

Health Care 
Access Now™

Health Care Access Now Orientation Manual for Volunteers

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A. Welcome Letter from CEO Sarah Mills

Thank you for volunteering with Health Care Access Now (HCAN). We work hard to collaborate with an array of health care and social service organizations as well as community members who are working to improve health in our community. Your time, energy, and talent are a welcome addition to the dedicated team of staff, board members, and other partners. We hope you will enjoy your experience volunteering with HCAN as much as we will enjoy having you join us in our efforts.

B. Health Care Access Now

Health Care Access Now (HCAN) was established in 2009 as a nonprofit organization to partner with primary care, behavioral health and social services independent providers and payers in creating a high performing, integrated, health care delivery network to increase access to care for residents of four counties of Greater Cincinnati – Hamilton, Butler, Clermont, and Warren in Southwest Ohio.

Programs coordinated by Health Care Access Now include:

- **Maternal and Child Health Care Coordination Program**
HCAN acts as a community HUB with nine organizations, offering social support for low-income women facing personal, economic and medical challenges during their pregnancy and as a parent. This program targets Hamilton County neighborhoods and Southeast Ohio counties with high infant mortality and low birth weight rates.
- **Adult Health Care Coordination Program**
HCAN manages an Adult Health Care Coordination Program offering care coordination of medical, behavioral health and social services to adults living with chronic conditions in the target counties of Hamilton, Butler, Clermont and Warren.
- **Community Health Worker Certification Program**
HCAN provides a 14-week Community Health Worker Certification Program that is approved by the Ohio Board of Nursing. The classroom/online training and a community-based practicum develops community health workers who excel in coordinating the care of those most at-risk for poor health outcomes. Successful completion of the program qualifies the Community Health Worker to obtain certification through the Ohio Board of Nursing.

1. Mission Statement

Health Care Access Now's mission is to improve the access to and delivery of healthcare for Greater Cincinnati's medically underserved populations – the poor and working poor who are often uninsured or underinsured, through culturally and linguistically appropriate service delivery.

2. Objectives/Goals

Health Care Access Now's goal is to improve health and health outcomes by pairing individual, diverse needs with assistance navigating the complicated matrix of services. HCAN will accomplish this while providing quality services to clients, staff, volunteers, and board members.

3. Impact

HCAN works to ensure that every pregnant individual who enrolls with our network of Community Health Workers will have a healthy pregnancy, delivery and continued access to ongoing medical care. The Maternal and Child Health Care Coordination service enrolls women referred by a broad network including Medicaid Health Plans, physicians, United Way 211, and self-referrals. Each individual is connected with a Community Health Worker who provides important education about breastfeeding, safe sleep, and assists with smoking cessation resources. Referrals for follow-up and treatment of maternal depression are also addressed.

