**Health Caring Services**

**Hospital Socorro De Lo Alto**

**Team Leader Manual**

**Revised 2/2024**

Dear Team Leader,

This Team Leader Manual has been compiled to inform you of the necessary steps to organize a medical/ surgical/ dental/ VBS/ construction team/ mountain ministry team.

You and your team members’ mission experience is our top priority. The team at Health Caring Services (HCS) is prepared to support you through the process of planning and getting your team to the hospital, to see to the arrangements at the hospital necessary for your team to have a successful mission trip, as well as to support the team throughout the time your team is at the hospital.

With the information provided in this manual, our desire is that you will be better able to serve your team members and each Honduran that you encounter and, hopefully, in some way touch their lives with your healing hands and loving hearts, just as Jesus did. Our prayer at HCS for each of you is that God will richly bless your life and that you leave Honduras believing it is truly “more blessed to give than receive” and that through your giving many will hear the gospel of Jesus Christ.

We appreciate your commitment to service and will be praying for you. Thank you!

Your team of Health Caring Services (HCS) Team Coordinators,

Bruce Zoeller- chairman of the HCS Board

Mary Kinsey- Hospital director- 251-656-4543; maryek427@gmail.com or [bertmary@bellsouth.net](mailto:bertmary@bellsouth.net)

Jill Wilson- Team administrator- 612-518-5168; [jillcw8812@yahoo.com](mailto:jillcw8812@yahoo.com)

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**GENERAL TEAM LEADER (TL) RESPONSIBILITIES**

**1) The Team Leader Manual (TL Manual) is your tool that has everything you need to accomplish the task of planning, recruiting, and leading your team through its preparation and serving in Honduras.**

Read it thoroughly and refer to it when questions arise.

The Team Leader Information file is a reference sheet with the team’s due dates and TL Manual page numbers.

**2) Upholding the Lifestyle Statement**

“Health Caring Services (HCS) is a Christian organization, as is Hospital Socorro De Lo Alto. Hondurans view alcohol consumption, cursing, smoking, and drug use, as well as unmarried couples rooming together, as non-Christian behaviors. In light of our desired witness in the community, with the hospital staff, patients, and fellow team members, Health Caring Services asks you to refrain from alcohol, smoking, cursing, and drug use on or off the hospital campus while working with the hospital, as well as other behaviors that might prove offensive to our hosts and compromising to the expressed Christian beliefs of the hospital. Please help us respect the Hondurans and protect the ministry of HCS and the hospital.”

* Every team member will need to agree with this policy in order to submit their application form online.
* As Team Leader, you bear the greatest responsibility to uphold the Lifestyle Statement for Health Caring Services and Hospital Socorro de Lo Alto, personally and with your team members.

**3) Upholding the “Health Caring Services Patient Privacy and Social Media Policy”**

“Health information is considered amongst the most sensitive and personal information that individuals possess. Just as patients must be able to trust their doctors with their lives and well-being, they should also be able to feel more than reassured that their health records are safe with the clinician. Besides caring for our patients, we must respect their dignity and privacy and protect their confidential information….” See **Addendum A** at the end of the TL Manual for the complete policy.

* Every team member will have to agree with this policy in order to submit their application form online.
* As Team Leader, you bear the greatest responsibility to uphold the Patient Privacy and Social Media Policy for Health Caring Services and Hospital Socorro de Lo Alto.

**4) Communication with and from the HCS Administration Team**

* HCS Administration will provide the team leader with the TL Manual and TL Information file; these are the basis of information needed to prepare and lead a team.
* HCS Administration does not communicate with individual team members but will email the TL if there are issues to resolve.
* If after consulting the TL Manual, the TL has further questions, the TL should communicate with the HCS team administrator.
* HCS Administration team works from emails, not texts. Please do not text any mission plans, comments or questions. Send HCS administration an email. Jillcw8812@yahoo.com or, if necessary, call 612.518.5168.
* If HCS Administration needs information from the TL, an email will be sent. Please respond quickly as the requested information is frequently time-sensitive and needed to complete a task for your team.
* HCS Administration will send out requests for information once, not multiple times.
* HCS support role for teams traveling to Honduras:
  + HCS will support the team leader in the preparation of leading a team to Honduras.
  + HCS will arrange transportation, lodging, and meals for the time you are at the hospital.
  + HCS will also arrange for all physicians’/dentists’ / medical professionals’ licensure to meet the Honduran government’s requirements.
  + If there are issues regarding your team that arise, the HCS administrative team will communicate with the hospital staff after the team leader informs us of that issue.
* HCS Administration will communicate a change in policy or procedure via email to the team leaders.
* Several weeks before departure for Honduras, HCS administration will send the TL documents with team information regarding meal, housing, transportation and work schedule. The TL is to carefully review the documents for accuracy, notifying HCS administration when the review is complete and of any corrections. This information is used to finalize plans for the team while at the hospital. They must be accurate.
* Team leaders are responsible for communicating and implementing all policies and procedures to team members.
* On a rare occasion, your team may require different arrangements in some area than what we currently provide; it will be your responsibility to contact HCS administration ([jillcw8812@yahoo.com](mailto:jillcw8812@yahoo.com)) well in advance to discuss the issue.

