

CLINIC OPERATIONS Student Orientation Outline

Contact Clinic Operations (**Ops**) for issues regarding medical supplies, medical equipment, medical suppliers or services and to coordinate maintenance or repair.

Operations Staff - Dr. Jill Sanders, Director / Mary Van Zant & Sara Callahan, Coordinators.

- Call ext. 1997
- Email mvanzant@ncnm.edu or scallahan@ncnm.edu
- Fill out a request form and place in the drop box outside of room 227

1. Emptying biohazard waste cans in exam rooms

- While wearing gloves, students should tie off the bag of waste from a full container and carry it to the large square Stericycle bins located in the storage room #134 on the 1st floor. Place bag(s) or sharps container into the bin that has an open bag in it. Afterwards re-line the exam room waste can with a new red biohazard bag stocked in each room. Remove gloves and wash hands.

2. Laundry/Linens

- **Soiled Laundry**—When a bag of soiled laundry is full please pull the drawstring closed and take it to the large blue bin on the 1st floor, go down the back stairway SW corner of the building. Bags can be heavy so please be careful lifting them into the bin. Have two people if possible. Replacement bags to put back onto the bag holders are found inside of both linen closets. Wash hands when finished.
DO NOT PUT WOOL / VELEX BLANKETS OR HYDROCOLLATOR PADS IN THE SOILED LAUNDRY BAGS, they are laundered separately.
- **Clean Linens**—clean linens can be found on the 1st floor linen closet in the Southwest corner of the building or the 2nd floor Southwest corner. Take what linens you need for your shift to your room. At the end of your shift, please take any clean linen you have not used back to the linen closet. If all the linens are emptied from one floors' closet feel free to get what you need from another floor. If there are truly no linens left in the building, contact Clinic Ops and/or Front Desk immediately.

3. Cleaning rooms after each use

- Clean your exam room after each exam/appointment. This includes wiping down the table and countertop with 2 Caviwipes, emptying the biohazard cans if full, putting away any Physiotherapy, Massage or Chinese Medicine supplies used and generally tidying up after yourself so the room.
- ***Whatever you take to a room must be put back immediately after use.***

4. Instrument cleaning and sterilization

- Cervical caps, diaphragms and tympanometry tips need to be washed with the Betadine solution before soaking in the cleaning solution. Betadine and sponges are located next to the sink and gloves are below. Soak for 20 in cleaning solution, remove and then rinse thoroughly in warm or hot water and place on a paper towel to dry. Return the tips in their proper container after they are completely dry.
- Place used speculums, minor surgical instruments, basins and cups into the containers labeled for them. Place speculum baggies in the bucket next to the Autoclave. Clinic Operations will see to the sterilization and replacement for your use.

5. Reading posted information

- There are signs posted around the clinic to help you.

Guided tour of an exam room and supply locations –

1. Exam Room Supplies

- In the exam room there is a list posted on the inside of the cabinet door detailing the location of various medical supplies. Look around, read labels. Most everything you need is in this room.
- If you need something that is not located in the exam room, or if something has run out, please look first in the supply cabinets located in the center East to West 2nd floor hallway, Eastside is CCM and on the Westside is ND. If what you need cannot be found here, please check with the Operations staff, room # 227; office in that same hallway.
- If the item has run out in the exam room and you cannot find more in the supply cabinets please check with the Operations staff and/or fill out a restock form and leave it in the door pocket on the Operations door.
- **Be sure to write your name, the location of the item, your contact info and any helpful information so that Ops can follow up on your request.**

2. Laboratory Supplies

- If what you need is a laboratory item, such as a urine sample cup or pap kit, and it is not located in the exam room, you can ask the lab staff directly and they will give you one. The Lab is located on the 1st floor in center of the East to West hallway on the South end of the building.

