

Team Leader Guidelines

Table of Contents

ADVANCE PLANNING INFORMATION	3
Team Reservation Form.....	3
Team Member Requirements.....	3
Travel.....	3
Travel Money.....	4
Passports	4
Travel Insurance.....	5
Budget.....	5
Immunizations	5
Clinic and Housing in Limón.....	5
Safety in Limón:	5
Dental Clinic	6
Water in Honduras	6
Hand Washing Station:	6
Kitchen Pantries	6
Groceries and Meals in Limón.....	6
Clinic Supplies:.....	6
Employees at the Clinic	6
LODGING AND VEHICLE USAGE FEES	7
Fees	7
MEDICAL CARE.....	7
Providers	7
Providing Prescription Medications.....	7
Pharmacist.....	7
Delivery of Babies:	7
After Hours Emergency Care:.....	7
MEDICAL EQUIPMENT	7
Oxygen.....	7
Non-functioning equipment	7
Donating equipment.....	8
LABORATORY	8
Laboratory at Government Clinic	8
PHARMACY.....	8
Pharmaceuticals:	8
Pharmaceutical Purchase in Honduras:.....	8
Pharmaceutical Donations and Purchases	9
Braces and Medical Supplies	9
Eyeglasses, Reading Glasses, and Sunglasses	9
Malaria Protocol.....	10
Parasite Medication.....	10
Shipment of Pharmaceuticals.....	10
Pharmacy Requests	10
FORMS NEEDED	11
PATIENT PROCEDURE.....	11
Use of Prescription Forms:	11

MEDICAL REFERRALS 12
HOUSEHOLD 12
 Within the Living Area 12
 Employee Solicitation Policy 13
MISCELLANEOUS 13
SUMMARY OF REPORTS NEEDED BY CHHF 14
VEHICLE REGULATIONS 15
 Who May Use Vehicles 15
 Conditions of Vehicle Use: 15

Team Leaders are the force that makes Clínica Carolina viable. Without you, the building would stand empty. The people in Limón and in the remote areas served would be without the medical care they have come to trust and upon which they depend, During the pandemic, the inability to staff the clinic had an immeasurable effect on the health of the people. The hope for the future is to have the clinic fully staffed!

These guidelines are written to assist in planning so that you will have a successful mission. All documents required by the team leader are posted on the website www.CHHF.org The password for accessing team leader documents is GIBSON.

A Volunteer Guideline document has been placed on the website. Please inform each member of your team that the document is there for reading and downloading. A waiver is included which needs to be signed and returned to Christine Mitchell. christinemitchell@CHHF.org

Team Coordinator is Peggy Hook hookkp@gmail.com 757-719-1260 Gail Gillis works with Peggy. agillis14@yahoo.com 931-220-8087

ADVANCE PLANNING INFORMATION

Team Reservation Form: Each team leader must complete a Team Reservation Form. For preparing the budget, this form is a tab on the Excel worksheet posted at www.CHHF.org. When the volunteer information on the Excel budget worksheet is completed, that information will automatically populate the worksheet.

One of the first decisions to be made is that of which remote clinics will be served. The team coordinator will work with you on this as teams are planned to visit various villages without duplication. Peggy will provide advice as to which villages should be visited.

Please submit this form **4 weeks** in advance of your trip. The calculation for payment of fees to CHHF is on this form as well as information as to whether your team needs to obtain lempiras using the CHHF bank account. All fees/payments should be sent to CHHF 4 weeks in advance if you desire to utilize the CHHF bank account for obtaining lempiras. Fees can be sent in one check if desired.

Upon receipt of the Team Reservation form,

- Funds are transferred into the Honduran bank account.
- Facilitator David Kelly, Community Development Coordinator Gladis Aquiriano, and Bus Driver Douglas Goff are informed of the plans for arrival and departure and of the work schedule for each day.
- Interpreters and other hired staff are requested.
- Details as to the medical, dental, or vision services available on your team are publicized.

All this information is used to ensure that the team on the ground in Honduras will be ready when you arrive.

Team Member Requirements: The government of Honduras and the Board of Directors of CHHF expect all teams to maintain a high standard of medical practice at the CHHF clinics. A licensed medical practitioner must be present. Team leaders are to obtain a copy of the current professional license from each Doctor, Dentist, Optometrist, Nurse Practitioner, and Physician Assistant; the team leader should carry a copy of these licenses to Honduras.

Travel: Team Leaders are responsible for arranging travel. Remember that the name on the airline ticket must exactly match the name on the passport. Generally, teams fly into San Pedro Sula; however, a few teams

fly into Roatan. Team leaders who fly into Roatan must consider that exchanging dollars to lempiras is problematic. Those teams need to arrive on a weekday which permits them to reach the mainland and a bank during banking hours (Monday through Friday and Saturday until noon.) Volunteers must meet all travel requirements in place at the time regarding COVID.