**5) Team supplies and medications**

* Each team needs to plan on bringing the supplies and medications needed for their work at the hospital. The hospital no longer has these items available to support teams from the USA.
* The hospital relies upon donations from the USA to support all the Honduran and American teams that work at the hospital throughout the year.
* Supplies are brought in trunks via team members’ checked baggage or sent by container.
* Supplies for hospital and teams shipped on a container:
  + With the cost of each container being ~$15000, there is now 1 container/ year and it must be full when it is shipped.
  + We must take year-round supply collection, packing, inventorying, and transport seriously...
  + For information on collecting, packing, and transporting for container shipment contact HCS admin ([jillcw8812@yahoo.com](mailto:jillcw8812@yahoo.com))
* Anesthesia Gases:
  + Sevoflurane is not available in Honduras; the cost is prohibitive.
  + lsoflurane is available but is cost prohibitive.
* N.B. Dr. Alvarado has compiled pharmacy books for clinic exam rooms. The book lists drugs stocked in the hospital pharmacy with categories of medication. Many drugs used in the United States are not used in Honduras and cannot be purchased in Honduran pharmacies. The book is excellent when writing prescriptions or researching drugs patients are taking.
* For information about the ordering of medications through the hospital see **Addendum B**
* By agreement with ARSA, no expired medications should be used by the team.

1. **MAP/ Ethicon suture**

* MAP has a program allowing each American physician to place an order for 30 boxes of suture/ $65 for shipping (2023).
* TLs are encouraged to contact HCS Administration (jillcw8812@yahoo.com) to engage in this program to supply their team and the hospital with suture. HCS Administration will provide help with filling out and submission of the forms.

**MISSION TRIP PROCEDURES**

**1) Scheduling a mission trip**

* When you want to schedule a team trip, review the calendar on the Health Caring Services website to check the availability of dates: <https://www.healthcaringservices.org/calendar/>
  + N.B. There should be at least 4 weeks between surgical teams that are doing the same type of surgical procedures.
* The team leader then contacts the HCS administrator via email: [jillcw8812@yahoo.com](mailto:jillcw8812@yahoo.com) to inquire about scheduling the team, determining the dates the team will arrive in Honduras and depart from the hospital, as well as the type of team.
* Before the dates are secured, the TL should review the Team Leader Commitment Form (TL Commitment Form) (see **Addendum C**) and make sure that all the information will be filled out accurately and in its entirety.
* If the form can be filled out completely, the dates are held until the TL Commitment form is submitted
* If the form cannot be filled out completely, the dates requested are put on hold until the TL Commitment form can be submitted completely; if another TL requests the same dates, a follow-up with the original TL will be made to see if the dates are still desired; a decision will follow this discussion

**2) Team Leader Commitment Form**

* After the team leader receives the approval for the team dates, the team leader then submits the “Team Leader Commitment Form.”
* <https://www.healthcaringservices.org/teams/team-leader/>
* Information on this form is used for arranging all team details at the hospital- the form must be complete and accurate
* If at any time after this form has been submitted, team information or dates change, the TL is responsible to notify HCS Administration immediately; [jillcw8812@yahoo.com](mailto:jillcw8812@yahoo.com). A new TL Commitment Form may be required.
* Only after the TL Commitment Form is received by HCS Administration is the team officially entered on the hospital calendar.
* After receiving the TL Commitment Form, the HCS team administrator will send the team leader or their assistant an email describing the next steps.
* On the TL Commitment Form there is a question about the ordering of medications through the hospital; for detailed instructions. (see **Addendum B)**

**3) Forms sent to the Team Leader after the TL Commitment form is submitted:**

1. **“Team Leader Information File”** (see **Addendum D**)

* This is a summary of team leader responsibilities to be used to make sure everything is done in a timely way.
* This file will indicate the team due dates for team member applications (and required documents), ARSA forms, travel information- itineraries, and proof of travel insurance.

