

**COMMUNITY HEALTH CLINIC  
COLLIN COLLEGE NURSING STUDENT SERVICE LEARNING ORIENTATION**

1. Philosophy of the clinic: Healthcare with dignity
  - a. Free clinic for the uninsured who qualify under federal poverty guidelines
  - b. Services include
    1. Diagnosis & treatment of illness—both chronic and acute
    2. Lab work through LabCorp and X-rays at Medical Center of McKinney
    3. Free medications for children through Walmart on 380 (Redbud). Adults must pay for own prescriptions. CHC gives samples if they are available.
  - c. CHC does not provide
    1. Specialty referrals (we try to find specialists but it is difficult)
    2. Birth control or Pregnancy care
    3. Adult Immunizations
2. Appropriate dress, conduct and schedules
  - a. Scrubs, closed toe shoes and stethoscope
  - b. Arrive no later than 5:30, preferably by 4:45/5:00 for night clinic; 8:00-8:30 for day clinic unless scheduled for a later time.
  - c. Park in the east lot by Central Expressway. Enter through the northeast door and come down the hall to CHC back door.
  - d. Sign in and put on clinic badge.
  - e. Be professional. No loud talking or laughing. No friends/family visiting.
    1. **Patients can hear everything in the HUB.**
    2. **Be aware if provider is on phone that HUB area needs to be quiet.**
    3. **Take personal conversations to the breakroom or the back hall.**
    4. **Keep all food and drink in breakroom, not HUB or nurse office.**
  - f. Keep the nurse office clean and uncluttered.
  - g. **Maintain patient confidentiality and respect.**
3. You need to call if you are going to be absent, or late. 972-547-0606 or email [Jeniffer@cchc-vim.org](mailto:Jeniffer@cchc-vim.org).
4. What can students do?
  - a. Assist with triage. **Always** ask patient's name and date of birth. Check name of chart that you have the correct one. There are patients with the same or very similar names.
  - b. Take a brief history of the complaint and a complete set of vital signs, weight and height—**sign all notes** as a MA with CCNS4 (or your semester #). Bring forth any information, name, D.O.B., and allergies on all new progress notes. Especially note allergies.
  - c. Assist with filing out lab and x-ray requests with supervision of a provider or nurse. Be sure to indicate indigent and fill in patient name. Verify chart name and the name you write on the request. This must be the same.  
**Procedures nursing students may do**
    - a. Run urinalysis, as directed.
    - b. Blood sugars, as directed.
    - c. HgbA1C, as directed.
    - d. Pregnancy tests, as directed.
    - e. Rapid strep, as directed.
    - f. Vision testing, as directed.
    - g. Assist with patient teaching.
    - h. **Give injections ONLY WHEN A COLLIN COLLEGE NURSING INSTRUCTOR IS PRESENT TO SUPERVISE.**
    - i. Assist with dressing changes and wound irrigations under the supervision of a **NURSING INSTRUCTOR.**
    - j. Throat cultures under the supervision of a **NURSING INSTRUCTOR.**
    - k. Breathing treatments under the supervision of a provider or nurse.
    - l. Chaperon pelvic exams at GYN clinic (watch and assist provider).

**Always read notes posted on bulletin board, on walls or on cabinets. If you have questions, always ask.**

**End of clinic procedures**

- a. Clean (use wipes not spray) and reset the rooms between patients, and at the end of the clinic. Check for supplies. Notify office if supplies are low or if maintenance needs to be done.
- b. Keep trash separate from biohazard. Empty biohazard can in the nurse office into red biohazard trashcan in back hall.
- c. **Under direction of provider or nurse, call LabCorp for pick-up. Record confirmation number at bottom of appointment book for that date. LabCorp number is on telephone in nurse office.**

- d. **Take LabCorp key off refrigerator (on “world” keychain) and go to north building entry. Box is on *outside* of outside door (has CCHC on it). Door may be locked, unlock and remember to relock. ALWAYS TAKE ANOTHER STUDENT OR VOLUNTEER WITH YOU TO DO THIS. Return key to refrigerator.**
- e. At end of clinic, turn off lights and the otoscope switches in all exam rooms.
  - 1) Be sure urinalysis & A1C machines are turned off.  
Put equipment away: 2 thermometers, oximeter, 3 PAP lights, peak flow meter, 2 CHC stethoscopes are all to be returned to the ER drawer. Pink kit to nurse office.
  - 2) Be sure all cleaning wipes and sprays are under the counter in the exam rooms. Do not leave any out. Walk out with at least one other student/volunteer or wait and walk out in groups. Be aware, especially when it is dark.

