



## **Clinic Partner Roles and Responsibilities**

This document seeks to outline those expectations that, based on our experience, lead to a productive and efficient mobile clinic. As our partner, you are invited to let us know if you have questions about anything written here.

Medical Teams International (MTI) provides the mobile clinic vehicle and all materials and supplies needed for a quality clinic. Each mobile clinic vehicle is operated by an MTI staff clinic manager who acts as a liaison with the Partner's clinic coordinator during the clinic day.

### **Your Role as a Clinic Partner**

At a minimum, we expect our Clinic Partners to:

- Provide a suitable level, hard surface, and legal parking area for a large motorhome.
- Provide a 240v electrical outlet (if possible.)
- Provide a clean, weatherproof space for a patient waiting area with restroom facilities.
- Provide for special needs as required, such as interpretive services for non-English speaking patients.
- Provide a safe, non-confrontational environment for both volunteer staff and patients.
- Assist with recruiting local dentists and dental assistants through your local network to support the mobile clinic (as able)
- Provide a Clinic Coordinator who will:
  - follow MTI's Scheduling and Patient Screening Guidelines and provide a fully scheduled patient load according to the agreed upon model: appointment only, drop-in only, or a hybrid combination of both.
  - make reminder calls to the patients the day before their scheduled clinic appointment.
  - be responsible for all communication with MTI, including confirming the clinic date and time.
  - be present when the mobile clinic vehicle arrives and work with the Clinic Manager to manage the patient flow during the clinic day and assist with patient intake and registration
  - Provide follow up calls for patients that have been referred to local dental clinics

### **Our Role as a Service Provider**

At a minimum, you should expect us to:

- Create a Memorandum of Understanding and update it annually.
- Determine a mutually agreeable date/time for each mobile clinic.
- Provide information and support to ensure a successful mobile clinic.
- Assist with recruitment for a volunteer dental/medical professional team for the mobile clinic.
- Arrive on site approximately 45-60 minutes before the scheduled clinic start time.
- Provide an on-site Clinic Manager who will:
  - create an environment on the mobile clinic where patients feel respected and cared for.
  - work with the Clinic Coordinator to manage the flow of patients.
  - coordinate/direct all activities that take place on the mobile clinic.
  - be available during the clinic day to answer questions and explain all operating procedures relating to the mobile clinic.
  - Recruit a volunteer dental/medical professional team for the mobile clinic.
  - Provide referrals to local dental providers and inform site partner if a patient needs extra assistance

**Medical Teams International**

**PO Box 10 • Portland, OR 97207-0010**

Office: (503) 624-1000 • Fax: (503) 624-1001 • [www.medicalteams.org](http://www.medicalteams.org)

## **Scheduling and Dental Patient Screening Guidelines**

- Individuals accepted for treatment at a mobile dental clinic must: 1) have incomes less than 200% of federal poverty level, 2) have no private dental insurance of any kind (state/federal insurance is not a disqualifier) and 3) have no realistic ability to pay for the urgent dental care they need.
- Patients should exhibit urgent dental needs such as dental pain, swelling, or possible decay (e.g., discolored teeth). Patients with the greatest need (e.g., pain) shall have priority over those with less urgent needs.
- Patients who exhibit evidence of recent or on-going treatment by a private dentist or other dental provider may be directed to seek care at their dental home
- Medical Teams International staff and/or volunteer personnel reserve the right to refuse treatment to patients they determine cannot be treated safely in a mobile clinic environment (e.g., complex medical history or symptoms that warrant a physician consultation before treatment, patients who pose a physical or behavioral threat to volunteers or staff, or individuals who are visibly high or intoxicated and unsafe to treat on the mobile clinic.)
- Schedule the agreed upon number of patients based on the model of the mobile clinic. Most clinics include both pre-scheduled patients with some appointments for walk-in patients.

## **Media Attention and/or Tours of the mobile clinic**

- Requests for media visits or use of the van for public relations purposes must be approved in advance by MTI.
- Requests for tours must be submitted to MTI at least one week in advance. Tours may be scheduled prior to clinic operating hours or at the closure of the clinic day out of respect for patient confidentiality and to maintain a sterile work environment on the mobile clinic.
- Patients and volunteers must sign an MTI media release prior to MTI taking photos or videos

## **Patient Records**

- Health information privacy regulations (as defined by HIPAA) require that patient health histories and medical/dental treatment records be handled as personal/confidential documents.
- If a patient requests their records after being seen at a mobile clinic, they need to complete a Release of Records form and submit to MTI. A copy of the record is to be given to the patient, never the original. Original x-rays are not to be given to the patient