2. **Team Leader Manual**: this manual is to be read each time a leader plans and executes a trip to the Hospital

* Team leaders must stay current with procedures and responsibilities.

3. **“Team Member Information File”**: (see **Addendum E**)

* This form is sent by the team leader to each person on their team as soon as they agree to be a team member.
* The TEAM LEADER is the only one who can explain these responsibilities and see that team members understand exactly what their responsibilities are.
* HCS administration has NO contact with individual team members.

4. **Team Member Manual**:

* Team leaders and team members are to read this manual on every trip that is taken.
* The Team Member (TM) manual has information focused on team members not contained in the TL manual; every team leader is responsible for knowing what is in the TM manual.
* Team leaders need to instruct their team members to read the manual.

5. **ARSA** **information, procedures, and forms**: (see **Addendum F**)

* Submission of the ARSA forms is mandatory to ensure any medical supplies and medications the team desires to transport to Honduras will be accepted into the country.
* ARSA forms are time sensitive and the team leader is responsible for submitting the inventories to HCS administration by the designated date to allow for submission to the Honduran government offices.
* TL must communicate all ARSA regulations to your team members. Violation of these rules may lead to the confiscation by ARSA of all supplies being transported.

6. **Team Chart**

* HCS Administration will create a “Team Chart” when applications start arriving for the team.
* A Dropbox link will be sent to the team leader by HCS administration; this allows the TL to stay current with their team members’ applications and information submission.
  + It is the TL’s responsibility to have all deadlines met for team members to qualify to go on the mission trip.
* As team members apply and send in required documents, including passports, medical personnel diplomas of training, physician/ dental/ resident documents, payments, and itineraries, the team chart will be updated by the HCS team administrator.
  + TLs should not edit the Team Chart.

**4) Assembling the Team**

* Recruiting: Team members are recruited by various people but always under the advice and consent of the team leader who makes the final decision concerning who will be on the team. Team members can help you with recruitment but no one should apply for the team or purchase airline tickets before the team leader has approved their participation on the team.
* HCS does not review applicants but assumes that the TL has accepted those who will be beneficial members of the team.
* No individual becomes a team member until they have completed the entire application process.
* When a team member is recruited, the TL should go over the documents that will be required to upload on the application to ensure that passports and licenses meet the date requirements.
  + N.B.- Passports must be valid for 6 months after departure from Honduras; passport renewals are taking an extraordinary amount of time and should be renewed in time to meet the application due date.
* Team Size and Specialty Limits:
  + Teams are limited in size by the accommodations available in the team house.
  + No more than three surgical disciplines on a single team.
* Accommodations available at the hospital:
* Operating Suite:
  + - (4) Operating Rooms
    - (4) Bed Recovery Room
    - (6) Bed Pre-op
    - Steam and Flash autoclaving
* Team House:
  + (15) female beds in a dormitory room with attached bath facilities
  + (12) male beds in a dormitory room with attached bath facilities
  + (2) private bedrooms with a bathroom & queen bed
  + bedroom with 2 bunk beds and a bathroom

1. **Due dates for the teams:**

* Due dates and deadlines are established by HCS administration and communicated to the TL’s so that the team leader and team members will know when information must be received by HCS. Dates are established to meet the requirements established by the Honduran Department of Medicine and arrangements can be made for the team.
* It is the team leader’s responsibility to inform team members of the team due dates and submission requirements.
* If team members do not have their necessary forms, payment and itinerary in by the due dates, they will not be allowed to participate on the trip.
* Using the “Team Member Due Date Information” form will ensure the information is shared accurately.
* If a potential applicant purchases a plane ticket based on an invitation to be on the team but does not meet all of HCS’s requirements by the team deadlines, they will not be able to go. Purchasing a plane ticket for Honduras does not secure a place on a team.
* Financial loss can be substantial, so it is mandatory that the team leader communicate all information in a clear, concise and timely manner.
* HCS will not be responsible for financial loss due to lack of team leader’s communication to a team member of their responsibilities, or a team member not fulfilling the requirements laid out for them.
* If unique situations arise concerning the application and document submission process requiring special attention, HCS administration will work with the team leader to resolve these unique issues. The team leader must communicate with HCS team administrator.
* Team leaders may establish their own personal due dates that are before, NOT AFTER, the ones established by HCS in order to build in some “cushion” time for getting everything into HCS by the required deadlines.

