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CrossOver Volunteer Medical Clinician

Frequently Asked Questions

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Section 1 – Scheduling Logistics and Key Contacts

What time should I arrive?

- Volunteer clinician schedules mostly start at 8:30am, 1pm, and 5pm. The nursing personnel start bringing patients back at these times. Please arrive 5 to 10 minutes early so that you can get your computer started and be ready for patients by the time the nurse is done with their interview.

Who do I talk to about my schedule?

- The front office supervisor opens your schedule and program how many patient appointments you are scheduled to see. If you need this adjusted please discuss with your clinic manager.
- Please make every effort to give the front office supervisor your schedule as far in advance as possible so that we can ensure that you will be fully booked. You may also email scheduling@crossoverministry.org to let us know what days you'd like to open your schedule.
- Henrico clinic hotline# 804-426-9624
- Richmond clinic hotline # 804-426-7810

How many patients can I expect to see my first few shifts?

HEN	<u>EST</u>	<u>SD</u>	<u>NP</u>	<u>TOTAL</u>
Week 1	3	1	0	4
Week 2	3	1	0	4
Week 3	3	1	1	5
Week 4 (minimum for steady state)*	4	1	1	6
Week 5 and forward (if able)*	4	2	1	7

RIC	<u>EST</u>	<u>SD</u>	<u>NP</u>	<u>TOTAL</u>
Week 1	3	1	0	4
Week 2	3	1	0	4
Week 3	3	1	1	5
Week 4 (minimum for steady state)*	4	1	1	6
Week 5 and forward (if able)*	5	1	1	7

The Medical Director or Associate Medical Director will do an informal check-in with new volunteer clinicians at some point during their first 2 months of service.

What about inclement weather or other unexpected closings?

- Information about closing is posted on our website by 7am. The volunteer manager will have also emailed all volunteers notifying them of clinic closures by 7am.
- The inclement weather policy is also outline in the Volunteer Handbook, which is available on the Volunteer page on the CrossOver website.

Whom do I contact if I need to cancel a scheduled clinic?

- If it is day of or within 24 hours of a scheduled clinic, call the hotline for the respective clinic to notify the clinic operations manager, so that we can start canceling or re-scheduling appointments as soon as possible.
 - Henrico clinic hotline: 804-426-9624
 - Richmond clinic hotline: 804-426-7810
- If it is greater than 24 hours in advance, email scheduling@crossoverministry.org

Whom are the employed clinicians and other leaders at CrossOver and how can I reach them?

If you have a question about a patient, please either talk to an employed clinician in person/phone, or send us a T Jelly Bean message in ECW. Due to patient privacy concerns, ***please do not email*** about specific patients.

- Julie Bilodeau, CEO, jbilodeau@crossoverministry.org
- Mike Murchie, MD, Internal Medicine, full-time (Medical Director)-
mmurchie@crossoverministry.org; cell (804-212-9040)
- Danielle Avula, MD, Family Medicine, Associate Medical Director,
davula@crossoverministry.org; cell (703-674-6341)
- Teresa Gonzalez, Director of Operations, tgonzalez@crossoverministry.org
- Kaitlyn Patterson, Nursing Manager, kpatterson@crossoverministry.org
- Elizabeth Wiebe, Family Nurse Practitioner, ewiebe@crossoverministry.org
- Megan Stiling, Family Nurse Practitioner, mstiling@crossoverministry.org
- Vivian Bruzzese, MD, Infectious Disease, part-time (Director of HIV Programs)-
vbruzzese@crossoverministry.org
- Schliqua Lewis, Licensed Professional Counselor, slewis@crossoverministry.org

Whom should I ask if I am having challenges with the computers and/or the Electronic Health Record?

Please notify the clinic operations managers at the front desk at both locations.

Technology protocol: *After your shift, be sure to plug in your computer.*

Section 2 – Onboarding support for clinicians and follow-up care for patients seen

What kind of support will I have on my first day and going forward?