Most teams spend one night in a hotel in La Ceiba or on Roatan before going to Limón.

Ground transportation between San Pedro Sula and La Ceiba takes approximately 3 hours. Ferry service and flights are available from Roatan to La Ceiba. Travel from La Ceiba to Limón takes approximately 3 hours. Teams should plan the itinerary to ensure reaching destinations before dark. Except in an emergency, CHHF vehicles are not to be on the roads after dark. At the end of the volunteer week, most teams spend the final night in La Ceiba or in a hotel near the airport. The team coordinator maintains a list of hotels frequently used by teams.

2021 travel requirements for return to the US state that each volunteer must have a negative COVID test within 72 hours of reentry.

When traveling, most team leaders like to have with them, or have the pharmacist carry for them, a supply of travel meds: Loperamide, Ciprofloxacin, Meclizine, Acetaminophen, IBU. Inform your volunteers as to who has the medication and ask that they seek assistance quickly while on the road or at the clinic.

Travel Money: Exchanging US Dollars to Honduran Lempiras is challenging. Team leaders need enough cash with them in Honduras for purchases and for payroll. Traveler's Checks are not accepted; MoneyGram no longer wires money to Honduras; banks will not exchange US dollars for lempiras.

Before the pandemic, many team leaders exchanged dollars for lempiras at the San Pedro Sula airport. As of April 2021, this option is not available.

Exchanging dollars to lempiras can be done at the bank in La Ceiba before you depart for Limón. Funds that have been sent to Chris Zawacki in the Barnwell office at least four weeks before departure will be available to your team. The team leader or a designee must go with David to the BAN PAIS during banking hours (Mon – Fri and Sat 9 - 12). Sending someone age 60 + allows that person to wait in the Senior Citizen line and saves significant time. David will assist you in withdrawing the funds on account. The bank will give David (and you) the funds in lempiras. Your hotel and some businesses along the way will accept payment in US dollars, but they should be without marks or tears as blemished money will be rejected.

Credit cards, pre-paid bank cards, and ATM cards can be used for purchases. Inform your credit card company of travel plans, and that you plan to use your credit card for large purchases (hotels, groceries, gasoline, etc.).

If team money is deposited with CHHF and you receive a check from the team account to cover expenses, **within ten days of your return you must send receipts and a list showing what the expenditure covered to Chris Zawacki.** czawacki@att.net These are IRS rules.

Prior to the trip, if you pay for team expenses and wish to be reimbursed quickly, send or scan receipts to Chris for reimbursement (provided there is money in your account to cover it). If your credit card is used to cover expenses in Honduras and money in your team account will be used to reimburse when you return, please send a copy of those receipts with a note as to what the expenditure covered. Chris will then send reimbursement.

Passports: Honduras requires US Passports to be valid for 6 months beyond the intended stay in Honduras. Currently, the wait time for a passport is up to 6 weeks. Volunteers should make two copies of their passport

in case of loss or theft. One copy should be kept by the volunteer in a safe place separate from the passport itself. The other should be left with someone in the US.

Travel Insurance: CHHF requires that travel insurance be purchased for each team member. Many companies provide travel and medical insurance for mission teams. Those with which we are familiar are listed on our website under Team Leader Information. CHHF does not recommend any company, but we do require that teams have medical, medical evacuation, and travel insurance for all mission travel. While not a requirement, the Board recommends adding airline Trip Interruption insurance in case there are issues which cause trip cancellation.

Budget: Each team is responsible for the preparation of a budget to cover team expenses. A sample budget (Excel spreadsheet) is available on the website. Assistance with budget preparation is available; contact the Team Coordinator. Depending upon airline costs and other plans, individual costs can vary considerably.

Immunizations: Current COVID-19 immunization is required. Each volunteer should carry a copy of the immunization card.

The following immunizations and medications are recommended for each volunteer:

- Hepatitis A (2 shots)
- Hepatitis B (3 shots) – for persons in contact with patients
- Typhoid (1 shot, boosters periodically)
- Tetanus (1 shot, boosters periodically)

Malaria Medication Recommendation – the quantity varies depending upon the length of stay. Each person should take 500 mg of Aralen or Chloroquine Phosphate as specified below:

Take your first tablet one (1) week before entering Honduras. If you are in Honduras 1-7 days, take one tablet on the same day each week as your first dose. If you are in Honduras for more than 7 days, repeat your medicine on the same day of each week while in Country. After leaving Honduras, take your medication for 4 more weeks. In summary a stay of 7 days in Honduras will require a total of six 500mg tablets. A stay of 10 days will require a total of seven 500 mg tablets. This medication should be taken with a full meal. Some volunteers take Malarone or Doxycycline for malaria prophylaxis; however, you must take them for a longer period of time prior to, during and after your trip.