#### **Team Member cancellations**

* If a refund of the team fee is requested, it must be approved by the Health Caring Services Board. Team fee refunds are not guaranteed.
* No matter the timing, if a team member has to cancel, they are encouraged to make their team fee a donation to HCS or to the team to cover expenses
* If a refund is granted, team members will be reimbursed for their team fee minus the credit card fee only if their funds have not been wired from the USA to Honduras.
  + There is considerable expense when money is wired to the hospital and when team food, transport, and other team expenses are committed to. Neither the hospital nor HCS can absorb these costs into their budget.
* Team fees will not be held on deposit for a future trip.
* Exceptions to this refund policy will be made if serious illness of the team member or serious illness or death of a close family member occurs; the refund must be approved by the Board of HCS. Medical certification may be required.

1. **Team Cancellation Policy**

* Team safety is the top priority of HCS. If for any reason HCS feels the team's safety could be in jeopardy when traveling in Honduras, HCS reserves the right to cancel the trip.  This would be done only after thoroughly investigating the situation with our overseas directors.   Every effort would be made to reschedule the trip but there is no guarantee this will be possible.  HCS will not be responsible for any expenses lost due to the cancellation and strongly advises team members to investigate the purchase of trip cancellation insurance for flights. (see **Addendum H**)

#### **Application process for all team members:**

* Applications are due 12 weeks before departureto ensure that team members are approved to work in Honduras by the Honduran Department of Medicine.
* Team Member application is found at: https://www.healthcaringservices.org/teams/application/; the entire process should take no more than 30 minutes if all the required documents are on-hand.
* Team leaders should familiarize themselves with the application before team members start applying.
* On the application form, team members will be asked to indicate their acceptance of the information as written in the Team Member Manual, Lifestyle statement, the Patient Privacy and Social Media Policy and the Consent, Assumption Of Risk, Release Of Liability, Waiver, And Indemnification (see **Addendum G**)
  + The TL should familiarize themselves with the Team Member Manual and these policies.
* No one should check boxes of agreement on the application without reading and being willing to abide by what they are agreeing to.
* No one should apply before ALL documentation is available for upload and the team member is ready to make payment.
* Required documents are listed in the team member manual and communicated by the team leader to each team member upon acceptance on a team. They are also clearly outlined at the beginning of the application.
* If all due dates are not met as specified, the applying team member's name will be removed from the roster with no guarantee of a team fee refund.
* The only exception to this policy is if a professional medical license renewal falls outside of the due date. Passports are not exceptions unless OK-ed by HCS administration before the application is submitted.
* Should the applying team member have problems with some aspect of requested documents, HCS Administration ([jillcw8812@yahoo.com](mailto:jillcw8812@yahoo.com) ) must be notified as soon as possible but at least 48 hours before the due date, not on the due date.
* Suggestion: team leaders may desire to write a letter and attach it to the Team Member Information file and Team Member manual that are sent out explaining the necessity of following the due date schedule established by HCS Administration. Good communication takes less time than trying to fix a problem from lack of or improper communication.

#### **Travel**

#### Travel information:

#### The TL is responsible for communicating all travel information to team members so that arrival and departures meet the acceptable timeframes, as well as how to handle travel issues.

* + The TL must stay current with Honduran and American governmental regulations pertinent to travel to and from the USA and Honduras and communicate this to the team members.
  + See **Addendum H** for detailed travel requirements and as well as information about what to do in case of travel issues.

#### Submission of documents:

#### Itineraries and proof of travel insurance are due **4 weeks prior to departure for Honduras**.

* + Documents are submitted to the TL who then forwards them to HCS Administration- [jillcw812@yahoo.com](mailto:jillcw812@yahoo.com)
  + The complete itinerary email sent from the airline to the team member is required.
  + Do not send pictures of the itinerary or the itinerary in piecemeal.
  + Travel insurance can be purchased from whatever carrier the team member desires BUT must have $500,000 coverage for emergency evacuation.
  + Each team member is responsible for having the medical coverage they need, depending upon whatever other coverage they have; i.e. Medicare doesn't cover outside of the USA.
  + [www.Squaremouth.com-](http://www.Squaremouth.com-) site to search out policies.

