

World Orphans Medical Clinic Best Practices

Purpose: Provide medical care alongside the international church for children and families of the local community to meet physical needs, share Christ and to draw the community into the church.

“When Jesus had called the Twelve together, he gave them power and authority to drive out all demons and to cure diseases, and he sent them out to preach the kingdom of God and to heal the sick.” Luke 9:1

Pray: Pray for unity amongst the US and international team members. Pray for soft hearts, wisdom and discernment as you prepare for, train and implement the medical clinic. Pray for order.

“Dominion and awe belong to God; he establishes order in the heights of heaven.” Job 25:2

Plan

- Discover the overarching goal(s) of the international pastor for the medical clinic.
- Discuss with World Orphans church partnership director and in country staff:
 - **Who will receive care? How will patients be invited to the clinic?**
 - Make OVC children and families a priority.
 - Decide the number of patients that will be treated.
 - Invite patients: Encourage the international church pastor to pass out numbered medical cards before the clinic (Appendix C).
 - **Who will administer care? Who will hire/find the healthcare professionals needed?**
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 - Staff the clinic with local doctors, nurses, and pharmacists. This is preferred – WO will assist.
 - See “Guidelines for Licensed Healthcare Professionals” if a US team member is a licensed healthcare professional and will administer care.
 - **Who from the int’l church will be present to help facilitate the clinic with your team?**
 - **Who will supply the Medical Registration and Treatment Cards (team or int’l staff)?**
 - **What type of care will be given?** (Primary care, dental care, ophthalmology, etc.)
 - **What supplies/medicines are needed and who will obtain them?**
 - Work with World Orphans staff to obtain medicine in host country.
 - See “Guidelines for Medicine from the United States” if bringing medicine from the US.
 - **When will the clinic run? (Days/times)**
 - **Where will the clinic be hosted?**
 - Ask if other community resources are close to the location (e.g. hospital).
 - Ask if you are allowed to talk openly about Jesus and faith in this location.
 - **How many interpreters are needed?**
- Decide which stations are needed – registration, vitals, pharmacy, etc. Include a Prayer Station. Be prepared to listen well and share the Gospel as the Spirit leads.
- Determine what supplies are needed and where the supplies will be purchased.
 - Recommended: Take 200 feet of rope to create waiting line (like at an amusement park). ● Include medical clinic expenses in the team budget: WO will budget typical costs.
- Educate the team regarding likely health problems that will be seen.
- Assign US team members to a specific job for the clinic. Instruct them on their role. Non Healthcare professionals should only provide emotional, spiritual and administrative support during the clinic.
 - Run a mock medical clinic before traveling to practice jobs.

Participate

- Set up the waiting area and the clinic stations under the direction of the international leaders.
 - Decide the flow of the clinic: How patients will enter, wait for care, transition between stations and exit the clinic. **Order throughout the clinic is essential.**
 - Create a line system to help maintain order.
 - Be sensitive to the possible need for a private patient room.
- Discuss stations with international leaders and interpreters that will facilitate the clinic.
- Pray with the medical clinic team. Seek God's wisdom and discernment.
- Facilitate the clinic. Support the church in caring for patients physically, emotionally and spiritually.

Remember: physical vulnerability and sickness often open wide the door to minister to the soul.

 - Remember **autonomy** (patients can choose to accept or deny care), **nonmaleficence** (do no harm), **beneficence** (do what is best for the patient) and **justice** (impartially select patients).
 - Assist medical professionals to facilitate the clinic. **Allow only healthcare professionals to administer care and medicine.**
 - Tell the team leader if something concerning is happening during the clinic.
- Use the **Medical Registration and Treatment Card** (Appendix C) to register and treat patients.
 - Try to have 23 local people do registration (if possible).
 - Patients need to carry their card with them to each station.
- Obtain informed consent (included on the Medical Registration and Treatment Card).
 - Give each patient the opportunity to say "yes" or "no" to treatment.
 - Be clear about what is being offered (procedure/medication/treatment) and the potential benefits and risks. Do not assume that basic body functions are known (i.e. stomach digests food).
 - Offer alternative treatment options (when possible).
 - Be clear that the clinic will do what is best but that complete healing is not guaranteed.
- Hire a local pharmacist to work the clinic and distribute medicine. Team members that are not licensed pharmacists should not distribute medicine.
 - Write prescriptions on the back of the patient's card to be turned in to the pharmacist in exchange for medicine. **Give cards to international church to keep on file.**
 - Write down what the medicine is for, how much and how often to take it, any dangers associated with taking it, and expiration date. Give this to the patient.
- Take prayer requests. Listen and pray with each patient. Share the Gospel of Jesus. Invite patients back to church.
- Give glory to God when small or large needs are met.
- Please note the number of patients who are treated, a count is requested on the World Orphans trip report.