Honduras does not immunize against chicken pox. Volunteers are encouraged to ensure that they have had chicken pox immunization as chicken pox as an adult is much more severe.

Please have each member of your team contact his physician concerning individual needs, the immunizations and medications required, and possible side effects.

Clinic and Housing in Limón: The Limón facility includes a medical clinic located downstairs: waiting room, pharmacy, laboratory, 3 exam rooms, ER/surgical room, dental facility, and records room. Exam rooms, surgery, lab, dental clinic, and pharmacy are air-conditioned. Volunteers utilize the living area upstairs, including 8 bedrooms, 4 bathrooms with showers, great room with eating area and kitchen, and a porch overlooking the Caribbean. Bedrooms have 8 sets of bunk beds and 8 double beds. A floor plan is available on the website. Due to concerns of water and sewer use, the Board asks that the number of volunteers be limited to 26. The number on the reservation sheet includes all who sleep upstairs, including Mario and any Hondurans serving with your team. David Kelly has his own room downstairs.

Safety in Limón: To provide safety and continuity among teams, the Board asks that team leaders remind all volunteers to

- Remember you are in a foreign country and safety must come first.

- When leaving the clinic grounds, go in pairs or groups. Let David know any time volunteers leave the clinic area.
- After dark, remain within the clinic grounds. Exceptions are for church attendance or visiting the orphanage, also in pairs or groups. According to COVID restrictions in place, no one should be out after 9 p.m.
- Use alcohol in moderation.
 - Purchase the alcoholic beverages in La Ceiba or Bonito before arrival in Limón
 - If more is needed during the week, request that David or Ben obtain it for you.
 - Keep in mind that medical staff are on call for after hours emergencies.

Dental Clinic: Board member Dr. David Fairchild is the Chair of the Dental Committee. If you have a dentist on the team, please contact Dr. Fairchild. dmfairchilddds@msn.com Teams who have a dentist should purchase 5 gallons of Glutaraldehyde which is available in La Ceiba. Please check with the team coordinator for assistance.

Water in Honduras: The water in the Limón clinic was tested and found to be safe with no bacteria. The upstairs water is purified and chlorinated; the downstairs water is not. Generally, the water in restaurants is safe, but one should avoid drinking tap water or having ice in drinks outside of major establishments.

Hand Washing Station: Hand washing stations have been added near the building entrance at the Limón clinic and the Icoteas clinic. Patients should be using these stations.

Kitchen Pantries: All teams may use both kitchen pantries. A pantry inventory is required of each team leader at the end of your week. After your final breakfast and the list is confirmed, please send this list to the team coordinator and the incoming team leader within 24 hours of return to the States. The inventory is designed to promote usage of supplies stored there and to prevent duplication and overstocking of items.

Groceries and Meals in Limón: Each team is responsible for planning meals while at the clinic. A sample menu is available on the Team Planning Document on the website. Assistance in translation into Spanish is available from the Team Coordinator. Because there are no grocery stores in Limón, purchasing of groceries is generally done in La Ceiba. In addition to food supplies, normal detergents, and other kitchen needs, each team should purchase 1 gallon of bleach for use in washing fresh produce before consumption and 1 gallon of bleach for the laundry. Please purchase a box of 32 gallon-sized garbage bags. Some teams purchase fresh produce in Tocoa on the way to Limón (except that the market in Tocoa closes at noon on Sunday). An ice maker is available at the clinic.

Clinic Supplies: Each team is responsible for taking medications and supplies that they will use on their medical/dental mission. A Formulary is posted on the website. Teams are not expected to bring every medication on the Formulary! See later list of Pharmaceutical purchase and donation information in the Pharmacy section. Also in the Pharmacy section, see Honduran Customs requirements.

Employees at the Clinic: David Kelly is the CHHF Director of Honduran Operations and will accompany each team. Each team will pay local employees to assist at the clinic. The CHHF Staff Salaries chart which indicates the employees normally hired by teams and the CHHF approved salary pay scale is posted on the website. Team Leaders should ensure that employees hired are paid according to the approved Staff Salaries which have been determined using Honduran standards.

Four persons working in Limón are full time staff of the Foundation and are paid by the Foundation:

- Gladis Aquiriano (Coordinator of Community Development and Education) Gladis has been asked to be available to assist teams and also to coordinate Medical Referrals.

- Douglas Goff (responsible for maintenance at the clinic, for informing villages regarding remote clinics, for informing interpreters and other workers of the schedule and staffing needs of your team, and for driving the yellow bus)
- Ben Ordoñez (security)
- Gricelda Thompson (housekeeper)

If Douglas interprets for your group, he should be paid additionally for this service. Otherwise, these four full-time employees require no additional payment. However, if they have performed a significant service which is not part of their normal duties, you may give them a reasonable tip.

