



MERCY OUTREACH SURGICAL TEAM
VOLUNTEER GUIDELINES

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OVERVIEW:

As a volunteer in the Mercy Outreach Surgical Team, you are a member of a team of people with a goal of caring for persons in need of surgery who otherwise would not have access to this care. The following information and guidelines have been established to ensure that the group participating in a Mercy Outreach Surgical Team program functions to the best of its abilities. After you have read these guidelines you should complete and sign the waiver annually.

MISSION OF MOST

1. Bring hope, comfort and the opportunity for a better life to children and adults through corrective surgery
2. Share medical knowledge and expertise with colleagues in a host country; and
3. Provide an opportunity for team volunteers to experience the spiritual rewards of service.

VOLUNTEERS SPECIALTIES AND TEAM COMPOSITION:

Each MOST trip consists of approximately 55 volunteers. In order to provide a consistent and high level of care, many of our volunteers are returning team members. Team compositions are based upon a number of variables. We try to take at least 6 new team members each trip, depending upon the needs of the team. Fluency in Spanish is highly desired, but not mandatory.

Specialties we currently take on mission trips:

Anesthesiologists - Board Certified - Pediatric and adult
Surgeons – Board Certified – Plastic, Maxillofacial, Ophthalmology, General
Pediatrician
Registered Nurses – Pre Operative, Operating Room, PACU, Post-Operative
Licensed Vocational Nurses – Pre-Operative, Post-Operative
Pharmacists
Pharmacy Technicians
Operating Room Technicians
Anesthesia Technicians
Medical Records/Administrative assistant volunteers

We currently do not take:

Residents, Interns, Nursing Students, Physician Assistants, (unless they are willing to work in the capacity of an ORT), Nurse Anesthetists, Dentists, OB/GYN Physicians, EMT's

GENERAL QUALIFICATIONS:

Volunteers with the Mercy Outreach Surgical Team must work well with other volunteers, be a team player. Long hours and a fast pace require physical, emotional and mental stamina. Pregnant volunteers are asked not to participate in outreach trips.

AGE REQUIREMENT

Participants must be 18 years of age to participate in a week-long mission trip. However, during a weekend trip, one student volunteer, under the age of 18 may participate, as long as they are accompanied by a parent or guardian.

REQUIRED APPLICATION DOCUMENTS:

Before being approved to go on a trip, each volunteer must send the following to the MOST office:

1. A color copy of your passport, both the signature and photo page. Please provide a new color copy of your passport to the MOST office when you renew your passport. Your passport needs to be good for at least six months from the start date of the outreach program.

2. A professional Curriculum Vitae or resume for all nurses, pharmacists and physicians
3. A license number for all licensed persons on a trip. Please notify the MOST office when you renew.
4. A signed waiver from all volunteers annually

GENERAL BEHAVIOR EXPECTATIONS:

At all times during the program, including during off duty time, you represent MOST. Your actions reflect on the entire group. You are visiting a foreign country. United States laws do not apply. Do not put the team in jeopardy because of your personal behavior. Alcoholic drinks, if consumed, should be consumed in moderation. The inability to work after consuming excessive alcohol and/or inappropriate behavior may render you ineligible for future programs. Dress should be in good taste. You are expected to be on time for work, meals, social events, etc.

ILLEGAL / RECREATIONAL DRUG USE PROHIBITED

While the use of marijuana is legal in many states in the United States, it is not legal in Mexico. PLEASE NOTE: The use or possession of any recreational drug is not acceptable during a Mercy Outreach trip. The use or possession of any recreational drug during a MOST trip will render you ineligible for future programs

CANCELLATION

Once you have accepted a space on an outreach program, you have filled a needed position. You most likely filled a position that someone else desired. Your airline ticket will be purchased and hotel reservations made. Please consider that cancellation on your part will leave a vacancy that may be difficult to fill and may leave the team short staffed in a critical area.

If you do need to cancel your participation in a program, contact the coordinator as soon as possible. Tickets are usually non-refundable. However, if we know about your cancellation early enough we can sometimes negotiate with the airline to have someone else use the fare. Otherwise the cost of the ticket is lost and you may be billed for it.

