



WESTERN NEW YORK
WESTERN NEW YORK

Appointment Information:

Goal: Take Mafaume Nene to New patient appointment at RRH Fertility Care.

Date: 9/16/22

Number of individuals to be transported: 1-2ppl

Client name(s): Mafuame Nene

DOB: NA

If appointment is for a child, Parents' name: NA

Parents' DOB: NA

Client's Address: 34 Wren Street, Rochester, NY, 14613

Client's Phone: 585-825-0601

Language(s): French, Swahili, some English

Appointment pick-up time: 8:30 AM

Appointment time: 9AM

Appointment Location: 1561 Long Pond Road, Suite 410

Address: 1561 Long Pond Road, Suite 410

Provider: RRH Fertility Care, Kathleen Gallery, CNM

Client needs to bring: Themselves and Medicaid card/EBT Card

Type of appointment: Medical

Estimated duration of appointment: 1 hour

Estimated total time volunteering: 830am-1030am

Note: Mafaume and her husband, Kamulete are very self-sufficient and generally go to the doctors themselves, however this is a new location, thus the need for a volunteer to help.

WR Contact: Eric Lintala – (585) 622-4546

Additional Details & Instructions:

- 1) 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.
- 2) Encourage the client to ask any questions they may have during the visit through the interpreter.
- 3) 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.
- 4) Please request that future appointments be relayed to the client via a telephone interpreter if needed.
- 5) Please take a photo of the After-Visit Summary with any follow up appointments and email it to the Volunteer Coordinator, Eric Lintala, at elintala@wr.org.
- 6) If time permits, please assist the client in picking up prescriptions at their pharmacy.
- 7) 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.
- 8) Contact the Volunteer Coordinator if you encounter any issues.
- 9) 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.