LODGING AND VEHICLE USAGE FEES

Fees: All teams must pay lodging and vehicle usage fees. These fees are noted on the Team Reservation Form. Fees must be sent to the CHHF office (P.O. Box 528, Barnwell, SC 29812) at least 4 weeks prior to departure. Gas for the yellow bus and fuel for the generator are provided by CHHF and covered by the fee your team pays. Lodging fees apply to all persons staying at the clinic (Hondurans included), except for those who are employees of CHHF (David Kelly, Mario Miralda, and Ben Ordoñez).

MEDICAL CARE

Providers: Team leaders are encouraged to have 3 – 4 medical providers on the team. Honduran physicians are available if you need to add providers. The team coordinator has a list of those Honduran doctors who have served at the clinic and know the routine.

Providing Prescription Medications: RNs or LPNs are not permitted to dispense prescription medications except under the direction of a licensed medical practitioner at the site.

Pharmacist: Teams need a pharmacist; having two is best or one and an assistant. The Team Coordinator maintains a list of possible volunteers.

Delivery of Babies: The Honduran health system requests that first time mothers give birth at a hospital or maternal health clinic. This is for the well-being of the mother and child. The nearest full time staffed maternal health clinic is in Bonito Oriental. There is a maternal health clinic in Icotecas, but not fully staffed.

After Hours Emergency Care: Often patients come to the clinic after hours when they feel they have an emergency. The Board policy is that, when teams are at the clinic, after hours emergency patients will be seen. A buzzer has been installed at the gate so that David can be notified when someone needs to enter after hours, and he will notify team providers that a patient has arrived.

MEDICAL EQUIPMENT

Oxygen: Oxygen tanks are in the surgery. Please check these tanks at the end of your mission week. If they need to be refilled, ensure that David takes them to La Ceiba.

Non-functioning equipment: Only members of the CHHF Board of Directors may dispose of non-functioning medical equipment. Please notify the CHHF office if you find medical equipment which is not functioning properly or if parts or supplies are needed. Please label as Non-Functioning.

Donating equipment: If your team has an offer of a medical equipment donation for the clinic, please contact Christine Mitchell before accepting that donation or taking that equipment to the clinic.

LABORATORY

Claudia Norales is available as a lab assistant; she can do basic lab tests including hemoglobin, hematocrits, blood sugar, dip stick urinalysis, pregnancy tests, and has been trained to identify malaria. She does not speak English. CHHF will provide the following lab supplies: slides, Giemsa Stain, tubes for the hematocrit, immersion oil. Teams who receive donations might bring those also. Unless otherwise noted, the lab will have in stock glucometers and strips. In general, each team should provide Pregnancy Test Strips and Urine Dip Test Strips, Alcohol Swabs or Prep pads, Cotton Balls, and cups for urine collection.

Claudia has an inventory form which she is to complete at the end of a mission week. The team leader is asked to send that form or a copy of that form to the Team Coordinator within 24 hours of return.

Laboratory at Government Clinic The Centro de Salud (government clinic) in Limón now has a laboratory and a lab tech. Basic laboratory exams can be completed there. When the Centro de Salud is open (Monday to Thursday, 8 - 2), providers may send a patient for these exams, receive the results, and treat if necessary. A list of offered lab exams and the cost is posted in each exam room and in the laboratory. (The patient may not have this minimal fee; if possible the team could provide this fee.)

PHARMACY

Pharmaceuticals: Posted on the website is a Formulary. Each team should provide sufficient medicines for the week, according to the Formulary. Teams are not expected to provide every medication; one or more in each category. Please note that there are **no combination medications and no narcotics** on the Formulary. When your team arrives, the clinic pharmacy will have some medicines; however, the supply should be restocked by each team if possible.

CHHF requests that any medicines remaining at the end of your week be left in the clinic for future use. **Only Board members may withdraw medications from the shelves.** Shortly before your departure, the team coordinator will send you a list of medicines in critically low supply. If possible, purchase these and bring them.

Most teams prepack medications to aid the pharmacist in keeping up with the daily demand. Each individual prepacked medication must include the expiration date. For prepacking labels, change the word FECHA (date) to the abbreviation EXP: and add the expiration date. Month/Year (Spanish for Expire is Expirar.)

Rx: Vitamina Niño EXP: 9/2022

Mastique una Pastilla cada día

Nombre_____

Place prepacked medicines in a large zip lock bag, including a label from one bottle/box.

Write the expiration date clearly on the zip lock bag.

Sample labels can be found on the CHHF website. These labels are in Spanish, and this is the language in which they should be dispensed.