1. **Travel Documents required for entry into Honduras**

* Passport valid for 6 months from the date of departure from Honduras
* Pre-check Form
  + Even though immigration doesn’t ask for the hardcopy because it's in their system, HCS recommends carrying a hardcopy.
  + See **Addendum I** for information on the submission of forms through iVisa or the government site.
  + Team leaders should familiarize themselves with this process to be able to answer questions from team members.
* Traveler’s Declaration Form
  + This is a form required by everyone who enters and exits Honduras.
  + See **Addendum J**
* Recommended but not required for travel: US “STEP” program- Smart Travelers Enrollment Program
  + HCS recommends that all team members enroll in the STEP program to receive security messages and make it easier to locate you in case of an emergency. <http://step.state.gov>

1. **Procedures and Protocols, Team Information**

* **Arrival at the hospital**
  + Upon arrival at the hospital, teams will be greeted by Team Greeter, Maria Castro, Operating Room Supervisor.
  + Maria will give a tour of the hospital, and issue anesthesia keys and a team house front door key to the team leader.
  + Maria will provide the team leader with English versions of the Team In-Service Program which are given to the team members for the team In-Service and training.
  + If there is illness among the team members, make report to Dr. Alvarado.
* **Team In-service:**
  + The Team In-service Program is found in the **Addendum K** for the TL’s preparation.
  + The Team in-service will be held with the whole team the first evening or morning after the team arrives and before clinic or surgery begins; this meeting is imperative for the dispensing of basic policies and procedures to ensure the proper functioning of the team.
  + HCS administration will update the In­ Service program with any changes in protocols made by the hospital. Team Leaders may make suggestions for the Team In-Service program by contacting Mary Kinsey at [bertmary@bellsouth.net](mailto:bertmary@bellsouth.net).
* **Anesthesia cupboards:** 
  + **Addendum K**
  + Keys to cabinets will be issued by Maria. Anesthesia cupboards will remain locked at all times during the day and night. Keys will remain with the team until they depart from the hospital, at which time all keys are returned to Maria.
* **Traffic flow and attire in and out of the OR suite**
  + **Addendum K**
  + Due to new mandates from the Ministry of Health inspection new policies and procedures are being implemented concerning attire and entering and exiting the OR suite.
  + Basic Policy for attire in and out of the OR suite:
    - A buttoned or snapped lab coat must be worn over scrubs any time a person is outside the OR suite: going to the clinic, patients’ rooms, team house, bodega, etc.
    - Lab coats must be removed when entering the OR suite and Central bodega in the hospital.
    - Team members should be encouraged to bring their own lab coats but there will be some available for use.
    - Hats, scrubs, and shoe covers must be worn in Central Supply and the OR suite.
  + Policy for entering the hospital: The team will enter the hospital through the door into the changing room area between Central Supply and the hospital bodega.
* **Meals**
  + **Addendum K**
  + If team members with special dietary needs or allergies, encourage them to bring food that will meet those needs as the Team House staff is not able to cater to special diets.
* **Tour and trip extensions:** 
  + Team leaders are responsible for making all arrangements for the tours/ trip extensions. ALL tours and trip extensions must be scheduled at the END of the team’s scheduled time of working at the hospital.
  + Tour dates and information is to be detailed on the Team Leader Commitment form so the hospital can advertise your team working dates accurately.
  + See **Addendum L**
* **Coffee orders:** 
  + Coffee is available for ordering if team members desire to bring Honduran coffee home with them.
  + The TL or designated person is responsible for any coffee order.
  + TL will contact HCS administration to get pricing for coffee- 1# bags or 1# decorative boxes.
  + TL will gather the following specific information from the team members:
    - The number of bags of whole beans and the number of bags of ground
    - The number of decorative boxes of whole beans and the number of decorative boxes of ground
  + Coffee orders taken by the TL are submitted to the HCS administration ([jillcw8812@yahoo.com](mailto:jillcw8812@yahoo.com) ) at least 2 weeks before you arrive in Honduras. HCS Administration will send the order into the hospital.
  + The team leader will collect all monies and make payment for the coffee upon its arrival at the hospital and distribute the coffee to the ordering team members.

**ADDENDUM A**

**HEALTH CARING SERVICES PATIENT PRIVACY AND SOCIAL MEDIA POLICY**

Health information is considered amongst the most sensitive and personal information that individuals possess. Just as patients must be able to trust their doctors with their lives and well-being, they should also be able to feel completely reassured that their health records are safe with the clinician. Besides caring for our patients, we must respect their dignity and privacy and protect their confidential information.

