

**Appointment Information:**

**Goal:** Drive Marena Nazari to her medical appointment with Sarah Johnson PA-C

**Number of individuals to be transported:** 1

**Client name(s):** Marena Nazari

**DOB:** 4/23/1993

**If appointment is for a child, Parents' name:** X

**Parents' DOB:** X

**Client's Address:** 163 Hobart Street, Rochester, NY, 14613

**Client's Phone:** 585-371-1441

**Language(s):** Dari

**Appointment pick-up time:** 330pm

**Appointment time:** 4pm

**Appointment Location:** Center for Refugee Health Women's Center

**Address:** RGH Dermatology & MOHS Surgery at Linden Oaks 10 Hagen Drive Suite 300

**Provider:** Sarah Johnson

**Client needs to bring:** Insurance Card

**Type of appointment:** Follow-Up appointment

**Estimated duration of appointment:** 1 hours

**Estimated total time volunteering:** 330PM – 530PM

**Note:** *Please have Marena locate the office herself once at the physical location, check-in herself, and do whatever she can on her own as their case is closed and will need to start doing these things on a regular basis without much assistance. Please also make sure Marena understands if she has any future appointments and if there are any medications to be picked up, if so, how to use correctly.*

**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](mailto: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.