- You will have the option to watch our eClinicalWorks training videos (1.5 hours) before your first shift either at home, or in the clinic.
- At your first shift, you will be offered a tour. You will also log in to your volunteer laptop and eCW to ensure everything works correctly. This is also a good time to ask any initial eCW questions.
- You will have the option to shadow one of our employed clinicians for an hour, so you can see the clinic flow and processes, and ask any questions you may have.
- You will start seeing patients at your next shift. You will have the option to have a scribe at your first shift.

Who reviews the results of labs and DI that I order and takes appropriate action? Whom processes refill requests for my patients?

- Our employed clinicians with the assistance of our nursing personnel.

Section 3 – Patient Medical or Mental Health Emergencies

What if a patient has an emergency on-site?

- Follow Basic Life Support standards of care. Both locations have EMT offices nearby and response time is quick. An AED and other emergency equipment (i.e. Epi pen) are available at each location.

What if I send a patient to the Emergency Room?

- Document and either print out 2 copies of your progress note for the patient to give to the ER staff and ER clinician.... OR, call report to the charge nurse at the receiving hospital.
- Notify an employed clinician before you leave. Speaking about the patient in person or by phone is preferred. Otherwise, send a T jelly bean message to an employed clinician and denote which hospital is being utilized. This allows us to obtain records from the visit and ensure correct follow up care is in place.

What if a patient refuses to take an ambulance due to cost concerns?

- Patients often have cost concerns related to ambulance bills. Ambulance bills usually are not able to be written off. If you feel an ambulance is warranted but the patient refuses, document their refusal in your progress note.

What do I do if a patient is having suicidal ideation?

- A patient with suicidal ideation needs to have a full evaluation to determine their level of risk and to create a safety plan. This is preferably completed by a mental or behavioral health therapist. Ask if one is present and if so hand the patient off to their care.
- If a mental or behavioral clinician is not present, please refer to our Suicide Protocol which is located in the clinician's manual. The protocol includes a worksheet that the clinician fills out in order to determine the level of risk and appropriate next steps.
- Please discuss all cases of suicidal ideation with an employed primary care clinician prior to the patient leaving your care so that we can make sure that appropriate follow up is arranged and all available resources are utilized.

Section 4 – Patient eligibility for services and care by volunteer clinicians

Can I see Medicaid patients?

- Volunteer clinicians are not credentialed to see Medicaid patients at CrossOver. If you are accidentally scheduled with a Medicaid patient please talk to the front desk to have the patient transferred to an employed clinician's schedule.

What are the qualifications for uninsured patients to receive services?

- All uninsured patients must demonstrate that they are uninsured and that their income is <200% of the federal poverty guidelines.
- All uninsured must renew their eligibility documents annually to continue to receive services.
- All individuals that may be eligible for Medicaid must apply for it. They must produce a letter within 90 days of being notified to apply which shows that they are either approved or denied. If patients do not follow through on this they are suspended from clinic services.

Section 5 – Non-English Language Resources and Policies

What types of resources are available for patients whom do not speak English?

- For Spanish:
 - Utilize an in-person or over the phone volunteer interpreter. The name (and phone# if applicable) of available volunteer interpreters is listed on the clinical “white board” at each location.
- For other languages, OR if volunteer interpreter not available, then:
 - Use the Voyce language line. Directions are posted in the clinician workroom (Henrico) and near the clinical “white board” (both clinics).

Please do not utilize employees for translation as it is disruptive to their workflow and doesn't utilize the above pathways created for this need.

For safety reasons, do not use Google Translate when interacting with your patients. It is not always accurate. Full clinical histories should not be obtained utilizing Google Translate.

I speak some Spanish (or other foreign language). Do I need to use an interpreter?

- You are required to pass a CrossOver language assessment in order to interpret on your own.
- If you have not passed our language assessment, you are required to use an interpreter. This is to ensure high quality of care to our patients.

Section 6 – Completing Documentation

When do I need to have my note completed and “locked”?

- All orders (rx, imaging, labs, referrals) need to be put in before the patient goes to check-out.
- All notes must be locked by the end of the shift. If a crisis comes up and you have to leave before finishing documentation, you may access ECW (web version) from home to complete charting and lock notes within 2 business days.
- Scribes are not able to lock notes. The clinician is responsible for reviewing everything entered by the scribe. Notes must be locked by the clinician.