CULTURAL SENSITIVITY:

Please remember that we are guests. We must respect and follow the rules of our host hospital. Many of our host hospitals require that shoe covers be removed before exiting the OR. Please respect this and take them off before leaving the OR area. Many hospitals also ask us to wear cover gowns to and from meal breaks. MOST will provide you with a disposable gown for this purpose.

Amputated digits, teeth or other body parts MUST be given to the family after surgery. Please ensure that you save them, label them and send them with the patient to recovery. This is very important in the Mexican culture. However, we have noticed in recent years, that some of the younger generation of parents do not want the body parts. Volunteers in the post-operative area should ask the family member if they would like the removed body part and if not, dispose of it appropriately.

One component of the mission of MOST is to share information and expertise with colleagues in our host cities. Please invite and encourage local volunteers to help in any way that they can. Please show appreciation for the help that local people provide.

During a MOST trip, there may be one or two social events hosted by the Rotary or local government. On the last evening there is usually a reception and dinner. All team members are expected to attend. Sometimes these functions can seem a bit long, but these events are a way for the local people to say thank you and it is important you are there and participate in the spirit of cultural hospitality.

If you encounter a problem with a local volunteer or patient and family, speak with the team leader to help resolve the situation in a culturally correct manner.

HIPAA in Mexico

As MOST volunteers, we need to hold ourselves accountable to the same patient rights as we do in our work in the United States. You will be working with many local volunteers while in Mexico. Please do not permit anyone to take a photo of a patient's chart or to take a photo of the daily schedule. Schedules posted in high traffic areas, must be covered with a sheet of paper so that they are not visible to the casual observer. If someone requests a copy of our daily schedule, please refer them to the MOST Coordinator, (Kathy Guevara) or Mexican Liaison, (Salvador Hernandez)

PHOTOS

You may take photos as you wish, but always ask permission of the person(s) first. In some areas of Mexico, the indigenous people do not like to have their photo taken. Always ask first.

Please read the MOST photography policy which is attached at the end of these guidelines. All MOST volunteers, physicians and individuals on a MOST trip are expected to comply with the requirements of these guidelines. In general, if you wouldn't take a photo and post it to social media during the course of patient care in the United States, please do not do it in Mexico.

SPANISH LANGUAGE

While the ability to speak Spanish is not required of our volunteers, it is a highly desired skill.

Many of our patients travel to see MOST from small villages in Mexico. Remember not to assume the indigenous people of Mexico will speak Spanish; many speak one of the other over 100 languages still alive in the country today. If you encounter a family who does not speak Spanish, we will do our best to locate an interpreter for their dialect.

Please be respectful in your conversations as well as respect patient privacy in all areas of the clinic and hospital. Many of the local volunteers speak English. The person standing next to you who you think doesn't understand English, probably does.

COSTS AND EXPENSES DURING THE PROGRAMS:

The average cost to take one volunteer on an outreach trip is approximately \$1,000. This includes travel expenses, hotel and daily breakfast. MOST asks physicians to make a contribution of \$500 and other volunteers to donate a minimum of \$150 towards the cost of their trip. If you are able to give more, it is greatly appreciated. Some volunteers give a great deal of personal time in preparation for a trip and can consider their time the donation. Others give on a continuing basis (monthly or yearly) and their donations in aggregate may count toward trip expenses. Scripps employees can use payroll deduction as a convenient means to contribute.

If you request a private room, you are expected to make an additional donation to cover the extra cost.

The average total cost of a week-long trip is approximately \$100,000 for supplies, equipment and team expenses. The MOST program is funded entirely by donations. We ask you to be an ambassador of MOST to help raise awareness of our work and generate funds for the programs. The MOST Coordinator can provide you with promotional materials

Personal expenses to consider:

For week long trips, volunteers usually take \$100-\$200 to cover personal expenses, such as evening meals and cab fares. You will need pesos in Mexico. You may want to exchange your dollars for pesos prior to

the trip. You can exchange your dollars at the airport, but the exchange rate is usually not as good as at an outside exchange.