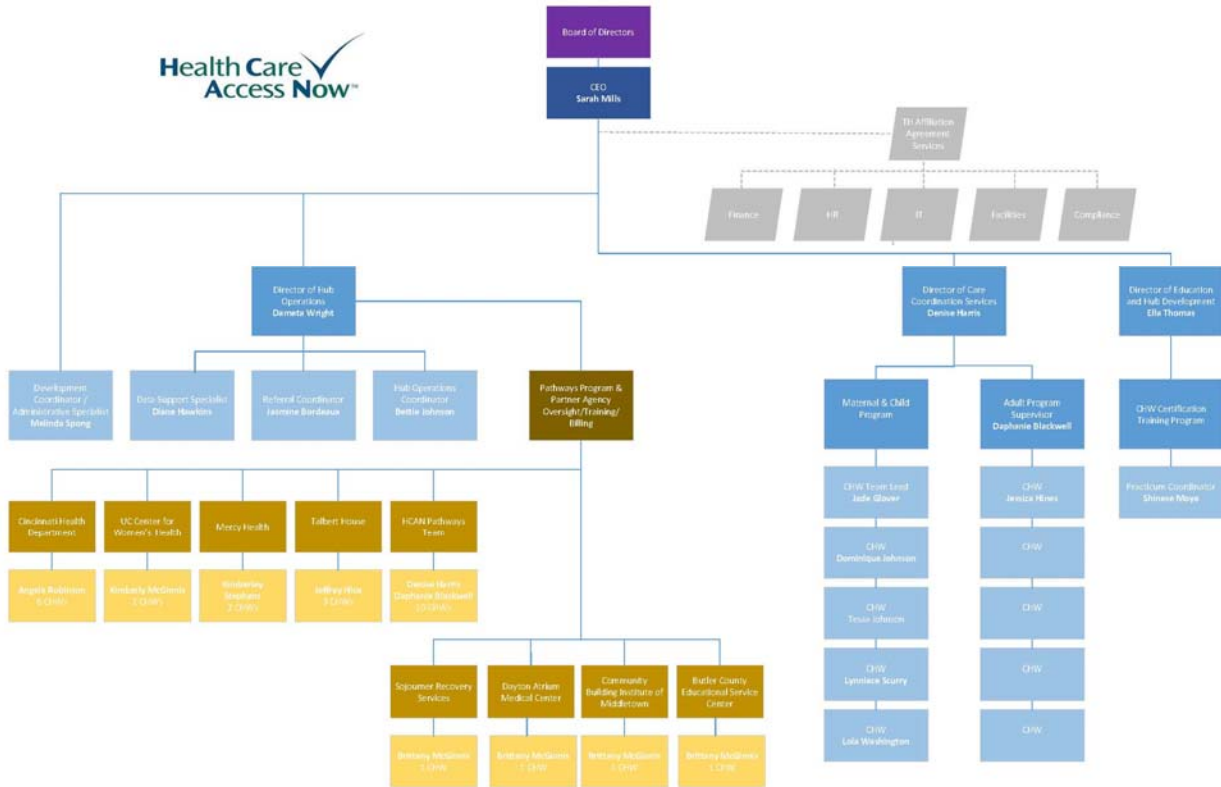
Community Health Workers stay connected with moms, their baby and other children in the household. Community Health Workers focus on resources needed to keep safe housing, healthy food, and important medical, dental and behavioral health services. Well child checks and immunizations screenings are an important focus during the early years for all children. Community Health Workers also want to ensure that parents access regular medical care for routine check-ups.

Maternal and Child Health Care Coordination services are partially funded by the Ohio Commission on Minority Health, Cradle Cincinnati, and other local foundations. HCAN maintains contracts with all of the Ohio Medicaid Manage Care Plans as well. HCAN partners with local agencies in Butler and Hamilton counties to ensure that services are not duplicated and agencies can work together by sharing information and improving quality of care.

Adult Health Care Coordination services connect adult clients with chronic conditions to our CHWs. The CHWs complete an assessment to identify the needs of patients in meeting chronic disease self-management goals, as well as finding resources to eliminate barriers to regular and timely medical care. CHWs also work with clients to resolve barriers such as unstable housing and transportation for medical and other routine appointments. CHWs also review medications to ensure clients are following their current medication plan. The CHWs work closely with doctors, practice managers and clinical care coordinators to relay important information from the community to the clinical team. The CHW provides reinforcement and reminders to the client regarding

clinical instruction. Connecting clients to mental health services is another priority for the CHW. HCAN maintains an active network with community services to ensure that clients will not experience delays in getting appropriate care.

4. Organizational Chart



5. Emergency Procedures

Emergency Exit Routes

Emergency exit route maps are located in each lobby identifying exits, escape routes, and the location of first aid kits and fire extinguishers. Please contact site Safety Officer if you have any further questions. In the event of an actual emergency, follow evacuation instructions from our staff members. If there is a fire or severe weather, staff will help you to a safe location. If you have a medical emergency while on site, please notify a staff person and ask for assistance.

Smoking/Tobacco Policy

In order to ensure that safety and health values are maintained, use of tobacco products inside our facilities is prohibited by law (ORC Chapter 3794). Individual facilities will maintain, where applicable and as stipulated by licensing and funding requirements, exterior locations and procedures for tobacco use outdoors by clients, staff and visitors. If smoking is permitted in an exterior location, it

must be at least 20 feet from the building. Please use the receptacles located outside each building for disposing of cigarette butts. Sites will also make sure to comply with Health Department rules. Any violations should be reported to 1-866-559-OHIO (ref. Talbert House Policy 08.04.00 for additional information).