Pharmaceutical Purchase in Honduras: Many medicines including birth control pills can be purchased through a supplier in La Ceiba, often at a reasonable price. The Team Coordinator has prepared a list of

medications which are frequently purchased in Honduras; the list includes approximate prices. You may request that list to help in purchase decisions.

Should you decide to order medications in Honduras, contact the Team Coordinator. She will coordinate with CHHF employee Roger Erazo in La Ceiba. Allow at least 3 weeks so that the order can be placed and received before your arrival. If there is a last-minute item on the Needs list from the previous team, efforts will be made to obtain for you with 5 days' notice.

Payment for pharmaceuticals purchased in advance in Honduras will be deducted from the team account. This payment will be made in US dollars, and CHHF will use the exchange rate of 21.7 which may not be the current exchange rate. This is because the financial software used by CHHF does not permit the use of variable exchange rates.

Pharmaceutical Donations and Purchases: Sources for donated medicines and medical supplies:

- Kingsway Charities www.kingswaycharities.org A \$25 processing fee plus the shipping is to be paid by credit card. Complete the tab "Submit Your Mission Trip;" CHHF already has a registered account with them. Please contact the Team Coordinator for Advising Physician information.
- AmeriCares www.americares.org Donations include free shipping. Online registration requires a medical license for an MD or DO. Donations are by the case; beware of donations of thousands of tablets of a medication that is dispensed infrequently.

Sources for Purchased Medicines are:

- Blessings International (www.Blessing.org). An online order form can be accessed once you have registered an account. Blessings offers free shipping. CHHF has an account with Blessings; ask the Team Coordinator for that account number so that payment may be made from your team account.
- Kingsway Charities (same as donations above)
- Quest Pharmaceuticals. A physician must apply and submit a medical license. Contact Nicole Ghandour nnicnic@aol.com Prices are comparable with Blessings, and in some cases lower. Shipment is within 3 days; there is no shipping charge for orders of more than \$75.
- Johnson & Johnson has a Medical Mission Pack (www.map.org) of non-prescription medications.

Team leaders who find other sources of donated or reduced-price medicines should inform the team coordinator.

The Pharmacy Committee realizes that donations are valuable; however, team leaders are asked not to accept donations of thousands of pills which are short dated. These will become problematic for disposal when they are not used by the expiration date.

Remember that several of the above pharmaceutical companies require a post-mission report. Failure to complete this report will jeopardize other CHHF team leaders.

Braces and Medical Supplies: Teams may find miscellaneous braces, crutches, canes, and medical supplies in the storage room on the back porch. If you have donations of this type, please leave them with the collection in the storage room. Overstocked canes and wheelchairs are stored in the generator bodega. Ask Douglas or David.

Eyeglasses, Reading Glasses, and Sunglasses:

- Lion's Club offers free prescription glasses, reading glasses, and sunglasses. Find the nearest center at <http://members.lionsclubs.org/EN/serve/sight/recycle-eyeglasses/recycling-centers/index.php> The team pays shipping unless the glasses are picked up at a Lion's location.
- Restoring Vision www.restoringvision.org offers glasses at less than \$1 per pair.

Malaria Protocol: Cases of malaria have decreased significantly since the Zika outbreak and the mosquito control implemented. In the pharmacy, there is a Malaria Protocol notebook with instructions for dispensing malaria medications. Sample copies of the labels needed are provided on our website. Blessings International offers Chloroquine for purchase and often has it as a donation.

Parasite Medication: For treatment of parasites, CHHF now provides Albendazole which can be chewed or crushed. If the supply is low, notify the Team Coordinator when you complete the Needs list.

Dosing for 2 years and above is one tablet of 400 mg or two tablets of 200 mg.

For 1 to 2 years, the dose is one tablet of 200 mg (again, can be chewed or crushed).

Shipment of Pharmaceuticals: Medicines can be transported as checked baggage; however, there are new Customs requirements (ARSA). All pharmaceuticals must have at least three months before expiration date. New Honduran regulations require that each checked baggage which contains pharmaceuticals will need to be pre-approved. A document for sending this information is posted on the website – one document for each flight arrival in Honduras. Information needed for each medication can be obtained from the Blessings Proforma, on the Kingsway receipt, and from Quest’s pharmaceutical representative after the order is placed.

- Commercial name of medication and active ingredients
- Quantity
- Expiration date

Please send document to the Team Coordinator when you send the Team Reservation, 4 weeks in advance. In Honduras, Roger Erazo will apply for the documentation and send a copy of the approval to the team leader.

Medicines may be transported in plastic storage containers purchased at any general merchandise store. These plastic containers must meet airline requirements for maximum size and weight when filled. Check with your airline concerning baggage requirements to ensure the storage boxes you purchase will meet airline requirements. These plastic storage boxes are generally sealed with plastic zip ties. Take an extra supply of zip ties so that if airline security opens one or more of the containers, it can be resealed. Use a permanent marker to write the following on the container.