If you plan to use an ATM while in Mexico, make sure you call your bank prior to the trip to let them know.

Directions to a few exchange houses:

Take 5 South to Via San Ysidro. Turn left. Proceed under the 5 freeway and the 805 freeway. Turn right on San Ysidro Blvd and continue until you see a Valero station on the left and a Shell on the right. Get in the right turn only lane and turn right on Border Village. You will see a yellow domed building. That is one option. There is another “Cambio” across the street and yet another across the street from that one. They all have “no commission fee” on the signage as well as the current rates of exchange. If you intend to change more than \$800, divide your money and go to 2 places. Otherwise, you will have to produce an ID and answer several questions about where you got the money, where you work, etc.

If you have a Costco card, there is an exchange in the Costco in Chula Vista. There is no fee charged at this exchange.

Your local bank may also exchange dollars for you.

WORK PERMITS

Each member of the group is required, by Mexican law, to have a work permit. Exceptions to this are Mexican citizens, who have the proper documentation of citizenship. You must let the coordinator know if you are a Mexican citizen.

Prior to a trip, you will receive instructions on how to complete your work permit/visa online. There is no cost for work permits for a stay of less than seven days. If you choose to extend your stay in Mexico to greater than seven days, you will be required to pay for the cost of the work permit costs which is approximately \$36.00. If you have any question about whether you should fill out a work permit or not, please check with the coordinator.

BADGES:

You will be provided with a photo badge on your first trip as a volunteer. Please save this badge and bring it with you on future trips. New volunteers, please send a digital photo of yourself, to the MOST coordinator, that you would like on your ID badge.

TRAVEL AND HOTEL ARRANGEMENTS:

The coordinator of MOST will take care of all travel and hotel arrangements.

If you choose to travel on different dates than the MOST team, you are responsible for making your own travel arrangements. If you need to make different travel arrangements than the group, you must inform the coordinator several months before the scheduled trip so that a ticket is not purchased for you.

The team departs from and returns to the CBX terminal in Otay Mesa, California. Air travel is via the Tijuana airport. Long term parking is available at the CBX if you desire.

Hotel reservations and room assignments are usually made months before a program. MOST contracts with the hotel to reserve a certain number of rooms for the team. Please plan to room with another team member. If you feel that you must have a single room, you will be required to pay an additional single room supplement fee. Requests for a single room must be received by the coordinator no later than one month before a trip and are dependent upon availability. You are responsible for any charges to your room for personal services as well as the gratuity for the maid.

Remember the best made plans can be subject to changes and/or delays. Be patient, kind and understanding and most of all have a sense of humor.

PACKING TIPS:

Keep the number of your travel bags to a minimum to avoid misplacing them. While traveling, you will be transferring yourself and your bags from vans, going through security, on to the airplane, more security, more vans, etc. The fewer items you have to keep track of, the less likely you are to misplace something.

Dress is usually casual and in good taste. You will not need a large wardrobe. Jeans and slacks can be worn to and from the hospital. You will need something suitable for social events, such as the dinner the last evening. Please, no jeans at the Friday evening dinner. Some gentlemen like to wear a blazer to this event. Leave your jewelry and expensive items at home. Don't bring anything you can't stand to lose.

Don't forget comfortable shoes to work in. Shorts generally aren't worn in the cities in Mexico. If you do choose to wear shorts, please wear some that are at least mid-thigh in length.

Physicians may want to bring a lab coat to wear during the screening clinic.

If your assignment is in an area that requires scrubs, you will need to provide your own scrubs; usually 3-4 pair for week-long trips. Scrubs are NOT to be worn to and from the hospital and clinic. Do not give your scrubs to the locals. The coordinator may send out an offer of MOST scrubs for purchase prior to each trip. You can also check with the coordinator to see if there are any scrubs available to borrow.

OR set up crew, it is a good idea to bring a set of cap and booties in your personal luggage to use the first day.