Protected Health Information:

Protected health information is the term given to health data created, received and stored.

Individually Identifiable Health Information:

Names (Full or last name and initial)

Dates (other than year) directly related to an individual

Phone Numbers

FAX numbers

Email addresses

ID Numbers

Biometric identifier (includes finger print)

Full face photographic images and any comparable images

Any other unique identifying characteristic (such as tattoos)

Clinical Photography/ video:

NO CLINICAL PHOTOGRAPHY/ VIDEO MAY BE POSTED ON SOCIAL MEDIA.

All departments of patient care are considered clinical photography/video areas.

Clinical photography/video may be used in medical education.

No patient’s identifiable health information may be on the photograph or video.

Non -Clinical Photography/video:

Non-clinical photography/video subjects refer to friends and family who have accompanied the patient to the hospital.

Non-clinical photography/video requires verbal consent from the subjects as a courtesy to individuals being photographed.

Posting of non-clinical photos/videos to social media is acceptable if the person posting took the photos/video.

Public Photography/video:

Public photography/video refers to any photos taken in any place where people have no reasonable expectation of privacy.

Public photography/video may be uploaded to social media.

Violation of this policy is taken very seriously by the Health Caring Services Board and violations will be reviewed for appropriate discipline for the offending party.

**ADDENDUM B**

**PROCEDURE FOR PURCHASING MEDICATIONS FOR TEAM TRIPS**

**THROUGH HOSPITAL VENDOR**

This option must be considered **as a backup** for team medications.

When ordering through the hospital quick execution of the procedure is important to get the medication in the hospital pharmacy in time to let the team leader know if availability is an issue.

1. Send a complete list of medications desired to HCS Administration at [bertmary@bellsouth.net](mailto:bertmary@bellsouth.net) **five (5) weeks before the team’s arrival date.**
2. Your list will be sent to the hospital pharmacy for pricing; when ordering drugs through the hospital pharmacy a substitution is always requested so team leaders can evaluate the substitution before ordering.
3. The pharmacy will send a price list to HCS administration.
4. HCS administration will send the price list to the Team Leader.
5. The Team Leader will respond immediately to HCS administration at [bertmary@bellsouth.net](mailto:bertmary@bellsouth.net) with the medications to be ordered and the quantity to order.
6. HCS Administration will send the list to the pharmacy for ordering
7. Upon the arrival of medications to the hospital pharmacy, an invoice will be sent to HCS Administration
8. **N.B.-** no availability of a requested and ordered medication is always a possibility even after medications are ordered from the hospital. If this situation occurs, the team leader will be notified immediately.
9. Mary will send the invoice to the team leader and Roxanne.
10. The team leader will make a donation for the amount of the ordered medication(s) as indicated on the hospital invoice to Health Caring Services, sent to the following address with designation information:

Health Caring Services Attention: Roxanne Arreguin 600 Susquehanna Avenue West Pittston, PA 18643

Memo Line: Meds for hospital team name \_

**ADDENDUM C**

**TEAM LEADER COMMITMENT FORM- REVISED 6/2023**

We are so pleased that you have made plans to lead a team to Hospital Socorro de lo Alto.

The level of responsibility for leading a mission team takes a person who understands people and purpose, as well as understanding and insight into the overall situation in which you are leading a team.

In these times, there are ongoing changes and everyone must remain flexible and in communication with the Health Caring Services administration staff, as we will be with you.

THANK YOU for everything you do and please contact us with any needs you have.

Important Next Steps:

1) Submit the “Team Leader Commitment Form” (TLCF) below. This form provides the HCS Administration and the Hospital with the necessary information to support you in your leadership role**.**

**If you do not have all the specific information to complete this form, do not submit it. Contact HCS administration (Jill) and discuss options.**

**If, after you have submitted this form any information changes, you must let the administration staff know immediately.**

You will receive a Team Leader Information file with your team due dates and required leadership responsibilities and the Team Leader Manual when your Team Leader Commitment Form is received. You will also receive the Team Member Information file and the Team Member Manual that the team leader needs to pass along to teach team members when they are recruited.

2) Read the Team Leader and the Team Member Manuals linked here.  *As the team leader, you are responsible for the information contained in the Team Leader Manual AND the Team Member Manual, as well as making sure every team member has access to and is encouraged to read the Team Member Manual. If you are not administrating the team yourself, make sure your team administrator receives a copy of both manuals as well.* Team Leader Manual (Word Document) // Team Member Manual (Word Document)

3) As team leader it is your responsibility to confirm with all team members *before submission* that their documents follow the stated guidelines on the application and that the application and documents are submitted and payment is made no later than the team closing date.