MEDICAL SUPPLIES
CLÍNICA CAROLINA
LIMÓN, COLON, HONDURAS C.A.

In the past Delta Airlines offered a baggage waiver for one checked bag on the inbound trip. As of March 2021, Delta has suspended this practice.

Pharmacy Requests:

- **Do not bring combination medications.** The Formulary specifically does not list them.
- Transfer samples to stock size bottles for better utilization of shelf space.
- Do not bring expired medications into Honduras.
- Do not change locations of medicines on the shelves in the pharmacy.
- When adding medications to the shelves, rotate the stock so that short-dated meds will be used first.
- Only medicines may be stored in the pharmacy. Store lab supplies and nursing supplies elsewhere.
- Overstocked items from the pharmacy may be stored in a closet on the ocean side of the building, across from the laundry room. Ask David or Douglas to unlock that storage closet. Please make a sign to place on the pharmacy shelf at the space for that medication; the sign should say that additional meds are stored in the bodega. Otherwise, teams will not know to look there.
- Ensure that the pharmacist has communicated his expectations to the interpreter.
- Unpack and return to proper place medications and supplies used at remote clinics.
- On the final day of clinic, please leave the pharmacy neatly organized.
- **Only members of the CHHF Board may dispose of expired or overstocked items.**

FORMS NEEDED

- Physician Exam and Prescription sheets are now provided by CHHF. Please review these forms with your team before the first morning of clinic.
- Also provided are Medical Referral forms. Team leaders should confer with Gladis Aguiriano or David Kelly.
- Lab inventory forms are kept in the lab. An inventory will be given to you on the final day.
- Medication Card - A medication card, provided by CHHF, is given to patients who receive maintenance medications. The pharmacist will provide one for patients who do not have one. Patients who have a card will show it to the provider and then the pharmacist will update the current card or issue one to patients on maintenance medications who do not have one.
- Each team leader will need to have a copy of the Pharmacy Inventory form which is on the website. Take one printed copy so that the pharmacist can make notes during the week. At the end of the week, please provide as much information as possible as to the inventory. The data can be added to an electronic copy or the form can be scanned or photographed to send to Peggy Hook.
hookkp@gmail.com

PATIENT PROCEDURE

Before the first clinic day, the team leader should go over procedures with the entire medical team. This includes a discussion of the Patient Exam form, the Prescription form, and the Medical Referral form.

- The Records Room clerks will each provide the medical chart for each patient and include a new exam form and prescription sheet.
- The records clerks will write the name, medical chart number, and date of current visit.
- The triage staff will:
 - write the patient's date of birth, weight, and age on the Patient Exam form.
 - record vital signs and chief complaint.
 - write patient's name, weight, and age on the prescription sheet.

The patient carries the folder to the medical provider. The provider will:

- note additional history provided by patient or previous visits as recorded on chart.
- write comments on the Patient Exam form as to what is noted in the physical exam.
- review the Medication Profile card if patient has presented one from an earlier visit. Ask the patient to show that card at the pharmacy with the prescription so that it can be updated and returned to the patient.
- send patient to the lab if necessary and write the lab results on the chart.
- **record treatment plan by listing all medications prescribed.**
- retain the Patient Exam form in the patient chart.
- complete Prescription form, checking and writing instructions as necessary.
- give the Prescription form to patient who takes it to the outdoor pharmacy window.

The medical provider or his interpreter will return stacks of patient charts to the Records Room each time 8 – 10 charts have accumulated, so the clerks can be current with the filing.

Use of Prescription Forms:

The patient takes the completed Prescription form to the pharmacy. A mother may have several forms, for herself and children. Ensure that these prescriptions stay together and are dispensed together.

- Pharmacy staff will update and return Medication Profile Cards to patients or give new ones.
- Interpreter dispenses the prescriptions, verifying each medication found on the Prescription form. The categories on the Prescription form enable a non-medical person to dispense the medicines and tell the patient the purpose of the medications. The interpreter must explain clearly each medication. Remember some of the patients do not read.
- At the end of the day or at the end of the week, the number of prescriptions dispensed must be counted -- Not the number of Prescription forms, but the total number of medications dispensed. (Required by Unidad de Registro y Seguimiento de Asociaciones Civiles [URSAC] in Honduras.) After Prescription forms are counted, they may be discarded. They are not filed in the patient chart.

MEDICAL REFERRALS

Please ensure that your providers understand the Medical Referral procedures.

Providers who see patients needing medical care unavailable at our clinic have several options. Emergency patients can be sent to the hospital. Necessary medical tests and x-rays can often be obtained in Tocoa. David Kelly has letterhead remission stationary which can be used to write the patient's name and reason for sending to hospital or testing lab in Tocoa. Having this paper provides a discount for the patient at the testing lab and provides faster access to medical care at the hospital. In cases of medical emergency, if teams make a donation to patients, please keep a record of the amount and to whom given. This information should be shared with the team coordinator so that she can monitor that the same person is not receiving a donation from several teams for the same medical issue.