Mexican hotels usually do not provide wash cloths. Often there are not many hangars in the closets, so you may want to bring a few. Pack an alarm clock. You may want to pack a small carry-on with a change of clothing, snacks, personal necessities, medications, passport, and anything else you cannot do without if your luggage is lost. Mexican airlines have the same rules for carry-on bags as in the US.

Many people like to pack a small supply of snacks for the week. You can usually purchase bottled water at a local market.

It is a good idea to pack hand sanitizer to use while you are working.

You may want to bring a small backpack or bag to transport your scrubs and personal belongings to and from the hospital each day.

Most airlines we travel on will permit you to check one bag under 55 pounds or 22 kilograms. You will be responsible for any fees for overweight luggage. Do not pack any medical supplies or equipment in your personal luggage. If you wish to donate toys, clothes, etc., to patients or families, you must pack these in your personal luggage. You will need to answer any questions that may arise, with Mexican authorities, as to the contents of your personal luggage.

You may want to place a small TSA approved lock on your luggage.

MOST is not responsible for any lost personal items.

CELL PHONES AND CREDIT CARDS:

Before going to Mexico, you may want to check with your cell phone carrier about international roaming plans. Calls from Mexico can be very expensive.

If you think you may use a credit card in Mexico, you should call your credit card company and place a travel alert.

PERSONAL SAFETY AND THE SAFETY OF THE GROUP:

Stay with members of the MOST group at all times. Do not go out and about by yourself. Use the hospitality room rather than going out to bars or nightclubs. Look out for one another.

When using a cab in Mexico, always travel with two or three team members, NEVER alone. Never walk out in the street and ‘hail a cab’; ask the restaurant or hotel to call one for you.

Stay away from any public/political demonstrations.

AVOID ONE ON ONE INTERACTIONS WITH A CHILD

When interacting with a child, there must always be another adult present. This may be a parent/guardian or another MOST volunteer. If a physician must examine a child in private, a parent/guardian or another MOST volunteer must be present in the exam room. Do not put yourself in a situation where you are alone with a child.

HOSPITALITY ROOM

In order to promote greater group cohesiveness and to provide a safe environment to socialize, there will be a hospitality room at the hotel available during the trip. Trip participants are asked to donate approximately \$15 each for the purchase of beverages and light snacks. This donation is given to the volunteers in charge of the hospitality room. Plan to make this donation in pesos, not dollars.

Usually, this area is set up by Monday evening and will be available through Thursday evening. Please remember to thank our volunteers who organize and shop for the hospitality suite.

MEDICAL CONSIDERATIONS BEFORE AND DURING A TRIP:

Pregnant women are asked not to participate in MOST programs.

Frequent hand washing helps prevent illness. Bring your own personal bottle of hand cleanser with you and use it frequently.

A “team physician” will be identified in a letter prior to each program. If you become ill during the program – nausea, vomiting, diarrhea, stomach cramping etc., notify the physician at the onset of the symptoms, day or night. To help restore wellness it is important to care for you as soon as symptoms begin.

Please bring your own medications for headaches, colds and unanticipated gastrointestinal issues, (diarrhea).

It is easy to become dehydrated at higher elevations and while working hard all day. Remember to take time to drink a lot of non-alcoholic, caffeine free fluids. Bottled water and other drinks are usually provided at the hospital and are readily available for purchase in the area near the hotel.

If you wish, consult your personal physician or employee health nurse prior to the trip regarding questions about the use of prophylactic antibiotics, hepatitis immunization or other medications, Prescriptions for these are your personal responsibility.

Use prudence when eating and drinking local food and beverages. It is recommended not to purchase food from street vendors.

ACCIDENT AND MALPRACTICE INSURANCE

MOST will arrange and pay for health/accident insurance for volunteers for the duration of each outreach trip.