No person will be considered a team member until their application and required documents and payment are submitted by the due date. There will be no exceptions due to the fact the hospital must submit your team information to proper Honduras officials within a specified period to acquire the necessary permission to work in Honduras.

Itineraries and Travel Insurance policies are due at least 4 weeks before the team departure date.

4) Contact HCS Administration with any questions –jillcw8812@yahoo.com

Blessings and thank you for serving in our beloved Honduras, the HCS administrative team

**Team Information**

Team Leader

First Last

Team Leader Email Address

Type of Team

*Examples: Orthopedic, General Surgery, Urology, etc.*

Contact for Team

This may be an administrator or the Team Leader.

Team Contact Name

First Last

Contact Email

Phone Number

**Team Medical Services**

Medical services offered by the team: List physicians and their specialties or other services to be offered.

Surgical procedures the team will operate:

N.B. Specialized equipment and supplies required for specialty surgery must be provided by the team. i.e. laparoscopic instruments

Surgical procedures the team will NOT operate:

**Team Details**

**The information requested must be detailed. If you do not have the information, do not submit the form until you can fill it out completely.**

**N.B. If a team member has to arrive or depart at a time that requires a separate trip to the hospital, there is an additional charge for that transport.**

**If you do not have all the information as requested on the TLCF, contact HCS admin (Jill) and let her know the desired dates for the trip; the dates will be put on hold until you have your details for the TLCF.**

**If another team leader asks for the same dates, the first team leader will be contacted to verify the desire to keep those dates. Decisions about dates will be determined from there.**

**If any of the dates or information you enter below changes after you have submitted this form, you must immediately notify HCS administration:** [**jillcw8812@yahoo.com**](mailto:jillcw8812@yahoo.com)

**Team Dates**:

**1. Preparation Team Arrival Date**- (if applicable) Preparation team includes any team members arriving prior to the primary working team’s arrival. Preparation team members should arrive all on the same day.

Preparation team arrival date:

Number of Preparation Team Members:

**2. Working Team Arrival date**- Team Members should all arrive on the same day.

Working Team’s arrival dates into Honduras:

Approximate Number of Working Team Members:

**3. Working dates**: Starting date and ending date the team will be working in the hospital- These exact dates will be used for clinic, OR and office staffing and advertising for your team; these are the days that the patients will come to the hospital. They must be accurate.

The first day of scheduled work is committed to clinic evaluation for the total day and must be staffed by the team.

If you have enough staff to staff the clinic and surgery the first day, and want the hospital to schedule surgical cases the first working day, indicate here: *check boxes for* yes….. no

The hospital has to make arrangements for the processing of patients so as to be prepared to be operated on the first day.

Starting Work Date:

Ending Work Date:

**4. Team's Departure Date from Hospital:** All team members must depart from the hospital on the same day.

**Team Information**

**1. Are you anticipating having to order medications through the Hospital?** This is not the preferred method of medication acquisition and there is no guarantee of availability or reasonableness of cost. All expenses are covered by the team. See the Team Leader manual for detailed procedure for obtaining medications through the hospital: *check boxes for* yes….. no

**2. How many interpreters will be needed for your team? If you need help determining this number contact HCS administration.** [**Jillcw8812@yahoo.com**](mailto:Jillcw8812@yahoo.com) **The number of interpreters hired will be determined by their availability.**

**3. Mountain Ministry (MM) teams:**

What dates will the MM team work in the mountains:

How many team members will be requiring a box lunch while in the mountains:

**4. Tours, Excursions & Post-trip extensions**

Team leaders are responsible for making all the arrangements for the team tours.

If you are planning an excursion after the team's working days at the hospital, provide the following information:

What are your excursion plans:

What are the specific dates involved:

Will you leave the hospital, go on your excursion and then go directly to the airport: *check boxes for* yes….. no

OR

Provide the following information: After your excursion will you return and overnight at the hospital before going to the airport? Will you require a meal upon return to the hospital after the excursion? Give the specific dates involved.

A quote may be requested for transportation to Copan. Transportation must be paid for before the tour begins. Contact HCS administration (Jill) for details.

