



The National Association of Free & Charitable Clinics  
*C.A.R.E. Clinics – Communities Are Responding Everyday*

**Frequently Asked Questions**

**Q. What is a C.A.R.E. Clinic?**

**A:** C.A.R.E. stands for “Communities Are Responding Everyday” to highlight the work done everyday in Free and Charitable Clinics across the country to help the millions of residents in the United States who are uninsured. The clinics are designed to turn convention centers and arenas into the world’s largest doctor’s office for a day.

On average, each clinic has over 60 patient exam rooms, testing centers, mental health service areas, and additional medical service areas. Each clinic has an average of 900+ volunteers, both medical and non-medical, and treats an average of 1,000 patients in one day.

The first C.A.R.E Clinic was held in Houston in September 2009. The NAFC has held 11 clinics total in Houston, Kansas City, Little Rock, New Orleans (3), Hartford, Atlanta, Charlotte, and Washington D.C. and Tacoma, providing medical care to over 14,000 uninsured people with the help of over 13,000 volunteers.

For more information on the C.A.R.E. Clinics visit: [www.nafcclinics.org/CAREclinics](http://www.nafcclinics.org/CAREclinics)

**Q: Who hosts and organizes the C.A.R.E. Clinics?**

**A:** These clinics are hosted by the National Association of Free and Charitable Clinics (NAFC). The NAFC is the only nonprofit 501(c)(3) organization whose mission is solely focused on the issues and needs of more than 1,200 Free and Charitable Clinics and the people they serve in the United States.

Founded in 2001 and headquartered near Washington, D.C., the NAFC is an effective advocate for the issues and concerns of Free and Charitable Clinics, their volunteer workforce of doctors, dentists, nurses, therapists, pharmacists, nurse practitioners, technicians and other health care professionals, as well as the patients served by these clinics in communities throughout the nation.

The NAFC and its Event Planning Team handle the overall planning and logistics for the C.A.R.E. Clinics. This team also works with the local area clinics, organizations and other representatives to make sure that the community is involved and that the clinic offers both what the community needs and can offer.

**Q: I am interested in hosting a C.A.R.E. Clinic in my community, how can I make that happen?**

**A:** To learn more about how to hold a C.A.R.E. Clinic in your community, please visit <http://www.nafcclinics.org/CAREclinics>, where you can find an application, a general logistics document, and more information on the C.A.R.E. Clinics.

**Q: What is a Free or Charitable Clinic?**

**A:** Free and Charitable clinics are safety-net health care organizations that utilize a volunteer/staff model to provide a range of medical, dental, pharmacy, vision and/or behavioral



health services to economically disadvantaged individuals. Such clinics are 501(c)(3) tax-exempt organizations, or operate as a program component or affiliate of a 501(c)(3) organization.

Entities that otherwise meet the above definition, but charge a nominal/sliding fee to patients, may still be considered free or charitable clinics provided essential services are delivered regardless of the patient's ability to pay. Free or charitable clinics restrict eligibility for their services to individuals who are uninsured, underinsured and/or have limited or no access to primary, specialty or prescription health care.

**Q: How are local Free and Charitable Clinics involved in these events?**

**A:** There are several ways that local clinics can be involved in these C.A.R.E. Clinic events. We hope that all area clinics will have a table in the Health Education Area of the clinic where they can talk to patients about their services as they exit the clinic. We also look to the local clinics to help us identify what services can be available at the clinic, and to help spread the work to both volunteers and patients about the event.

**Q: How do patients sign up for the event?**

**A:** The NAFC sets up a toll free phone line for patients to call and schedule an hour-long time slot for the event. Walk-in patients are seen on a first come first serve basis. All patients who do not choose to wait will receive information on local community resources.

**Q: Who pays for the C.A.R.E. Clinics?**

**A:** The NAFC covers the entire cost of the event and does so through generous donations as well as sponsorships. To donate to the NAFC to support a C.A.R.E. Clinic, please visit [www.nafclinics.org](http://www.nafclinics.org). To learn more about sponsorship opportunities please visit [www.nafclinics.org/CAREclinics](http://www.nafclinics.org/CAREclinics).

**Q: What services are generally offered at C.A.R.E. Clinics?**

**A:** These clinics provide a wide variety of free medical services including:

- Preventive primary medical care with health examinations by physicians and advanced practice nurses, including:
  - EKGs
  - Cholesterol blood tests
  - Glucose tests for diabetes
  - Blood pressure tests
  - Muscular skeletal exams
  - Urinalysis
  - Pregnancy tests
  - Hemoglobin tests
  - Strep tests
- Mental health services and referrals to community providers.
- Pharmacy counseling. Providers write prescriptions that conform with the generic programs offered by many drug stores.