Referral for specialized care or for surgery which cannot be provided at the government hospitals can be requested with a Medical Referral form which Gladis has. Currently there are limited surgery referral opportunities. There are NO known opportunities for cancer treatment nor for adult cardiology. For eye/vision needs, there is now at least one team at our clinic who offers prescription glasses. There is limited availability for cataract or pterygium procedures. Referral for the following specialized care is available: pediatric neurology, pediatric cardiology, plastic surgery, orthopedic surgery, physical therapy. Other specialized medical care is limited. Some specialized medical mission teams are in Honduras once annually. In some cases, the patient will be seen without charge; in all cases the patient must travel to distant cities for this specialized medical care. CHHF has limited funds; we know that some teams provide financial assistance. Donations to assist in obtaining specialized care for patients your team identifies are welcomed.

Gladis (or David in her absence) will be available to help providers complete the referral form. Please have them work with you and the patient to be sure correct information is gathered and that the patient understands how the referral system works and its limitations. Please complete all information on the Referral Form legibly. Date of Birth, ID number, and Contact information (two numbers if possible) are absolutely necessary. Give the form to Gladis or David and ensure that there is a **photo of the patient/problem**.

TYTO EQUIPMENT

Some doctors have asked if they could utilize the TytoClinic system to consult with their US specialists while at the clinic. David or Gladis will assist in the use of the system. Please note: Tyto can only be used in Limón.

HOUSEHOLD

Within the Living Area: Please be aware of the following:

- All of Honduras uses 110 volt electrical power just as we have in the US. Electrical plugs are also two-prong like here, but some outlets do not have the third ground plug. If you have electrical equipment that needs a third ground plug, take an adapter with you.
- Toilet tissue and personal hygiene products should be disposed of in the trash cans, not in the commode.
- The attic ventilation fans should be turned on upon arrival and turned off before leaving at the end of the week. These attic fans are not bathroom exhaust fans but cooling fans for the entire upstairs. Switches are located in the two bathrooms nearest the great room.
- Wall-mounted electric fans have been installed in the bedrooms.
- There is a refrigerator for team use. Teams should not use the deep freezer for general use.
- There is an icemaker for team use.
- To save electricity, lights and fans should be turned off when not needed (except the attic ventilation fans).
- A laundress is available to your team for doing laundry each day. Please place dirty clothes and used towels in the laundry baskets by the stairs. At the end of the day, she will leave clean clothes neatly folded in the great room and the towels will be replaced.
- To save water and septic system use, please reuse towels when possible. When towels need to be replaced, add them to the laundry basket. Gricelda will replace them with clean ones.
- Each team leader or a designated person should discuss the menus for the week with the cooks. Explain your expectations regarding times for meals, disposition of left-over food.
- Discuss any housekeeping issues or staff issues with David Kelly. Please do not let things fester; talk to David as soon as possible. He is direct supervisor of the staff and will address issues appropriately.

Employee Solicitation Policy

Under no circumstance is it acceptable for any employee of the Carolina Health Clinic/Carolina Honduras Health Foundation to request or ask for donations from any volunteer. This shall include money or items brought by the teams intended for others. Of course, staff may accept items that are offered to them by a team member. Please tell David Kelly immediately if you are being solicited.

MISCELLANEOUS

- Each team is expected to work at least one day at the Limón clinic and one day at the Icoteas clinic **or** the Whispering Hope clinic. Other villages served in churches or schools are Piedra Blanca, Feo, Francia, Plan de Flores, Rio Miel, and Punta Piedra. Also, Plan de Flores and Francia may be served by having the yellow bus pick up patients and bring them to the Limón clinic. The team coordinator will ensure that remote clinic facilitators know when your team will arrive.
- For remote clinics except Whispering Hope, interpreters, lab tech, records clerks, and door man will accompany the team. Be sure to pack lunches for these workers also. For Whispering Hope, the records clerks and the crowd control will be provided by volunteers. These volunteers prefer Honduran lunch, not sack lunches. Please give Antonio (facilitator at Whispering Hope) 500 lempiras to cover the cost of a Honduran lunch for the volunteers at Whispering Hope. Interpreters and lab tech from Limón will travel with the team to Whispering Hope and will eat the same lunch as the team. In advance, please be sure to communicate with the interpreters regarding their travel to Whispering Hope with the team. Should your team desire, a donation for cleaning supplies at remote sites can be offered. At Piedra Blanca, a donation should be given to the homeowner next door for the use of her bathroom.
- Do not rearrange furniture or equipment at the clinic.