PATIENT GOODIE BAGS

Each child is provided a small age appropriate goodie bag before they go into surgery. This often serves as a distraction from the separation from their parent. We find that when the children wake up from anesthesia, this goodie bag is often the first thing they look for. Donations of small toys are graciously accepted to create these bags. If you would like to donate any toys, please contact the MOST coordinator to see what is needed. These bags are assembled several months before the team goes to Mexico. If you would like to help with the assembly process, please contact the MOST coordinator.

CLOTHING DONATIONS

If you have clothing that your children have grown out of, feel free to pack it in your suitcase and give it to the Post Op team on Tuesday morning - anything from baby clothes up to 18 year old sizes.

The admitting team collects new socks and underwear for all ages if you would like to bring those items in your own luggage and give them to the admitting crew on Tuesday morning.

Please do not bring these donations to the MOST office in San Diego. They need to be packed in your personal luggage.

COMMUNICATION BOARD AND COMMUNICATION DURING A TRIP

There is usually a MOST communication white board placed somewhere near the front desk of the hotel. The MOST coordinator attempts to keep this updated with pertinent information. Please keep an eye on the MOST communication board. Times and events may change as the week progresses.

USE OF SUPPLIES AND EQUIPMENT:

Be very careful with supplies, equipment and medications. All of our supplies are packed and shipped from San Diego. Supply quantities are packed based upon historical usage. What we have is all we have. If we run out of supplies, it is difficult to find supplies in Mexico on short notice. The charge nurse will direct you on supply usage. Avoid any unnecessary use, waste or loss. Learn to look around for what you may need and ask others for assistance in locating supplies. What you are looking for is probably somewhere. Learn to improvise.

You will be instructed on how to use equipment in your work area. If you do not know how to use a piece of equipment, please ask. Damage to equipment takes away from the funds we could be spending on surgery for those in need.

When packing to leave the host hospital, look around to ensure that we are not leaving any equipment behind.

MOST is supported entirely by philanthropy. We need to be good stewards of our supplies and equipment in order to make every donation count.

MEXICAN ROTARIANS AND OTHER VOLUNTEERS

MOST works closely with Mexican Rotarians in our host cities in Mexico. They help with logistics, public relations, transporting the team to and from the hospital and provide us with lunches. They help with obtaining permission for the team to work at the local hospital as well as the coordination of the care/housing of patients before and after surgery. Many of the Rotarians will work alongside us during the

week. They generously provide lunches and support for us. Sometimes, you may feel like there are a lot of volunteers in your area, but please be patient, respectful and help the volunteers find a meaningful way to assist you. Please remember that the Rotary volunteers have also taken time off of work and away from their families to help us. Please thank them for helping to make our work possible.

RESPECT YOUR FELLOW VOLUNTEERS

Please remember to treat your fellow team members with respect. Each of us is a volunteer, donating our time and talents to provide care for the people of Mexico.

SHARING YOUR EXPERIENCE - PATIENT STORIES

Please share patient stories. We need stories for donor reports, grant proposals, newsletters and brochures to help promote our program. Anything you can send would be very helpful, even if it is just a few sentences about your interaction and a photograph or two.

WHAT TO EXPECT AS A VOLUNTEER

Once you have been accepted as a volunteer for an outreach trip, the coordinator will send out four separate emails, beginning approximately six weeks prior to the team's departure. These emails should provide you with most of the information you will need.

Below is a summary of what you can expect to happen in the course of the week.

DAY 1, SUNDAY

The team usually departs for Mexico early on Sunday morning. The team will meet at the Cross Border Express Bridge, (CBX), in Otay Mesa. Our teams consist of mostly returning volunteers, so, if this is your first trip, you may feel a little overwhelmed at first. Don't worry, though – we are a friendly crew and you should feel at ease pretty quickly.

Depending upon which airline we are taking, you may be required to check in on the United States side of the bridge. The coordinator will have informed you of this prior to your arrival at the CBX terminal. If this is the case, you will present your travel documents at the counter, and your bags will be tagged for our destination. (You will need to locate your assigned CBX group, or "family" to get your boarding pass). Once your bags are tagged, you will then take them back and carry them over the bridge with you to be dropped off later.

