certification of Patients

The Free Clinic screens patients for financial eligibility during our walk-in clinics and by appointment.

Patients must be uninsured and live in Montgomery County, Floyd County, Giles County, and the City of Radford. We also provide dental services and mental health services to residents of Pulaski County.

Patients must bring necessary documentation for eligibility screening. This documentation includes:

- A. If currently employed:
  1. Four current check stubs
  2. Most recent tax return

***If 1 and 2 are not available, the following documents are required:***

3. Letter of employment stating number of hours worked and rate of pay
4. Child support/alimony documentation if applicable
- B. If currently unemployed:
  1. Letter from the person who provides support. This letter must be provided at the time of the patient's eligibility screening.
  2. If officially disabled, letter from Disability showing the amount of award, or a copy of a recent check or bank statement
  3. Child support/alimony documentation if applicable

## Specialty Referrals

At the Free Clinic, we work with a network of local physicians, specialty health care providers, and area hospitals. We refer our patients to that network if the need arises. However, it is important to note that these services are only



and signs-off on patient medications.

**Pharmacy Technician:** This volunteer fills prescriptions, creates computerized labels and patient medication information sheets, and completes other pharmacy related duties as assigned. The Pharmacy Technician must have Pharmacy Tech certification.

## **Dental Program Volunteer Opportunities**

**Dentists and other Dental Practitioners:** These volunteers provide general dentistry, oral surgery, gum treatment, etc., to uninsured patients in the Free Clinic and by referral to private practice. These volunteers must be licensed.

**Dental Assistant:** The dental assistant volunteer assists the dentist in chair side procedures such as cleanings, fillings and extractions. The volunteer must be certified.

**Dental Hygienist:** The dental hygienist provides dental hygiene care to uninsured patients in the clinic and by referral to private practice. This volunteer must be certified.

**Dental Program Support Volunteer:** The program support volunteer serves as a receptionist and gives patients information on how to apply for services, screens patients for eligibility, labels and files dental patient charts and assists with other dental clerical work.

## **III. Our Patient Services**

### **Confidentiality**

We honor our patients' privacy and ensure that all medical information is kept confidential.

### **Services offered at the Free Clinic**

We provide the following care and services to adults:

1. Medical
  - a) Diagnosis of illness or injury
  - b) Physical check-ups
  - c) Diagnostic tests
  - d) Health education programs
  - e) Referrals to specialists
  - f) Women's Health
  - g) Flu shots (when available)
  - h) Influenza, pneumonia immunizations



**Volunteer shifts:** Volunteers are asked to arrive on time for their shifts. This is extremely important to help the clinic run smoothly. Please call ahead to let someone know if you will be arriving late for a shift or if you simply cannot make it in at all so we have time to find a replacement for you.

## Medical Program Volunteer Opportunities

**Eligibility Screener:** An eligibility screener interviews patients and obtains appropriate documentation for income verification to determine eligibility for medical and pharmacy services.

**Medical Program Support Worker:** The medical program support worker will input any new patient records in the database, copy medical records, enter service values, purge inactive charts, assist with specialty referrals and perform any other duties that require clerical skills.

**Front Desk Receptionist Volunteer:** The front desk receptionist volunteer answers phone calls and provides general clinic information, directs phone calls to appropriate staff or volunteers, takes messages, and completes other clerical duties as assigned.

**Medical Lab Technician:** Medical lab technicians conduct glucose, hemoglobin, urinalysis, hemocult, pregnancy or other labs for patients that require such tests at the Free Clinic.

**Medical Triage Volunteer:** A medical triage volunteer takes patient medical histories and vitals before the patient is seen by the physician or nurse practitioner. This volunteer must be certified in some way, i.e., R.N., EMT, CNA.

**Prescription Distribution Volunteer:** The volunteer distributes packages and prescriptions to patients who have called in refills or who have received new prescriptions at the Free Clinic. He/she records dispensed medications, writes receipts for fees and informs the patient when to call for refills. The volunteer should be able to fill out receipts accurately and completely, collect money and accurately make change.

**Medication Data Processor Volunteer:** The medication data processor volunteer logs medications received by patients into the computer for service value and record-keeping purposes.

## Pharmacy Program Volunteer Opportunities

**Pharmacist:** A licensed registered Pharmacist oversees the pharmacy Tech staff and volunteers' work and verifies that the clinic stays in compliance with State Pharmacy regulations. The Pharmacist also fills



## **II: Volunteer Policies**

The Free Clinic of the New River Valley prides itself in its ability to offer the highest quality health care. As a volunteer, your time, energy, and efforts contribute to the strong assets of our "safety net" for uninsured citizens of the New River Valley. A commitment from you is a commitment to our community.

