THE FRIENDSHIP CLINIC
Your Bridge to Health

How the Clinic Works

Scheduled Patients

- Patients are scheduled at 5:30PM – 7:00PM
- First-time patients are given appropriate forms to complete.

Medical Triage

- After the patient has signed in, a triage nurse escorts the patient to an exam room and, through a brief interview, determines whether the patient is *medically* appropriate for clinic services.
- If yes, the triage nurse notes this on the patient progress note under presenting complaint and documents a brief medical history on the patient's history form.
- The triage nurse then directs the patient back to the waiting room.

Financial eligibility

- On a patient's first visit, and every six months thereafter, financial eligibility is assessed by the intake clerk.
- Patients who are financially ineligible are not seen but referred to other clinics.

Database

- Once a patient has been medically and financially approved, the patient's information is entered into the database by the intake clerk.

Medical examination and treatment

- When an exam room is available, a nurse escorts the next patient from the waiting room to the exam room.
- The nurse takes vital signs and conducts other procedures as needed to streamline the provider's evaluation (for example, test urine, measure the glucose level of a diabetic patient, etc.)
- The provider completes the patient exam.
- If medications are needed the provider documents a medical order.
- If other procedures need to be completed, the provider requests those of a nurse. Otherwise, the patient is directed back to the waiting room.
- When patient charts are completed, they are to be given to the intake clerk.
- The Executive Director will follow-up on all referrals and specialist.

Closing

- After all patients have been treated and the clinic is closed:
- The nurses clean the exam rooms (wipe down the exam table, chairs, and counters).
- For safety no one should leave the building alone.