

Jackline: medical appointment with Kayleigh Tourt

Goal: Rutivanga children Medical Appointment

Date: 9/29/22

Number of individuals to be transported: 5

Client name(s): (1) Paul (PA); (2) Jackline; (3) Dina; (4) Dieu; (5) Daniel

DOB: NA

If appointment is for a child, Parents' name: Paul Rutibvanga

Parents' DOB: NA

Client's Address: 260 Kislingbury St, Rochester, NY, 14613

Client's Phone: 585-557-0086/ 585-557-0288

Language(s): Kinyabwisha/ Kiswahili

Appointment pick-up time: 7:30 AM

Appointment time: 8:00 AM(Jackline); 10:00 AM(Dina); 11:00 AM(Dieu); 2:00 PM(Daniel);

Appointment Location: Center for Refugee Health

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

Provider: Rochester Reginal Health

Client needs to bring: All the documents (IOM bag) and their Medicaid cards

Type of appointment: First Medical Appointment

Estimated end time: 3:00 PM

Estimated total time volunteering: 7.5 hours

Note: any future updates, please call Yam @ 585-371-8382

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

Notes:

- All the children have appointment at different time **but could be pick up and drop off at the same time.**
- Please check in all the children at once at the front desk upon arrival
- Request for Immunization and vaccination if needed and request a copy of immunization/vaccines records for the school purpose

Additional Details & Instructions:

- 1.) All the children might need lab works and x-ray please assist them with that.
- 2.) They 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.
- 3.) Jackline speaks English fairly well, so you should be able to communicate pretty well.
- 4.) Please wear your World Relief lanyard
- 5.) Contact the Volunteer Coordinator if you encounter any issues.
- 6.) 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.
- 7.) Encourage the client to ask any questions they may have during the visit through the interpreter.
- 8.) 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.
- 9.) Please request that future appointments be relayed to the client via a telephone interpreter if needed.
- 10.) 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.



- 11.) 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.
- 12.) 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.