### **Signing-In**

Upon arriving for your scheduled volunteer shift, we ask that you sign in on the volunteer log and remember to sign out when you leave. This helps us keep track of all of our volunteers and hours worked, which we maintain for various reasons including grant-writing and fundraising. The log is located in the back of the volunteer lounge (kitchen) under the cork board.

### **Volunteer Dress Code**

As a volunteer at the Free Clinic, you are a representative of our organization. Your personal dress is part of that sparkling "first impression" that we give of ourselves and the health care profession.

The following list is a guide for men and women to follow when working in the Free Clinic. Some of the guidelines are mandated by OSHA (Occupational Safety and Health Administration) for the safety of both our patients and us.

1. Your name badge must be worn at all times.
2. Clean athletic shoes or dress shoes are acceptable (no flip-flops or open-toed sandals).
3. Pants and Capris - jeans are acceptable as long as they are in good condition (no shorts; no hip huggers).
4. Dresses and skirts are fine – no shorter than 2" above the knee.
5. No blouses/shirts with spaghetti straps, tank tops or bare midriffs.
6. Plain t-shirts are acceptable – no logos or slogans, please.
7. If you are in direct patient care, you will need to limit your perfume/cologne/aftershave, wear minimal jewelry and maintain appropriately trimmed fingernails.
8. You will be asked to leave the Free Clinic to change if your dress does not follow these guidelines.

**Personal phone use:** Please be considerate and turn your cell phone off during your scheduled volunteer shift. If you must be available by cell phone, please adjust your phone to vibrate or silent.

**Storing valuables:** Please do not bring valuables or medications to the clinic during your volunteer shift due to limited secure places to store them.



## **I. Introduction**

### **Mission**

The Free Clinic of the New River Valley is committed to providing high quality health care and dental services to people who lack insurance and cannot afford health care.

### **Welcome**

Welcome to the Free Clinic of the New River Valley. Thank you for choosing to volunteer with us—your experience here will add to the overall productivity of the Free Clinic, enrich the lives of community members, and provide you with an unparalleled experience. In order to provide you with an overview of our clinic, please read and review the Volunteer Handbook and feel free to ask questions of the Free Clinic staff so that we may better serve each other and our patients.

### **About the Free Clinic**

#### ***History***

The Free Clinic of the New River Valley was founded in 1981 to serve the uninsured population of the New River Valley. Following the traditional Free Clinic model, area physicians, dentists, and other health care professionals were recruited to volunteer their services, both at the facility and in their own offices. In the spring of 2003, the Clinic expanded to add sites in Floyd and Radford. In 2006, the Free Clinic recognized its 25<sup>th</sup> anniversary as a private non-profit health care “safety net.” Through community contributions and volunteer commitment, the Free Clinic continues to expand its services and better serve the residents of the New River Valley.

#### ***Overview of Services***

We have four departments in the Free Clinic: medical, pharmacy, dental, and mental health (offered through the auspices of the Mental Health Association of the New River Valley). Thanks to a grant from the Virginia Health Care Foundation, the clinic welcomed its first full-time staff nurse practitioner in 2006. The addition of a nurse practitioner led to the opening of specialty clinics to better serve our patients. Specialty clinics include: pulmonary, arthritis, thyroid, diabetes, GYN, cardiology, and hypertension. In the future, we hope to create an ongoing patient education program to fully involve patients in their own health care.



## Table of Contents

<b>Part I: Introduction</b>	<b>1</b>
Mission	1
Welcome	1
About the Free Clinic	1
<b>Part II: Volunteer Policies</b>	<b>2</b>
Signing-in	2
Volunteer Dress Code	2
Medical Program Volunteer Opportunities	3
Pharmacy Program Volunteer Opportunities	3
Dental Program Volunteer Opportunities	4
<b>Part III: Our Patient Services</b>	<b>4</b>
Confidentiality	4
Services offered	4
Eligibility and Re-certification of Patients	5
Specialty Referrals	5
Patient Education	6
Satellite Clinics	6
Dental Services	6
Mental Health Services	6
Pharmacy Services	6
Patient Termination of Services	7
<b>Part IV: Frequently Asked Questions</b>	<b>7</b>



## **Volunteer Handbook**

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