Can I use my own laptop or device?

- You can choose to bring your own laptop or device instead of using our volunteer laptops. You connect to our WIFI to use our EHR system to document visits. However, you will not be able to print from your laptop. If you need something printed, the front desk will be able to assist you.

What if I am having trouble navigating the EHR? What resources are there?

- There are instructional videos on the Clinician Resource page on our website. The videos are broken out into specific subject areas, so they can be easily referenced.
- Volunteer scribes are available to assist with documenting notes, and navigating the EHR system. We cannot guarantee that a scribe will be available every shift. When they are there, their primary role is to help document progress notes, and assist with documenting labs, referrals, and sending in prescriptions. While many of them are hoping to learn, the main priority is helping you navigate the EHR, while any learning opportunities are secondary and should only occur if there is time.

Section 7 – Clinician’s Manual (Best Practices, Protocols, and Policies for clinicians)

What clinical guidelines or best practices are CrossOver clinicians expected to follow?

- CrossOver clinicians are expected to follow established best practices in their particular disciplines. We have created a few “Best Practices” documents for certain chronic diseases and preventive health topics which are summaries of established care standards.

What about protocols and policies?

- Our clinician protocols and policies are emailed to all volunteer clinicians at the time that they start volunteering and annually. Any new or amended protocols or policies will be distributed by email.

Where can I find a copy of the clinician's manual?

- Richmond clinic – in the last cabinet in the patient care hallway outside room 3.
- Henrico clinic – in the clinician workroom.

Section 8 – Medications and Prescribing

What are your general prescribing guidelines?

- Make sure all medications prescribed are affordable for your patients (see below)
- Before prescribing to CrossOver pharmacy please check the online formulary on the clinicians' page on our website. Do not prescribe medications that are not on our formulary.
- Our preference is that medications are E-Prescribed when possible.
- Attempt to limit the number of pharmacies patients utilize.
- A 3 month supply with 1 refill is preferred for medications for chronic conditions.

Are volunteers allowed to prescribe controlled substances at CrossOver?

- According to our controlled substance policy, only employed clinicians can prescribe controlled substances for acute/post-surgical conditions, in accordance with state regulations which state no more than 7 days for acute conditions and no more than 14 days for post-surgical needs.
- If you think a patient with chronic conditions whom require long term use (over 14 days in duration) of controlled substances, please notify an employed clinician.

How do I obtain affordable medications for patients?

- CrossOver Pharmacy
 - The formulary is found as a green hyperlink on our website under the "Clinician Info" tab.
 - Medications routinely available in 3-5 business days
 - If a rx fill is needed in less than 3 business days, speak with our medications personnel.
 - Cost - \$5 for one month or less; \$10 for three month supply.
- Retail

- Look-up prices with www.goodrx.com before prescribing. Goodrx coupons from the website can be printed or sent by text/email directly to the patient.
- Mail Order (TPC)
 - Most medications available, but eligibility may depend on age, citizenship. The Medications Case Worker at the site you are working can assist you with any questions.
 - Takes 30 days to arrive.
 - Print out rx and place in designated area.

How do I prescribe insulin for a patient?

- Initiation
 - Give a 2 month supply of insulin utilizing available samples.
 - Order ongoing supply through mail order (TPC)
 - Basal- Basaglar (glargine)
 - Bolus- Novolog (aspart)
- Dose adjustment
 - Instruct the patient of the dosage change.
 - Update the rx in ECW.
 - Print out the rx, sign it, & put it in the designated Mail Order (TPC) spot.

Section 9 – Immunizations

What immunizations are available?

- Most adult and child vaccinations are available at each site.
- A list of vaccines available is found as a tab on CrossOver's Online Pharmacy Formulary, which can be found on our website under Volunteers>Volunteer Resources>Clinicians. We only provide Moderna COVID vaccines.
- Place the order in ECW, write the name of the vaccine on the check-out sheet, then hand off the patient to nursing personnel.

