



Information for Volunteer Physicians

1. Hope Medical Outreach Coalition's Medical Program receives written (faxed) referrals from clinics for care beyond the scope of practice of the clinic or provider. Referring clinics currently include:
 - Charles Drew Health Center (and satellite clinics)
 - Council Bluffs Community Health Center
 - OneWorld Community Health Centers
 - Family Health Care Center (also known as the Sharing Clinic or the SONA clinic)
 - Fred LeRoy Health and Wellness Center
 - Salvation Army ARC Clinic
 - Hope/Charles Drew Clinic at Siena/Francis House
 - (On occasion referrals are accepted from other sources such as Renaissance Health Center and Visiting Nurse Association.)
2. Referring clinics are responsible for screening all patients and verifying income to ensure that only low-income uninsured (those at or below 185%-200% of poverty), not eligible for other healthcare programs are referred to Hope.
3. Hope contacts participating volunteer physicians based on the specialty requested by the referring clinic on a rotating basis, with the intent of each physician seeing not more than two patients per month. With consideration for both patient needs and physician schedules, an appointment time and date is determined.
4. Hope informs the referring clinic of the time and date of the patient's appointment and confirms that arrangements have been made for an interpreter, if necessary. Hope informs the referring clinics of the need for records as advised by the physician's office.
5. If a patient fails to arrive as scheduled or there are any difficulties with the appointment, the volunteer physician or office staff is advised to call Hope at (402) 345-2400 ext. 213.
 - If a patient misses the appointment, the patient will not be rescheduled with that volunteer provider. Hope will reschedule the patient with another provider. If the patient misses a second appointment, the patient will no longer be eligible to participate in the program.
 - A parent or guardian must accompany all children under the legal age of maturity to their appointments.
6. If the participating provider identifies a surgical or other need such as a test or procedure, the provider should contact Hope at (402) 345-2400 ext. 213
7. After an appointment is made Hope will send the physician a letter to confirm the appointment and ascertain the value of the service contributed. The value of care donated may be reported on physician tax returns as a charitable contribution and is tracked by Hope in a database.
8. After the appointment the volunteer specialty physician is responsible for relating any findings to the referring clinic, including needs for medication, additional procedures or appointments.
9. It is the responsibility of the participating volunteer physician to maintain his/her own malpractice insurance.
10. Patients and referring clinics are asked not to call physician offices directly, but to work through Hope.