Debrief

- Debrief with the international leaders and US team. Recommended: take notes to share with future teams and World Orphans in the post trip debrief.
 - Ask questions like: What went well? What was challenging? Do you have a story from the day? What can we improve?
 - Pray together for those who were treated.

In An Emergency: If a situation requires an immediate medical response, decide if the patient will be treated at the clinic or taken to a local emergency medical facility. If handled at the clinic, a written description of the problem, the suggested treatment and possible benefits and risks must be given to the patient/guardian. **Obtain signature of doctor and patient consent.**

PostTrip: Communicate post event debriefing notes with World Orphans.

Healthcare Professionals Administering Care

World Orphans **highly recommends** all healthcare professionals administering care follow the beforesetated World Orphans guidelines along with these best practices:

- Work alongside an indigenous physician who knows the community/culture/environment best. Become familiar with common illnesses and diseases in the host country prior to travel.
- Administer care only within your scope of practice in the US: what you are licensed and approved to do in the US, you can do on the trip.
- Have a **professional degree**, current **state license** and **malpractice insurance**.
 - **Retired Healthcare Professionals:** If a professional still maintains a legal license to practice, malpractice insurance and has been retired less than five years, caring for patients is acceptable. If any of these requirements is not met, the individual should not act as a professional healthcare provider on the trip.
- Obtain a **Medical Registration and Treatment Card** (Appendix C) from each patient before treatment or medication is administered. **This includes obtaining informed consent** from each patient, guardian and/or patient representative before treatment is given.
- Obtain **country specific licensing** to practice in the host country. In some countries, you may work under a local physician's license. Seek the advice of World Orphans international staff or your international contact to find what is best.
- Understand your malpractice **coverage** (whether or not your US malpractice insurance will cover you internationally, etc.)

Malpractice Guidelines

Note: In the unlikely event of malpractice charges/incident, World Orphans will offer personnel support and advice if possible. World Orphans does not have malpractice coverage.

Guidelines to follow in the event of being accused of malpractice:

- Contact World Orphans, and inform them of the event. Fill out the **Malpractice Incident Report** (Appendix A).
- Interview those involved separately to get the most accurate account of the situation (WO staff, church leadership and medical staff present can conduct interviews).
- Make decisions including the advice and directions of World Orphans. The details of the situation will affect whether or not/to what degree World Orphans is able to be involved.
- Discuss next steps with World Orphans, note steps on the Malpractice Incident Report.
- Review the trip, medical clinic and the malpractice event with World Orphans and necessary US church leadership after returning home.
- Contact World Orphans and receive followup information on the patient involved in the malpractice event.

Guidelines for Working With Interpreters

Best practices to help guide the selection and coaching of capable interpreters. If World Orphans is hiring interpreters for the medical clinic, these guidelines will be communicated by World Orphans staff.

- Hire interpreters that possess cultural and medical knowledge that enables them to clearly interpret what is being communicated.
- Communicate clear standards for interpreters before the clinic begins: encourage them to listen well and ask for clarification when necessary. Paying attention to every detail, no matter how insignificant, when translating care and treatment between doctor and patient is of utmost importance.
- Educate the interpreter, as necessary: Interpreters must be able to understand and communicate medical and lay terminology, medical procedures and functions of the body.
- Provide adequate breaks for your interpreters throughout the clinic. Communicating information correctly is critical and can be very detailed and strenuous.
- Pay for food, housing (if necessary) and transportation of each interpreter.
- Do not allow family members of patients to be used as interpreters.
- Instruct interpreters to provide detailed, written instructions for followup care and medication. Doublecheck the equivalency of the instructions between the original and local language (if necessary).

Guidelines for Medication

World Orphans highly recommends purchasing medicine in country, not carrying it from the US. If you are considering bringing medicine from the US, please closely review these recommendations.