**What students may not do**

- a. **Assist with, label, or fill any prescriptions.**
- b. **Draw up or administer any injections without direct supervision of a Collin College instructor.**

**STUDENT NURSE PROTOCOL**

1. Inform the nurse in charge if this is your first day to volunteer. The nurse will work with you for 2-3 visits while you triage the patient until she/he is certain that you know & follow procedure.
2. Do final checks on name and birthdate match as you talk with the patient for the first time. Ask patient for name and DOB.
3. Take weight, blood pressure and temperature. Take oximeter reading only if provider requests it.
4. Take patient history – what is reason for patient to be seen today.
5. If patient is diabetic, ask for a urine sample.
6. Diabetics will also need a glucose level. Use meter in pink box. Ask nurse to show you how if you are not sure.
7. Assist provider as requested
8. Use A1C and Urinalysis machines
9. Do flu test, strep test or pregnancy test as directed. Provider or charge nurse will take sample and give to student to process under direction of charge nurse.
10. Students may not do any invasive procedures (including shots) without a Collin College professor in the room with them.
11. If the patient is present for immunizations, be sure and check shot record is current. If in doubt, ask office to check and double check for older charts for patients. This is especially critical for children. Parents must have child's shot record with them. Immunizations are given only on Tuesday night by CHC certified nurses.
12. There is a nurse handbook which explains in detail the responsibilities, procedures and other needed information. Use it. It is located above the nurse's computer.

**Activities for students outside direct patient care**

1. Set up & clean exam rooms—take magazines back to waiting room.
2. Clean nurse's office
3. Empty small biohazard trash can into large biohazard in our back hall. Put red plastic liner in small can.
4. Check and stock supplies in exam rooms before & after shift. Notify office if supplies need to be ordered. **This is extremely important.**
5. Stock medications under direction of charge nurse or provider. Pull old meds and dispose of properly as directed.
6. Inventory ER kit and AED once a month on the first Monday (with nurse signing off).
7. Inventory basic supplies once a month on the 2<sup>nd</sup> Monday or Tuesday: gloves, alcohol prep pads, etc. (see supply form)
8. Clean waiting room
9. Always read the notes posted on the bulletin board, the wall, the refrigerator, the cabinets, etc.

**Reminders for professional demeanor**

1. Be professional. Watch providers to see if they need help.
2. No loud talking or laughing. **Patients can hear everything in the HUB.**
3. **Be aware if provider is on phone or discussing a chart with someone that HUB area needs to be quiet.**
4. **Maintain patient confidentiality and respect.**
5. **Always ask questions if you are unsure. This is a learning experience for you and it's expected that you will have questions. Check the handbook and wall notes also.**

## Service Learning Contract for Student Nurse Volunteers at the Community Health Clinic

I have read the Service Learning Orientation and the Protocols and agree to abide by the expectations of a student nurse as set forth by the Community Health Clinic of McKinney and Collin College. I also understand that any medical or personal information of patients is protected and confidential under the HIPAA Privacy Rule. I will not discuss patients' medical condition or personal information with anyone outside CHC.

I understand that the patient practice management software is developed by and for the use of CHC only and restricted from use outside of CHC.

Failure to follow the Orientation and Protocols will result in an interview with the Clinical Director and or the Executive Director. The results of the interview will be reported to College Nursing Program and may result in the termination from CHC as a student service learning volunteer.

Signature of Student \_\_\_\_\_

\_\_\_\_\_ Date

Printed name of Student \_\_\_\_\_

\_\_\_\_\_ Date of Graduation

Signature of CHC Representative \_\_\_\_\_

\_\_\_\_\_ Date