You will cross the CBX with an assigned group of six other volunteers. Your passage over the bridge will be paid for by MOST. To access the bridge, you will need the appropriate documents, some of which will have been provided to you by the coordinator; airline boarding pass, CBX ticket, passport, work permit/visa. Once you cross the bridge, you will need to go through Mexican immigration and customs. If you don't speak Spanish, you may want to buddy up with someone who does. You will be asked such questions as where you are going, how long you will be there, what your purpose is, etc.

Once you clear immigration, you will proceed to customs. You may want to stay with your group for this part. One person in your group will be asked to press a button. If the light turns green, you are all good to proceed through customs. If the light turns red, each person will need to put their luggage on the conveyor belt to be x-rayed and your bag may be searched.

After customs, you will have two options, depending on which airline we are traveling on. Make sure you paid attention to the coordinators written instructions as to which way to go. We try to have a MOST volunteer posted at this point to help you figure it out. If you have been instructed to go left, you will show your boarding pass when asked and take your checked luggage to the counter to be dropped off. Immediately after this counter, you will proceed directly to a security checkpoint and into the Tijuana

airport gate area. If you have been instructed to go right, you will proceed into the Tijuana airport terminal and you will need to proceed to the appropriate airline check-in counter where your bags will be collected and tagged. Next stop will be security. The security checkpoints are the same/similar as in the United States.

Helpful hint: You will have been given a metal MOST heart pin to wear. Don't forget to take it off before you go through the metal detector.

The Tijuana airport is modern and has many selections for dining if you are interested. If everything went smoothly during the border crossing and check-in, you should have time for a quick breakfast.

The airlines do not provide snacks, so you may want to bring your own. Food may be offered for purchase on the plane – you will need pesos or a credit card to purchase. You may want to purchase a water in the airport.

Once we arrive at our destination, we will be greeted by the local Rotary Club. We will be transported to our hotel via vans, bus or sometimes private cars.

There is often a reception for us at the hotel where we can meet Rotary volunteers who will be working alongside us during the week. Attendance at this event is expected.

Time permitting, the MOST team tries to break out into groups after this reception to discuss expectations for the week. Group 1: Clinic Schedulers, Clinic Translators, Surgeons, Anesthesiologists, Clinic Admitting team /Group 2: Surgery team (If you are not included in Group 1)/Group 3: PACU team (If you are not included in Group 1)

DAY 2, MONDAY

Breakfast will be provided each day at the hotel and is usually available starting at 0630 on Monday and at 0600 Tuesday through Friday.

The screening clinic and hospital set up are on Monday. Your assignment for Monday will be provided in a letter prior to the trip. Make sure you pay attention to your assignment, as the screening clinic and hospital are often in different locations and it will be difficult to relocate you if you end up in the wrong place. We will be transported in vehicles that have been arranged for us.

The screening clinic and hospital set up usually last until about 4:30pm. Each location will be provided lunch, snacks and water by the local Rotary Club. Please remember to be gracious. You may want to pack a few snacks and a bottle of water in your backpack, however, just in case.

As organized as we try to be, plans can sometimes go awry. So, bring a smile, patience and a sense of humor.

Hospital set up:

This team unloads and arranges all of the equipment and disposable supplies that have been sent from San Diego. If you have been assigned to this group, you will need to bring your scrubs with you to the hospital. It is also a good idea to bring a pair of shoe covers and a head cover with you as it might take a while to locate those items in the packed boxes. This team typically consists of a few anesthesiologists, an anesthesia tech, OR nurses and technicians, a pharmacist and PACU nurses.

Screening Clinic:

The clinic is sometimes held at a convention center, gymnasium or health clinic.

Please, no shorts at clinic. Many volunteers wear jeans or casual slacks and a casual shirt. Physicians may want to bring their lab coats. Anesthesiologists should bring their own stethoscope.

As you proceed into the clinic location, you will see a very large, often overwhelming, group of people waiting to be screened.