Section 10 – Labs and Diagnostic Imaging

Which labs are available on-site (point-of-care) versus offsite?

- Hemoglobin, INR, Glucose, Hemoglobin A1c (limited to every 3 months), Urine dip, Urine pregnancy, Rapid HIV, Rapid strep, COVID, and flu tests.
- All other labs are sent to outside labs that donate their services. Please be good stewards of donated resources by not ordering superfluous tests. Additionally, there are limitations on what tests are allowed to send out. These limitations vary between our 2 clinics.
- Order all send-out labs as “future orders” even if you hope they can be drawn on the same day.
- Pap smears completed need to be ordered as lab tests.

What about diagnostic imaging?

- For urgent tests, speak with front office personnel before the patient leaves the clinic.
- Plain X-ray’s – Fill out the X-Ray order form that is located in the exam rooms and give to patient. Instruct the patient to go to the appropriate outpatient x-ray department (Cowardin patients- Chippenham; Henrico patients – St Mary’s) during normal business hours on a walk-in basis.
- Other Imaging (i.e. CT, MRI, Stress test, etc) – Order in ECW and check off the “Other Imaging” box on the check-out sheet so that the front office can obtain scheduling info.
- If an EKG is completed, after you review the EKG and date/initial please put a copy in the scan box so that we can scan it into the patient’s chart.

How do patients receive lab and diagnostic imaging results?

- Labs – results are released to the patient portal after an employed clinician reviews them.
- Diagnostic Imaging
 - For most tests (i.e. CT, MRI, stress test, ultrasound) please ask that a results visit be scheduled with either primary care or an appropriate specialist. The results visit can usually be a Telehealth visit (preferred).
 - For routine tests such as mammograms a results visit is not necessary. The patient will receive the results over the patient portal.

Section 11 – Specialty Referrals (in-house and external)

How do specialty referrals work? How do I know what specialists are available in-house versus through external partners?

- An electronic referral in ECW must be created for all referrals, with the exception of routine well checks (i.e. well woman exams, dental hygiene visits, diabetic retinopathy screens, and routine ophthalmology exams.)
- A list of available in-house and outside Specialists can be found on the Clinician Resources page on CrossOver’s website. This page also pops up automatically on Google Chrome on CrossOver computers.
- In-House
 - Preferred route.
 - Please remember that in addition to medical specialties we also have Ophthalmology, Dental, Social Work, Behavioral Health, and PharmD diabetes/medication management Programs.
- Access Now
 - Use this route for a specialty we either don’t have or when a procedure (i.e. cholecystectomy, colonoscopy) is needed.
 - Most uninsured patients are eligible.
 - Patients who have been in the country <6 months are not eligible.
 - Patients who live outside of the Greater Richmond area are not eligible.
- VCU Financial Assistance Program
 - Patients must be legal residents or US citizens to be eligible.
- Bon Secours and HCA Financial Assistance Programs
 - Our patients are eligible for both of these hospital’s financial assistance programs

Section 12 – COVID Protocol

What should I do if I have COVID symptoms or I have tested positive for COVID?

Call Kaitlyn Patterson, Nurse Manager, at (804)-613-7224 *before* coming in to the clinic. She will ask more questions and determine next steps. Do not come in to the clinic if you are experiencing any symptoms.

Do I need to use a mask during my shift?

Masks are optional.

Section 13 – Miscellaneous

What if there is an “incident” or “significant event” or “near miss”?

- Seek the assistance for next steps from our Nursing Manager, Director of Operations, employed RN’s, or employed clinicians.
- Refer to the Clinician’s Manual “Significant Event” policy regarding our definitions and process.

What do I tell patients about bills for services rendered through external partners?

- CrossOver does not pay bills that patients may receive from the hospital systems. Patients are instructed to apply for the hospital’s charity assistance programs. When needed, patients can inquire at the front desk for assistance in navigating these programs.

Final Reminders

- Please introduce yourself to nursing and front office personnel at the start of your shift.
- Please remember to always fill out a check-out sheet and schedule follow-up as indicated for your patients.

Thank you for your generosity in being a part of our team, serving our wonderful patient population!