## **Site Partner – Patient Screening Guidelines**

### **Guidance for Dental Coordinators:**

1. Prioritize scheduling patients who are in dental pain or have signs/symptoms of infection
2. Prioritize scheduling patients who may need fillings or extractions (those who have signs of tooth decay, broken or dead teeth, or dental pain)

**Medical Teams International**

**PO Box 10 • Portland, OR 97207-0010**

Office: (503) 624-1000 • Fax: (503) 624-1001 • [www.medicalteams.org](http://www.medicalteams.org)

3. If you have open appointments on the schedule we can see clients who want an exam or assessment and are not in pain or experiencing tooth decay/discomfort
4. Please use the attached scheduling template as an example of how to schedule patients for 60-minute appointments with some overlap so we can see as many patients as possible
5. If the schedule is full please put patients on a waiting list so we can call them in the event of a no-show or any opening in the schedule

**Determine the Level of Urgency:**

**1. Describe your problem** (Trauma? Bleeding? Holes? Brown or black color? Broken teeth or stumps?)

**2. RE: Possible Infection / Abscessed Tooth:**

- Do you have swelling of the face or neck? Large swelling by the tooth? Do you have a fever? Redness? Puss drainage around the tooth? Gum Boil?
- Are you losing sleep because of the pain? Is it waking you up at night?
- Have you been to a doctor or emergency room (for antibiotics and pain medication)?

**3. RE: Pain:**

- On a scale of 1 to 10, how badly does your tooth hurt?
- What makes your tooth hurt: Cold? Hot? Sweets? Chewing on it?
- Is the pain being controlled by over-the-counter medications such as Advil, Tylenol, Ambesol, Orajel, clove oil, temporary filling material?

**Primary Patient Populations:**

The mission of Medical Teams’ US Mobile Health Program is to provide free urgent dental/medical care to individuals whose incomes are less than 200% of the Federal Poverty Level and/or lack reasonable access to healthcare. We do not turn anyone away, but seek to ensure that our services are primarily used for those patients who need them most (i.e. folks who are uninsured or underinsured, living below 200% of the FPL or experiencing significant barriers to care)

<b>Services Provided on the Mobile Van (<i>services provided primarily for adults or mature minors only – we do not treat children on the van at this time</i>)</b>	<b>Services We <u>Do Not</u> Provide on the Mobile Van</b>
Basic exams X-rays Fillings (restorations for cavities or tooth decay) Extractions Antibiotics for tooth infections Sealants Blood pressure screening Referrals for follow-up care and specialty services Diabetes Screening ( <i>offered on integrated clinics</i> ) Depression Screening ( <i>offered on integrated clinics</i> ) Medicaid enrollment ( <i>offered on integrated clinics</i> )	Dentures or Partial Bridges Crowns Wisdom tooth extraction Orthodontia (braces or removal of braces) Dental care for children Sedation Custom night-guards Root canals ( <i>available on specialty clinics only</i> ) Dental hygiene ( <i>available on specialty clinics only</i> )

**Sample Schedules**

**Please note:** Two patients should be scheduled for the first hour of the day to maximize the provider panel. Patients should be instructed to arrive at least 15-minutes prior to their scheduled appointment time to complete their intake paperwork. For

integrated medical/dental clinics: patients require an hour-long appointment. They will see the nurse for the first 30 minutes and the dentist for the last 30 minutes of their appointment

<b>Integrated Dental &amp; Medical Clinic (includes both nursing and dental services)</b>			
<b>Appointment Time</b> <i>*first 30 minutes with the RN and last 30 minutes with the dentist</i>	<b>Patients Last Name, First Initial</b>	<b>Reason for Visit</b>	<b>Phone Number</b>
8:00 – 9:00			
8:30 – 9:30			
9:00 – 10:00			
9:30 – 10:30			
10:00 – 11:00			
10:30 – 11:30			
11:00 – 12:00			
12:00 – 12:30	BLOCK FOR BREAK		
12:30 – 1:30			
1:00 – 2:00			
<b>Nurse Visits (for patients only seeing the nurse and not the dentist)</b>			
30-minute appts			
<b>WAIT LIST/Stand-by:</b>			

<b>Dental-Only Clinic</b>			
<b>Appointment Time</b> <i>*patients should arrive 15 minutes prior to their appt</i>	<b>Patients Last Name, First Initial</b>	<b>Reason for Visit</b>	<b>Phone Number</b>
8:00 – 8:45			
8:00 – 8:45			
8:30 – 9:15			
9:00 – 9:45			
9:30 – 10:15			
10:00 – 10:45			
10:30 – 11:15			
11:00 – 11:45			
11:30 – 12:15			
12:00 – 12:30	BLOCK FOR BREAK		
12:30 – 1:15			
1:00 – 1:45			
<b>WAIT LIST/Stand-by:</b>			