- Referral to ongoing resources in the community for care. The goal is to get uninsured patients connected to safety-net providers, such as local Free and Charitable Clinics, Federally Qualified Health Centers, and hospitals, as well as with other area available resources and health information.

**Q: If patients need more medical care beyond these events, what can be done for them?**

A: All patients of the C.A.R.E. Clinics receive information connecting them to the Free and Charitable Clinics, other safety net providers and additional resources and services that are available in their area. Many communities across the country have Free and Charitable Clinics, where medical care for uninsured people is available on a daily basis.

**Q: Have the C.A.R.E. Clinics been covered in the news?**

A: These events have been documented by the Dr. Oz Show, Good Morning America, CNN, MSNBC, NBC Nightly News and ABC World News, PARADE Magazine, and additional international, national and local area news outlets.

**FAQs for Volunteers**

**Q: I want to help! What types of volunteers are needed for this event?**

A: Both medical and non-medical volunteers are needed to participate in the C.A.R.E. Clinics.

Medical volunteers needed include doctors of medicine, nurse practitioners, physician's assistants, registered nurses, licensed vocational nurses, emergency medical technicians, licensed clinical social workers and more.

Non-medical volunteers are needed to help with documentation, logistical support, patient intake and translation, as well as to be patient greeters and escorts.

**Q: Can I sign up to volunteer ahead of time or should I just show up to an event?**

A: Pre-registration for volunteers is strongly advised. A registration website will be set up for each C.A.R.E. Clinic event. When the site is available it will be posted on [www.nafcclinics.org](http://www.nafcclinics.org). There are various volunteer positions and shifts available at these clinics.

**Q: What should I wear as a volunteer?**

A: T-shirts and name badges will be provided to all volunteers, which must be worn during the event. Health care providers are welcome to wear scrubs. For others, casual, modest attire is recommended. Comfortable shoes are a must!

**Q: Should I bring food to the event?**

A: Food and drinks will be provided at no charge to all volunteers. This is paid for by the NAFC (which can be covered by sponsors).



**Q: How will I know what to do at the clinic event?**

**A:** Volunteer orientations will take place for all volunteer job positions – both medical and non-medical – on the day of the clinic before your volunteer shift begins. Once you register to volunteer you will be contacted via email on when to arrive to check in and for orientation

**FAQs for Healthcare Provider Volunteers**

**Q: Is malpractice insurance covered for these events or do I have to extend my own coverage?**

**A:** The NAFC purchases occurrence-based malpractice insurance for medical professionals for every C.A.R.E. Clinic. Proof of coverage is available on the day of events.

**Q: My medical license is not from the state where the clinic is being held; can I get a temporary license?**

**A:** This varies from state to state. Please keep visiting [www.nafclinics.org](http://www.nafclinics.org) where license details for each event will be posted.

**Q: Will there be orientation for medical professionals?**

**A:** There will be orientation for all medical professionals conducted by a physician and a nurse that have been a part of the previous C.A.R.E. Clinics.

**Q: Is medical equipment available at the C.A.R.E. Clinics?**

**A:** The C. A.R.E clinics provide all the basic exam room items for your individual exam area (e.g., exam tables, chairs, blood pressure cuffs, otoscopes, ophthalmoscopes, stethoscopes, gloves, wound kits, etc.) If you have special equipment that you like to use please bring this with you to the event.

**Q: I have prescription pads but I prefer not to use them at the clinic; is that ok?**

**A:** We would encourage you to use your own prescription pads during the clinics. If necessary, the C.A.R.E. Clinic will have general prescription pads onsite that will require you to fill in your prescriptive authority information.

**Q: Who follows up on lab tests from the clinic?**

**A:** Only point-of-care testing is performed. You will not be expected to provide additional follow-up after the event.

**Q: How is transportation for the patient to the hospital (if necessary) paid?**

**A:** The C.A.R.E. Clinic will arrange and pay for patient transportation to the hospital.

**Q: Should I limit my prescriptions to any specific formulary?**

**A:** *The Clinic does not allow any schedule 3 drugs prescribed.* The C.A.R.E. Clinic asks that, when possible, you prescribe from a \$4 dollar pharmacy drug list. A copy of at least one of these drug lists will be available to you at the clinic.

**Q: Where do I get more information?**

**A: National Association of Free & Charitable Clinics**

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