

Point of Care (POC) Lab Install Volunteer FAQs

1. What are the requirements for this volunteer position?
 - a. A POC Lab Install Volunteer must have a desire to give back and embrace Heart to Heart International's (HHI) mission of improving healthcare access in the US and around the world by ensuring quality care is provided equitably in medically under-resourced communities and in disaster situations. This position helps to accomplish this mission through improved access to laboratory testing.
 - b. A POC Lab Install Volunteer must have the technical laboratory background and credentials and other skills to accomplish POC laboratory installations and audits, train and support diverse staff and other volunteers, and provide additional support, mentoring and troubleshooting capabilities.
 - c. A POC Lab Install Volunteer must be available and complete the on-site training and onboarding at HHI headquarters during Q3 of the current year.
 - d. A POC Lab Install Volunteer must be willing to travel on-site to their assigned clinic(s) for both the initial POC lab implementation and the mid-year audit, and work towards renewing this role as they become proficient in the tasks independently of HHI staff.
 - e. For additional specific requirements, please see the full volunteer job description.
 - f. Completion of application and onboarding, including all applicable paperwork and documentation uploads is required.
2. What expenses are covered by HHI in this position?
 - a. Initial on-site training at HHI headquarters will be arranged and covered by HHI. Additional reimbursement for any necessary out-of-pocket expenses during this time will require a HHI expense form be filled out with itemized receipts.
 - b. HHI will arrange and cover the cost of travel to on-site clinic locations including airfare, local transportation, and lodging. Meals are also included during travel and on-site time and will be reimbursed, along with any other necessary out-of-pocket expenses, following HHI's internal policies and procedures. Itemized receipts will be required.
 - c. Please seek guidance of HHI staff before making additional out-of-pocket expenditures.
 - d. Costs associated with vaccines, titers, medical appointments, obtaining diploma/degree or certification copies, etc is the responsibility of the volunteer or applicant.
3. What paperwork is required for this position?
 - a. Completed volunteer application.
 - b. Laboratory degree and/or proof of certification/licensure.
 - c. Background check including Motor Vehicle Report.
 - d. Signed liability and healthcare insurance waivers.

- e. Official immunization records for Covid, Hepatitis B, and Tetanus/Tdap – Records should be from your physician’s office, pharmacy, travel vaccine agency, health department, etc.
 - i. Covid – first two doses required
 - ii. Hepatitis B – completed 3-dose series OR a positive titer test
 - iii. Tetanus/Tdap – booster required every 10 years
 - f. Headshot photo for volunteer badge.
4. What types of insurance do I need for this position?
- a. HHI carries professional liability insurance.
 - b. HHI will make travel arrangements, thus additional travel insurance would not be individually necessary.
 - c. Personal health insurance coverage would be required.
 - d. A valid driver’s license is a requirement for local rental car transportation.
5. What vaccines am I required to have as a volunteer in this position?
- a. Hepatitis B, Tdap, and Covid vaccinations are required. If vaccine records are not available, a titer can be performed and appropriate results will suffice as proof.
 - b. Must have initial Covid series of two or recent initial vaccination record. Boosters are not a requirement.
 - c. Costs associated with vaccines, titers, medical appointments, etc are the responsibility of the volunteer or applicant.
 - d. Because this position requires being on-site in a clinic environment with vulnerable populations, it is recommended to take whatever other precautions you deem necessary such as annual influenza vaccinations, Covid boosters, wearing a mask, etc.
 - e. If you are symptomatic with any contagious disease process, please refrain from visiting on-site.
6. Do I have to live within the Kansas City metro area for this volunteer position?
- a. No. Because the clinic sites are located throughout the US, you may live anywhere within the country, and we will work directly with you in making the most appropriate travel arrangements to the clinic sites and HHI headquarters for the training session.
7. How does scheduling of assignments work for this position?
- a. The required initial HHI headquarters training will be a group event for all selected volunteers. Once you have been selected as a volunteer and completed the initial volunteer onboarding requirements, we will immediately begin making travel arrangements with you with anywhere from 1-3 months’ notice.
 - b. HHI staff will reach out to volunteers for clinic assignments once install dates are being finalized, generally 1-2 months ahead of time.
 - c. The volunteer will be able to coordinate the mid-year visit and audit at a mutually agreed upon time between HHI staff, clinic staff and the volunteer. This should be conducted between the 5th and 7th month of POC lab operation from the time the install was completed.

8. Are there any other travel details?
 - a. Occasionally, weekend travel is necessary to accommodate the individual clinics' hours and availability.
 - b. Overnight stays will be required unless within reasonable driving distance of the clinic or HHI headquarters.
 - c. Air flights will be required unless driving distance is within four hours of your home location.
 - d. Additional driving to more remote locations is often necessary from arrival/departing airport.
 - e. Clinics can be situated in remote areas. They also can be very urban in densely populated city locations. Volunteers should be comfortable with a variety of locations and travel conditions.
 - f. Cabs, Uber, or other ride-sharing modes may be preferred to rental cars in busy city locations where the travel distances are not excessive in vicinity. It is helpful to be proficient with these types of apps.
 - g. Each clinic assignment will involve two different travel sessions, one for the initial POC lab implementation and one for the mid-year visit and audit.
9. What if I am unavailable for the on-site HHI training session or have been a previous lab volunteer with HHI?
 - a. Because of the structuring and streamlining we have done with the POC lab program over the past couple of years, it is a requirement that all current, past, or new volunteers attend this training session.
 - b. If the dates do not work for this year, we will offer another training session in the following year, or it may be best to postpone your application or volunteer assignment.
 - c. We plan to offer virtual refresher training in subsequent years of volunteer service for this position.
10. Will I be alone on these trips and assignments?
 - a. The on-site training session at HHI headquarters is a group event with all selected volunteers for that year.
 - b. On-site POC lab implementations are always conducted by two people. Your first install will be with an HHI staff member. Your second install will be with either an HHI staff member or another trained volunteer. Once you have completed at least two successful implementations, you may be in the lead role with another trained volunteer and mentoring them to work as a lead.
 - c. The on-site mid-year visit and audit is generally performed by one volunteer or HHI staff member. In some instances, two people may go on these visits.
 - d. Because staff and volunteers may be located in different cities, travel may be independent, but efficiencies and stewardship are taken into account.
11. What happens after I fill out the online application?
 - a. All necessary paperwork needs to be completed and uploaded.
 - b. HHI staff will review your application against the volunteer position requirements.

- c. If you are selected for an interview, HHI staff will contact you to set up a virtual meeting.
- d. Following an interview, if you are selected as a volunteer, HHI staff will notify you of the approval and follow up with onboarding and on-site training tasks and timelines.
- e. If you are not selected at any stage, you will receive email notification from HHI staff.