



The following are some of the logistics that need to be coordinated to hold a large-scale free clinic event (based on the NAFC C.A.R.E. clinic model).

Determine Size

- How much space is needed (will help determine location)
- Approximate number of patients able to see
- Approximate number of volunteers needed

Determine Location

- Where most patient need
- What is accessible via public transportation
- What has the size of space necessary (such as a convention center floor)

Determine Funding of Event

- The cost of a 1-day C.A.R.E. Clinic costs on average about \$350,000

Determine Hours of Operation

- One day vs. multiple days
- Need hours of operation for patients to be seen, hours of operation and shift for volunteers
- Time before event for set-up

Determine Services to be Provided

- General Medical Care
- Dental
- Vision
- Mental Health
- Vaccinations
- Disease Testing
- Health Education

Determine Necessary Personnel

- Main host organization – steering committee
- Local volunteers to help volunteer and recruit volunteers
- Medical Director
- Event Planner (and event team)
- Volunteer Coordinator
- Decorator
- Legal Representation
- Insurance Broker for liability insurance (both general and medical)
- “Captains” list (key contacts for specific areas of event)



Develop Logistics Plan

- For patient appointments, set a toll free phone line (develop script)
- Develop online website for volunteer registration and event information
- Establish contacts and plans for:
 - Electricity and Internet needs
 - Water
 - Comfort Stations
 - Housekeeping
 - Biohazard Removal
 - Computer equipment
 - Copy machines
 - Vendor for volunteer t-shirts
 - Signage
 - Copies, paper and office supplies
 - EMTs – Ambulance Services
 - Wheelchairs
 - Parking (vouchers for patients and volunteers)
 - Food and Beverage (water for patients, food and beverage for volunteers)
 - Medical Supplies (determine what need, what can be donated, what needs to be purchased, where to buy)
 - Storage Facility
 - Name badges (for volunteers)
 - Radios (for communication during event of key personnel)
 - Wristbands for patient identification
 - Labs
 - What lab services to use
 - CLIA waiver for lab
 - General Prescription pads on-site
 - Translation Services
 - Community Service Letters
- Determine flow of event
- Coordinate with:
 - Fire marshal
 - Security – Police Department
- Establish if going to use mobile units
- Collection and review of medical licenses for all medical professionals
 - Determine if out of state doctors can practice
- Coordinate Volunteers
 - Job descriptions, job assignments, orientation
- Develop Terms & Conditions, Release forms (for both patients and volunteers)



- Research the Volunteer Protection Act to determine what is and is not covered
- Develop patient flow documents and get folders for the patient documents

Develop Marketing Plan

- Media coordinator
- Local and State media contacts
- Develop and distribute press releases, other media materials
- Press credentials
- Establish specific spokespeople

Contact and Coordinate with:

- State and local departments of health
- Local area free clinics
- Community health centers
- Other safety net providers
- Social services agencies
- Health Associations
- Primary Care Associations
- Hospitals
- Political contacts (city, state, national)
- Community activists
- Local churches
- United Way
- Boys and Girls Club
- Medical and nursing schools