



Clinic Partner Roles and Responsibilities

This document seeks to outline those expectations that, based on our experience, lead to a productive and efficient mobile dental clinic. As our partner, you are invited to let us know if you have questions about anything written here.

Medical Teams International (MTI) provides the mobile dental unit and all materials and supplies needed for a quality dental clinic. Each mobile dental unit is operated by an MTI staff clinic manager who acts as a liaison with the Partner's clinic coordinator during the clinic day. It currently costs an average of \$1250 per clinic to operate the mobile unit. These costs are covered through a combination of Clinic Partner contributions and donations raised separately by MTI.

Your Role as a Clinic Partner

At a minimum, we expect our Clinic Partners to:

- Provide a suitable level, hard surface, and legal parking area for a large motorhome.
- Provide a 240v electrical outlet if possible.
- Provide a clean, weatherproof space for a patient waiting area with restroom facilities.
- Provide for special needs as required, such as interpretive services for non-English speaking patients.
- Provide secure on-site record retention capability. Note: ORIGINAL RECORDS must be maintained in an *orderly, easily accessible, secure* location by the partner for at least seven (7) years.
- Provide a safe, non-confrontational environment for both volunteer staff and patients.
- Provide a Clinic Coordinator who will:
 - follow MTI's *Scheduling and Patient Screening Guidelines* and provide a fully scheduled patient load,
 - make reminder calls to the patients the day before their scheduled clinic appointment,
 - be responsible for all communication with MTI, including confirming the clinic date and time,
 - be present when the mobile dental unit arrives and work with the Clinic Manager to manage the patient flow during the entire clinic day.

Our Role as a Service Provider

At a minimum, you should expect us to:

- Create a Memorandum of Understanding and update it annually.
- Determine a mutually agreeable date/time for each dental clinic.
- Provide information and support to ensure a successful dental clinic.
- Recruit a volunteer dental professional team for the dental clinic.
- Arrive on site approximately 30 minutes before the scheduled clinic start.
- Provide an on-site Clinic Manager who will:
 - create an environment on the van where patients feel respected and cared for,
 - work with the Clinic Coordinator to manage the flow of patients,

- coordinate/direct all activities that take place on the mobile dental unit,
- be available during the clinic day to answer questions and explain all operating procedures relating to the mobile dental clinic,
- ensure that all patient records are filled out prior to returning them to the Clinic Partner for filing.

Scheduling and Patient Screening Guidelines

- Individuals accepted for treatment on the dental vans must: 1) have incomes less than 200% of federal poverty level, 2) have no private dental insurance of any kind (state/federal insurance is *not* a disqualifier) and 3) have no realistic ability to pay for the urgent dental care they need.
- Patients should exhibit urgent dental needs such as dental pain, swelling, or possible decay (e.g., discolored teeth). Patients with the greatest need (e.g., pain) shall have priority over those with less urgent needs.
- Patients who exhibit evidence of recent or on-going treatment by a private dentist or other dental provider will be denied treatment on the dental van.
- Health History forms must be completed by the patient prior to the scheduled appointment time using standardized forms provided by Medical Teams International.
- Medical Teams International staff and/or volunteer dental personnel reserve the right to refuse treatment to patients they determine cannot be treated safely in a mobile dental clinic environment (e.g., complex medical history or symptoms that warrant a physician consultation before treatment and/or patients who pose a physical or behavioral threat to the volunteer providers).
- Clinics are generally five hours long (treatment time). The partner should schedule at least eight patients for a clinic.

Media Attention and/or Tours of the mobile dental unit

- Requests for media visits or use of the van for public relations purposes must be approved in advance by MTI.
- Requests for tours must be submitted to MTI at least one week in advance. Tours may be scheduled prior to clinic operating hours or at the closure of the clinic day out of respect for patient confidentiality and in order to maintain a sterile work environment on the mobile dental unit.

Patient Dental Records

- Health information privacy regulations (as defined by HIPAA) require that patient health histories and medical/dental treatment records be handed as personal/confidential documents.
- Original patient paperwork and/or treatment records (including radiographs) must be kept by the Clinic Partner for each patient in an orderly, easily accessible and secure location by the partner for at least seven (7) years. Should the Clinic Partner/Medical Teams International relationship end, the Clinic Partner is responsible to keep their patients records unless otherwise agreed in writing with MTI.
- If a patient requests their dental records after being seen at a mobile dental clinic, they need to complete a Release of Records form and submit to MTI. A copy of the dental record is to be given to the patient, never the original. Original x-rays are not to be given to the patient.

If you have any questions, please call the MTI Mobile Dental Program Coordinator at 503-624-1213.

P.O. Box 10 * Portland, Oregon 97207
 503-624-1000 * Fax: 503-624-1001
www.medicalteams.org