The clinic stations are usually set up by a small MOST team who went to the clinic a little earlier than the main group. Your supplies should already be at your station. In the pre-trip email communication, you will have been assigned to a certain area. Signs should be posted, so take a look around to find your assigned station.

Prior to screening any patients, the entire clinic team will have a group meeting to discuss scheduling guidelines and expectations.

Prior to the commencement of the screening clinic, all patients will have been prescreened and will be presented to the surgeons in an appropriate preordained order.

Throughout the day, questions may be directed to the MOST Coordinator, (Kathy Guevara), or Mexican Liaison, (Salvador Hernandez). Contact information for both will have been provided in pre-trip emails.

Clinic Flow

Outside of each station, chairs will be set up where patients and their parent may wait in specific groupings. Volunteers will be assigned to directing traffic in these waiting areas.

1. Surgeon Stations: At each surgeon station, there will be a surgeon, scheduler and interpreter. We try to assign the scheduling job to someone who has previously been on a trip. Once scheduled, each patient will be given a paper chart that they will take with them through the admitting process.
2. Weights and oxygen saturation: A few nurses will be assigned to this station to document weights and saturations in the patient's chart. You may be working with local nurses at this station as well.
3. Anesthesia Stations: Anesthesiologists will assess each scheduled surgical patient to clear them for surgery. Each anesthesiologist will be assigned an interpreter.
4. Photos: Each patient is photographed and the digital photograph is printed. Their photo is placed on the outside of each chart to assist in patient identification.
5. Admitting: Patients are instructed by Spanish speaking volunteers about what time to be NPO and what day and time to show up for their surgery.

Please be flexible. Sometimes there are unexpected changes to our plans. Every effort is made to confirm the logistics such as the number of operating rooms and patients in need ahead of time, but these factors can sometimes change for many reasons.

DAYS 3 -6, TUESDAY THROUGH FRIDAY:

Breakfast buffet is usually offered starting at 0600. We usually depart for the hospital at 0630. Depending upon the transportation provided, the coordinator may designate certain people to go in the first vans to facilitate on-time OR starting times.

Prior to the start of surgery on Tuesday, the OR and PACU teams will review safety protocols. Surgery on Tuesday usually starts around 0800.

Surgery on Wednesday through Friday, will start at approximately 7:30am and will continue until approximately 4:30pm each day. On Friday, surgery will end by noon to allow time for packing our equipment for the return trip to San Diego.

ALBERGUE:

Patient's and one family member stay at an albergue or dormitory before and after their surgery. All patients must go to the albergue after their surgery, even if they live locally. This permits each patient to be observed over night for any unexpected issues. At the end of each surgical day, a surgeon and a small team will round on patients at the albergue and discharge appropriately.

Sometimes a team member may feel compassion for a family and want to make them more comfortable by offering to pay for a hotel room for the night. Please **DO NOT** do this. It puts you and **MOST** at risk. Patients must stay at the albergue until appropriately discharged.

FRIDAY DINNER CELEBRATION:

On Friday evening, there is usually a dinner or celebration in our honor. You may receive a gift at this event. Please do not leave this gift behind either at the event or in your hotel room.

DAY 7, SATURDAY:

The return trip to San Diego will be on Saturday. We usually return to Tijuana on an early flight so that people can get home at a reasonable hour.

Once we land in Tijuana, proceed with the group to the luggage claim area. You will be assigned to a group with whom to return to the United States via the CBX bridge. It is very important that you look for signs for the CBX crossing and **DO NOT** mistakenly go into the Tijuana airport terminal.

When you get across the CBX bridge, you will proceed down an escalator or elevator to the US customs area. There are usually two lines – one for regular passport holders and one for global entry/sentry card holders. After presenting your document and speaking with an immigration agent, you will proceed to the x-ray station.

Once you clear customs and immigration, you will need to provide your own transportation to your final destination.

FOLLOW UP CLINIC:

MOST will send a follow up team of surgeons, nurses and interpreters approximately 2 weeks after our mission trip for a few day follow up clinic. Please let the **MOST** coordinator know if you are interested in being a part of this team.

REVISED JULY 2020