Highly recommended by World Orphans when a team brings medicine from the US:

- Be aware of the declaration requirements for the country to which you are traveling. Declaring and/or paying taxes or fees to bring medication into the country may be required.
- Obtain a list of prescription and over the counter medicine that will be needed for the clinic from World Orphans and/or trusted international contacts.
- Confirm donated medicines are known, safe and applicable in host country and that they meet local drug policies and standard treatment guidelines.
- Use only medicines that have **not expired** and are **eligible for use in the US**.
- Do not use medicines that have previously been issued to patients and then returned to a pharmacy or were given to health professionals as free samples. Quality cannot be guaranteed.
- Ensure that medicines have a remaining shelf life of at least one year after given to patient.
- Label the medicines in the indigenous language and communicate the expiry date, lot number, gram quantity and usage guidelines of the medicines to recipients.
- Create a master list of each medicine. Record brand, lot number and expiry date.

Appendix A: Malpractice Incident Report

Date:

Time:

Person(s) and Legal Guardian (if applicable) involved in incident:

US Church Team and Team Leader:

International Church and Pastor:

Contact at World Orphans:

What happened? (Who, what, when, where, how, etc. All details.)

Who was interviewed regarding the incident? Record their account of the event.

Discuss situation(s) and possible next steps(s) with World Orphans (USbased staff, international staff, pastor). What next steps are suggested?

US Church Approval: YES / NO Signature of US Church Leadership:

International Approval: YES / NO Signature of Int'l Leadership:

World Orphans Approval: YES / NO Signature of WO Leadership:

Appendix B: Additional Resources

Country Profiles: For more information on the country where you will provide care, find the country and then choose “Country Profile” and “News and Features”: <http://www.who.int/countries/en/>

International Standards and Practice Guidelines for Medical Missions: Healthcare professionals can go here when deciding whether to obtain a hostcountry healthcare license to practice:

<http://csthmbestpractices.org/resources/3+Permission+to+Practice.pdf>

International Standards and Practice Guidelines in Health Missions: Care provided by medical missions must meet the legal requirements, medical standards and practice guidelines of the host country:

[http://csthmbestpractices.org/resources/IntStds\\$26PG+30Jun10.pdf](http://csthmbestpractices.org/resources/IntStds$26PG+30Jun10.pdf)

World Health Organization (WHO): WHO is the directing and coordinating authority for health within the United Nations system: <http://www.who.int/about/en/>

Interpreters: Communicating clear, correct information during a clinic is critical. The National Council on Interpreting in HealthCare has developed national practice standards for interpreters in healthcare:

<http://www.ncihc.org/mc/page.do>.

International Association of Medical Regulatory Authorities (IAMRA): This resource provides important contact information for obtaining licensing/legal permission to practice medicine in host countries: www.iamra.com.

World Medical Association on the Declaration of Rights of All Patients: Declaration of rights of all patients that those involved in a medical clinic are expected to uphold:

<http://www.wma.net/en/30publications/10policies/l4/index.html>

Drugs and ShortTerm Missions: These resources point out the potential hazards of distributing drugs at a medical clinic: <http://csthmbestpractices.org/resources/Harm+from+Drugs+in+the+STM+Setting+Jan09.pdf>,

<http://www.csthmbestpractices.org/resources/Harm+From+Drugs+in+Shortterm+Missions.pdf>

How To Respond To Bribery: A bribe is never to be accepted in exchange for care. Before traveling, clearly state this to each team member, interpreter, doctor and partner involved in the clinic:

<http://csthmbestpractices.org/ConsensusDocuments/Bribery1.2.pdf>

Resources Used To Derive “World Orphans Medical Clinic Best Practices”:

1. <http://www.csthmbestpractices.org/>
2. <http://www.csthmbestpractices.org/resources/Clinic.pdf>
3. <http://csthmbestpractices.org/ConsensusDocuments/Consent1.2.pdf>
4. <http://csthmbestpractices.org/ConsensusDocuments/Malpractice1.2.pdf>
5. <http://csthmbestpractices.org/ConsensusDocuments/Interpretation1.2.pdf>
6. <http://csthmbestpractices.org/ConsensusDocuments/TeamSafety.pdf>