- Donations of food may be given for situations of hunger -- food not money. Teams may want to purchase extra beans and rice for this purpose. Rise Against Hunger food packets may be available. Ask David or Douglas. The Prescription form has a space for Nutrition. The provider should check this need, and the food donations can be dispensed at the pharmacy.
- It is not appropriate for anyone with whom you are working to ask you to help them personally whether they are staff or patients. Report any of these needs to a local pastor if appropriate, but politely decline. Any problems should be included in your team report.
- The CHHF clinic should not be a distribution site for non-medical gifts such as candy, gum, toys, clothing, flip-flops, etc. The Board discourages patients from viewing the clinic as a Goodwill Center. Donations of this type may be shared with local churches. Arrange through Gladis Aquiriano.
- No vendors are allowed on the CHHF property. If seen, report to David Kelly.
- CHHF has a recycling program in Limón. Recycle containers will be found in the kitchen area and downstairs in the clinic area. Please recycle.
- To provide the safest environment for volunteers and personal effects, the Foundation has instituted the following policy: **Other than Team Volunteers, only staff employed by CHHF or by teams will be allowed in the living quarters, including the porch. Persons on Board business are permitted upstairs with a Board member.** Please do not invite others upstairs at any time; if you see unauthorized personnel there, notify David Kelly. Guests may be invited to the open-air building located beside the clinic and behind the church.
- Each night the team leader or a designated person should ensure the security of the facility. Caretaker Ben will lock the gates, but the team should check the end porch door and the downstairs doors. The door to the great room should not be locked because volunteers in the outside rooms may need access to the main area.
- CHHF owns a generator which is in the bodega (storage shed). If there is a power outage, Douglas or David will ensure that it is working. Gas for this generator is provided by CHHF and is covered by the fee your team pays.
- Volunteers who appreciate a good run for exercise or a good walk in the village should be reminded to do so only in daylight and in pairs.
- Often teams like to take advantage of a guided walk through the village or a boat ride on the Limón River. Talk to Douglas to arrange this.
- Please leave the clinic area neatly organized, especially the emergency room. Remember that the housekeeper does not move any medical supplies; she cannot return things to their place as she is not trained for that.

SUMMARY OF REPORTS NEEDED BY CHHF

These final trip reports are vital for team-to-team communication. All should be sent to the team coordinator except as noted.

- 1) **Pharmacy Inventory** – within 24 hours of return Take with you a printed copy or computer copy of the current form posted on the website. Please be as specific as possible. This is very important to the incoming team leader. Send immediately when you have access to computer or, if you have an iPhone, you can scan and send. Or you may send a photo of the inventory.
- 2) **Lab Inventory** – To be completed by Claudia. Send when you send the Pharmacy Needs list.
- 3) **Report of Other Clinic Needs** - within 24 hours of return
- 4) **Medical Referral Forms** – These are given to Gladis Aquiriano.
- 5) **Pantry Inventory** – within 24 hours of return A simple list of food items in both pantries
- 6) **Vehicle Damage Report** – Send report to Christine Mitchell. christinemitchell@CHHF.org
- 7) **Final Mission Report** – within one week of return or sooner if possible. Please, please include stories which may be shared with donors.

VEHICLE REGULATIONS

The following criteria will be used to define who is allowed use of vehicles owned by the Carolina Honduras Health Foundation and the rules that must be followed:

Who May Use Vehicles

Teams may use CHHF vehicles when they are serving the CHHF clinics. The maximum number of days for use of CHHF vehicles shall be 12 unless a team takes a double time slot. Teams must spend the majority of working days within the CHHF Service Area in order to use CHHF equipment.

1. All scheduled medical teams may use vehicles, provided they serve a minimum of 4 days in Limón and remote clinics served by CHHF.
2. Vehicles are only to be driven by Honduran drivers who are approved by David Kelly, by members of the CHHF Board of Directors, or by CHHF Committee Chairpersons. Team Leaders and other volunteers may **not** drive the CHHF vehicles.

Conditions of Vehicle Use:

1. All vehicles (except Yellow Bus) must be returned to La Ceiba within the allotted scheduled time unless prior arrangements have been made through the Team Coordinator and/or David Kelly.
2. The Team Leader will be responsible for filling out accident insurance forms for all damage incurred to all CHHF vehicles during their team use, no matter how minor the damage.
3. No CHHF van is allowed beyond Limón. The vans may go Chapagua (Whispering Hope Clinic), but not to clinics off the main roads.
4. All travel plans are to be made to ensure arrival before dark. Only in an emergency should CHHF vehicles be on the road after dark.
5. At the end of the mission week all vehicles must be refueled in La Ceiba. If traveling to San Pedro or Tela from there, no additional fuel is required by the team as it is included in the vehicle rental fee.