3. Machines and Equipment

- There are various supplies and machines here for your use. **Physiotherapy** supplies are located in on the 2nd floor in the center East to West hallway outside room 227. *Please keep the cords with their designated machines and neatly organized, return immediately when you are finished.*
- **Portable adjustment tables** are located in the 2nd floor linen closet. Read the instructions and assemble carefully. Pins are located in pocket on the underside of the table. **Do Not Use with out pins in place!!!** Put away immediately after use.
- **Chinese Medicine** supplies are located in the upper cabinet to the left of the sink. Special lamp, air filters and other machinery can be found in the exam rooms or just outside the conference rooms.
- **NO EXCEPTIONS. PLEASE PUT ALL EQUIPMENT AND SUPPLIES AWAY TO THEIR LABELED LOCATIONS AS SOON AS YOU ARE FINISHED!**
- If a piece of equipment has malfunctioned, please leave a descriptive note describing what happened, what malfunction has occurred, your name, the date and drop it off at the clinic operations office. Leave the equipment outside the ops office if it is unattended. Do NOT leave malfunctioning equipment lying around the clinic!

4. Emergency equipment locations –

- Emergency/first aid kits are located in the IV prep room (blue box) and on the counter near the upstairs fire extinguisher (yellow box) in the central East-West hallway.
- The blood/body fluid spill kit on the 1st floor is located in the lab. On the 2nd floor it is near the fire extinguisher. on top of the cabinets

- There is an AED for each floor. 1st floor location is the Southeast corner near the fire extinguisher. 2nd floor is located outside Operations near the fire extinguisher.
- **Please review the Emergency/Fire Plan below:**

FIRE & LIFE SAFETY PLAN

Fire Exit Locations:

1st Floor - East facing front door, North side doors and Southwest corner emergency exit.

2nd Floor – Northeast corner stairwell and Southwest corner stairwell.

Designated Meeting Location: Parking lot adjacent to NCNM clinic parking, up top towards the West.

In the event of an alarm, smoke, or other emergency, please use your own discretion and follow these steps:

1. A front desk staff member will dial **9-1-1** to give the Fire Department the following information:
 - Your Name
 - Clinic Name
 - Type of Emergency
 - Address: 3025 SW Corbett
2. If available, trained building staff members (Clinic Supervisor or Front Desk Manager) will investigate to determine the location of the fire, and take steps to extinguish it (if possible) using the fire extinguisher P-A-S-S method.
3. A front desk staff will usher waiting room patients. Lab and Medicinary staff outside of the building towards the designated meeting place (Warehouse parking lot)
4. The Lead Front Desk staff member will walk through the 1st floor hallways in order to advise physicians, students and other staff to direct patients towards an unobstructed Fire Exit and the designated meeting place. Front Desk staff will also check 1st floor restrooms for patients needing assistance.
5. The Clinic Operations Coordinator will walk through the 2nd floor hallway to advise physicians, students and other staff to direct patients towards an unobstructed Fire Exit and the designated meeting place. Clinic Operations Coordinator will also check 2nd floor restrooms for patients needing assistance.

NOTE: If the Clinic Operations Coordinator is not available, these duties will go to the Front Desk Manager or Clinic Supervisor.

6. Every physician and therapist is responsible for their patients and students. Occupants will be directed out of the building through the nearest, unobstructed Fire Exit.
 - a. IV patients: remove IV needle quickly and safely, direct patients towards the nearest unobstructed Fire Exit.

- b. Unclothed patients: wrap patients in a paper gown found in the exam room drawers and direct patients towards the nearest unobstructed Fire Exit.
 - c. Acupuncture patients: remove needles and wrap patients if necessary, direct patients towards the nearest unobstructed Fire Exit.
 - d. Laboratory patients: stop blood draws, remove needles and direct patients towards the nearest unobstructed Fire Exit.
7. All building occupants will meet at the Designated Meeting Location: Warehouse parking lot just west of the clinic. The Clinic Supervisor, Front Desk Manager, or Clinic Operations Coordinator will confirm that all known occupants have evacuated.
 8. The effectiveness of the Fire & Life Safety Plan will be evaluated with all participatory staff 1-10 days after the emergency event.

NOTE: Do not attempt to bring equipment, first aid kits or fire extinguishers out of the building. LEAVE all items behind!!

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