

Date 2/7

OUTLINE FOR VOLUNTEERS

OBJECT OF THE OUT-PATIENT DEPARTMENT

The out-patient department furnishes medical aid to those who cannot afford other medical care. All cases are carefully investigated. For example, a family of five earning a total of \$85.00 a month ^{or less} is eligible for aid or anyone on relief.

RELATION TO STATE HEALTH PROGRAM

The Oregon Medical School is a state institution and the out-patient department is a part of the Medical School so it takes patients from all over the state. However a patient from outside Multnomah County should have a letter from his county physician recommending his admittance. If he doesn't have such a letter he is admitted the first time and asked to bring it the next time he comes. If he needs hospitalization he can not be sent to the Multnomah County Hospital ^{or} but through Social Service is sent to another hospital ^{State 7 B} and the bill sent ^{to} ~~to his home county.~~ ^{County Physician} Co-operation with other health centers is stressed.

THE ROLE OF THE VOLUNTEER

"She should be aware of the necessity of being able to be counted upon, of being on time, of being serious about her work, of having a businesslike approach and a recognition of the ethical standards of the organization and the confidential nature of the work itself.--- The Volunteer worker as well as the professional staff represents the organization at all times when she is working in it and should have a professional attitude towards the work." (Quotation from an article by Evelyn K. Davis, Junior League member and Assistant Director National Organization for Public Health Nursing.)

RELATIONSHIPS

1. You are a part of a professional service and your contact with the patient is important as well as your contact with the doctors and nurses.
2. Always remember that every patient is ill and is not so reasonable as a well person.
3. The doctor or nurse is the person to answer the patient's questions about his condition. Do not read to the patient anything on his chart nor let him read it.
4. Volunteers should remember that information concerning patients is strictly confidential and should not discuss cases either in the hospital or outside.
5. Personal affairs should not be discussed with other volunteers in the presence of patients or professional workers.
6. Co-operation and understanding between volunteers and paid workers is earnestly desired and everything you can do to further it will be appreciated.

ATTENDANCE

The value of volunteer service depends upon its regularity:

1. Be in your clinic ready to work at the appointed time.
2. If you cannot attend your clinic try to find a substitute who is experienced in your work. If you can not find a substitute please let the chairman know at least a day in advance if possible.
3. When you give up a clinic please let Miss Pritchard know as well as the chairman.

DRESS.

1. Please wear a yellow Junior League smock. Miss Pritchard will give you one if you haven't one and will assign you a locker.

3. Please see that your smock is freshly laundered, you are responsible for its upkeep.

TRAINING.

Please have at least one clinic with an experienced volunteer to guide you before you attempt one alone. The experienced volunteers are glad to help you. A volunteer who doesn't know what is expected of her is more hindrance to a doctor than a help.

Agnes Labadie