



Thanks so much for your interest in volunteering at Samaritan Health Center! We're excited that you are interested in volunteering in the weeks and months ahead. Here are two steps to get started:

1. Please submit a registration form online by visiting our website and clicking on the “Volunteer Application” link: <http://samaritanhealthcenter.org/volunteers>.
2. Please attend one of our monthly orientation sessions. These dates are on our website’s calendar. If you have already submitted your registration form, we will contact you to schedule this session.

After these two steps are completed we will add you to our Google group and scheduling tool.



### Frequently Asked Questions

**Q: What is your scope of practice?**

A: We provide primary medical, dental, and vision care. (Currently our dental practice is limited to residents of the Durham Rescue Mission.) We see patients with all sorts of conditions, including diabetes, hypertension, infections, and minor injuries. We have a full range of equipment found in any primary care office and full laboratory services provided through our partnership with LabCorp. We also have digital dental x-rays.

**Q: Who are your patients?**

A: We serve residents of Durham County and the surrounding areas whose household income is less than 400% of the federal poverty level (\$48,240 annually for one person; \$64,960 annually for two people; and so forth).

**Q: You say you are a Christian clinic. What does that mean?**

A: We want to share the love of Christ in word and deed, using the skills He has given us to help meet the physical and spiritual needs of our patients. We are struck with the grace and love that we've received through Jesus Christ, and we desire to share that love with the patients we serve. This looks different for each provider, but it often means a brief time of prayer is offered at the visit. We also have a moment of prayer and Scriptural reflection for staff and volunteers before clinic begins. We see patients of any faith background, but we seek to share the love of Christ with everyone who visits our clinic.

**Q: Where are you located?**

A: We have two clinic locations (<http://samaritanhealthcenter.org/contact-us/directions---map>):

- The East Durham, or Knox Street, clinic is in leased space on the fourth floor of the Durham Rescue Mission's Good Samaritan Inn. It opened in 2009 and houses medical, dental, and vision exam rooms. This will be our only location for the early part of 2018.
- The South Durham, or University Drive, clinic is located near the intersection of University Drive and Chapel Hill Road. This facility is scheduled to open in April 2018 with proximity to a bus line and to Colonial Townhouse Apartments.

**Q: When are you open?**

A: Our clinic hours are Mondays 12-5 PM, Tuesdays 10 AM-8 PM, Wednesdays 9 AM-5 PM, Thursdays 9 AM-2 PM and 5:30 PM–8:30 PM. The vision clinic and dental clinic have schedules that vary by week according to staff and volunteer availability.

*\*\*Our website will always have the most up to date clinic hours:*  
<http://samaritanhealthcenter.org/contact-us/directions---map>

**Q: What kind of volunteers do you need?**

A: All kinds! The medical clinics consistently need primary care physicians, nurses, phlebotomists, and interpreters (Spanish, Arabic, Karen, Burmese...). The dental clinic needs dentists to work with our dental support staff so we can open the clinic on additional days.

Please note that we require Board certification, or a resident training license, for our volunteer providers.

We also need non-medical volunteers, such as people to play with children while their family members are seen, or those who will take on projects for artistic and administrative skillsets—such as database management; organizing photos, mailings, or donations; and supporting our electronic medical record.

We do consider volunteers for a minimum one-semester internship if they have the appropriate skills and commitment level. This internship is often posted on our website but can be discussed with an operations staff member at any time.

**Q: What kind of commitment do you expect of your volunteers?**

A: We ask that volunteers are able to commit to one shift a month, assuming your schedule aligns with our hours of operation.

**Q: Do you utilize an electronic medical record (EMR)?**

A: Yes, we use a system called Practice Fusion. This does take a bit of orientation, so new volunteers shadow an experienced volunteer several times in clinic in order to be most effective.

**Q: Is this a safe and clean volunteering environment?**

A: Absolutely! Our clinic spaces are modern, clean, and a pleasure to use. Our patients are some of the most grateful patients you'll ever encounter. Our volunteers consistently report that they had a very positive experience.