

Appointment Information:

Goal: Ramadani Family initial doctors' appointments

Date: 1/3/2023

Number of individuals to be transported: 6-7

Client name(s): Whole family (Pascaline Ramadani, Mutabazi Rene, Neema Saidi, Sauda Saidi, Nelly Matomaini, Claudine Rene Mutabazi, Erick Mujinga Rene)

DOB: NA

If appointment is for a child, Parents' name:

Parents' DOB:

Client's Address: 192 Kenwood Avenue, downstairs Apartment, Rochester, NY, 14611

Client's Phone: 585-505-9573

Language(s): Swahili

Appointment pick-up time: 815 AM

Appointment time: 840AM (Mujinga), 920am (Mutabazi), 1030am (Matomaini), 1110am (Saidi), 1250pm (Rene), 120pm (Saidi)

Appointment Location: Center for Refugee Health

Address: 222 Alexander Street, 4th Floor, Rochester, NY 1607

Provider: Rochester Reginal Health

Client needs to bring: Herself

Type of appointment: First in-person appointment

Estimated end of volunteering: 3pm

Estimated total time volunteering: 8AM-3PM

WR Contact: Elisabeth Stojkovic – (585) 622-4336

Additional Details & Instructions:

1. might need lab works and x-ray please assist them with that.
2. might need to pick up prescribed medication, please assist with it too if the volunteer has time.  
Use their Medicaid card to pay for medication bills. IF **CLIENT DOES NOT HAVE INSURANCE IF THERE ARE ANY PRESCRIPTIONS CASEWORKER WILL NEED TO PICK UP AND PAY**
3. Please wear your World Relief lanyard
4. Contact the Volunteer Coordinator if you encounter any issues.
5. Please assist the client(s) with checking in and ensure all contact info is correct. Request a phone interpreter if necessary. Don't hesitate to use the Google Translate App or Tarjimly App.
6. Encourage the client to ask any questions they may have during the visit through the interpreter.
7. Please ensure the phone number on file is the client's phone number and NOT World Relief's office or staff number. Emergency contacts should be personal contacts –family members or friends.
8. Please request that future appointments be relayed to the client via a telephone interpreter if needed.
9. Please take a photo of the After-Visit Summary with any follow up appointments and email it to the Volunteer Coordinator, Elisabeth Stojkovic, at [estojkovic@wr.org](mailto:estojkovic@wr.org)
10. Feel free to leave your cell phone number with the client or the receptionist, and leave if you do not wish to wait. Have the client or receptionist call you when the appointment is finished
11. Please track your volunteer hours using the Track It Forward tool online and list the name of the client you assisted in the Comments/Notes section.

Pascaline Ramadani, Mutabazi Rene, Neema Saidi, Sauda Saidi, Nelly Matomaini,  
Claudine Rene Mutabazi, Erick Mujinga Rene