

Appointment Information:

Goal: Drive Saeed Ida to initial medical appointment

Date: 11/17/22

Number of individuals to be transported: 1

Client name(s): Saeed Ida

DOB:

If appointment is for a child, Parents' name: N/A

Parents' DOB:

Client's Address: 302 Selye Terrace, Rochester, NY, 14613

Language(s): Arabic

Appointment pick-up time: 12PM

Appointment time: 12:30 PM

Appointment Location: Center for Refugee Health

Address: 222 Alexander Street, 4th Floor

Provider: Kayleigh Tourt.

Client needs to bring: Medical Records

Type of appointment: Initial Doctors Appointment

Estimated duration of appointment: 1.5 hour

Estimated total time volunteering: 12PM – 2:30PM

Note: CLIENT DOES NOT YET HAVE MEDICAID COVERAGE. IF THERE ARE ANY PRESCRIPTIONS, CASEWORKER WILL NEED TO PICK THEM UP AND PAY AT THAT TIME.

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.