- Tobacco Product: any tobacco-based product including snuff, chewing tobacco, cigarette, cigar or pipe tobacco

Weapons & Drugs Policy

As an affiliate of Talbert House, HCAN follows Talbert House weapons and drugs policies, which prohibits any person from carrying a concealed handgun, deadly weapon or dangerous ordinance onto any Talbert House premises. No person, including a person licensed to carry a concealed weapon, shall knowingly possess, have under the person's control, convey or attempt to convey a concealed weapon, deadly weapon or dangerous ordinance onto these premises, including parking lots and vehicles. Talbert House also prohibits illegal or dangerous items onto any Talbert House premises or vehicles. Prohibited items include, but are not limited to, illicit drugs, alcohol or items that are construed to be a weapon of any type. Talbert House and HCAN staff and volunteers shall consistently and respectfully monitor, intervene and take corrective actions with clients and their family members when illegal or dangerous items are brought onto facility premises.

- Weapon: any deadly weapon, firearm (including handguns), knife, dangerous ordinance, explosive device and incendiary device, as defined in ORC 2923.11
- Illicit Drug: Any illegal or non-prescription substance or alcoholic beverage.

6. Hours of Operation

Health Care Access Now is open 8 a.m. to 5 p.m., Monday through Friday. We observe all federal holidays as indicated on the Talbert House website.

7. Vehicle Regulations/Parking

Volunteers are welcome to park on the company parking lot located at the back of the building. Please make sure you lock your car. The company is not responsible for losses incurred while parking on the company lot.

8. Confidentiality

HCAN's workforce team, volunteers, and business associates shall treat personally identifiable health information and protected health information confidentially.

9. Principles

- Health information shall not be disclosed without patient authorization, unless otherwise permitted or directed by law.
- All HCAN's workforce and volunteers that possess or have access to identifiable health information have a responsibility to protect the confidentiality of such information.
- The responsibility for confidentiality includes the responsibility to use, disclose, or release such information with the knowledge and consent of the individual(s) identified.
- A personal identifier will be used within HCAN's Care Coordination System application to protect privacy of the individual.
- Encryption should be used when needed to protect the confidentiality of the data, for example, during transmission from one location to another or when it is important to link pathways but not disclose the identity of the individual.
- HCAN's business agreements with vendors and other business partners reinforce the commitment to protect the confidentiality of health information.

10. Communications

Any HCAN staff or volunteer contacted by the news media (e.g., TV, radio, Internet, newspaper, magazine, etc.) about Health Care Access Now operations should direct the individual to contact the CEO. This avoids duplication, ensures accuracy, and avoids unnecessary confusion concerning who officially is speaking on Health Care Access Now's behalf. Health Care Access Now associates may freely express their private opinions concerning a matter of public concern provided it is made clear that their views are personal and do not represent those of Health Care Access Now.

C. Volunteer Specific Information and Purpose

The position of volunteer serves to support the organization's mission to improve the access to and delivery of healthcare to Greater Cincinnati's medically underserved populations – the poor and working poor who are often uninsured or underinsured, through culturally and linguistically appropriate service delivery.

1. Screening

Screening is a process that helps HCAN to select the most suitable candidates for particular roles and engage them in a way that helps to ensure success for the

volunteers and the organization. Our process for screening of volunteers is important to the safety of our clients and the integrity of our organization. The following is a list of HCAN screening procedures dependent on the duties assigned:

- Application Form
- Resume
- Interview(s)
- Agreement for Volunteer Involvement in accordance to job responsibilities
- Standard Release Form
- Driver's License
- Reference Checks
- Police Record Check – Volunteers may be required to provide a police report
- Orientation and Training
- Probation Period
- Buddy System / Mentoring of New Volunteers
- Supervision / Spot Checks
- Evaluation Process

2. Volunteer Code of Conduct

The Code of Conduct policy requires professional self-conduct within our workplace to provide the best experience and services possible to clients, customers, and the general public of Health Care Access Now.

3. Standard of Appearance

- Dress appropriate for your duties. For example, physical work requires clothing that is comfortable and durable.
- Hats and t-shirts with logos other than HCAN's are not permitted.
- Clothes cannot be torn, frayed, or dirty.
- Professional dress may be required for certain duties.

4. Key Responsibilities

Volunteers work with the team on special projects and collaborate to offset any needs of the team.

5. Confidentiality & Manual

Reviewed and Signed

HCAN Volunteer: _____ Date: _____

HCAN Staff Member: _____ Date: _____