Are you interested in a quote: for transportation to Copan? *checkboxes for* yes and no

Number of people needing transport:

Specific dates of transport:

**5. Coffee**

Team leaders are responsible for the organization of the ordering of coffee for team members if there is a desire to bring coffee back to the USA.

See the Team Leader Manual (Word Document) for information about coffee orders. If more information is required to make these plans, please contact HCS administration- Jill: [jillcw8812@yahoo.com](mailto:jillcw8812@yahoo.com)

**6. What other needs do you anticipate your team will have that we can help you with?**

**Team Closing Dates Commitment**

By checking below, you understand that there will be team closing dates that must be observed in order to make the necessary arrangements at the hospital. ALL team members must have all of their applications, payments, and documents submitted at least 12 weeks prior to departure to Honduras. All team members’ itineraries and a copy of their travel insurance policies must be submitted 4 weeks prior to their departure to Honduras.

You also understand that if a team member does not complete the application, payment and submission of the requested documents, itinerary and travel insurance policy by the closing dates, that team member will be dropped from the team roster, even if plane tickets have been purchased or other expenses were incurred. These will remain the team member's liabilities.

As Team Leader, you agree to take the responsibility to communicate this information to the team members.

By checking this box, I accept the responsibility, as stated, to ensure that team members complete the process fully and understand that if this is not done, they will not be able to participate on the team and will accept any financial loss encountered by their failure to complete the process by the closing dates for the team.

**Health Caring Services' Lifestyle Statement of Commitment**

Health Caring Services is a Christian organization, as is Hospital Socorro De Lo Alto. Hondurans view alcohol consumption, cursing, smoking and drug use, as well as unmarried couples rooming together, as non-Christian behaviors. In light of our desired witness in the community, HCS asks you to refrain from consuming alcohol, smoking, cursing and drug use on or off the hospital campus while working with the hospital, as well as other behaviors that might prove offensive to our hosts, and compromising to the expressed Christian beliefs of HCS and Hospital Socorro de Lo Alto. Please help us respect the Hondurans and protect the ministry of HCS and the hospital.

As Team Leader, you will bear the greatest responsibility to uphold the lifestyle statement for Health Caring Services and Hospital Socorro de Lo Alto.

By checking this box, I agree to abide by and uphold this lifestyle statement while I am in Honduras.

**Patient Privacy and Social Media Policy**

Health information is considered amongst the most sensitive and personal information that individuals possess.  Just as patients must be able to trust their doctors with their lives and well-being, they should also be able to feel more than reassured that their health records are safe with the clinician.  Besides caring for our patients, we must respect their dignity and privacy and protect their confidential information.

**Protected Health Information**:

Protected health information is the term given to health data created, received and stored.

**Individually Identifiable Health Information:**

Names (Full or last name and initial)

Dates (other than year) directly related to an individual

Phone Numbers

FAX numbers

Email addresses

ID Numbers

Biometric identifier (includes fingerprint)

Full-face photographic images and any comparable images

Any other unique identifying characteristic (such as tattoos)

**Clinical Photography/video:**

NO CLINICAL PHOTOGRAPHY/ VIDEO MAY BE POSTED ON SOCIAL MEDIA.

All departments of patient care are considered clinical photography/video areas.

Clinical photography/video may be used in medical education.

No patient’s identifiable health information may be on the photograph or video.

**Non-Clinical Photography/video:**

Non-clinical photography/video subjects refer to friends and family of patients who have accompanied them to the hospital.

Non-clinical photography/video requires verbal consent from the subjects as a courtesy to the individuals being photographed.

Posting of non-clinical photos/videos to social media is acceptable if the person posting took the photos/video.

**Public Photography/video:**

Public photography/video refers to any photos taken in any place where people have no reasonable expectation of privacy.

Public photography/video may be uploaded to social media.

***Violation of this policy is taken very seriously by the Health Caring Services Board and violations will be reviewed for appropriate discipline for the offending party.***

**As Team Leader, you will be responsible for upholding the social media guidelines listed above.**

By checking this box, I agree to abide by and uphold the social media statement above.

**Signature**

**Name of Signer**

First Last

**Today's Date**

**Your Health Caring Services administration team thanks you for your desire to lead your team to Honduras.**

We are available to you for any help and support you might need. We are praying for you and your team, that God will strengthen you and give you all the wisdom you will need to be His instruments of grace and healing to the Honduran people.

**ADDENDUM D**

**TEAM LEADER INFORMATION FILE- SAMPLE**

Team Leaders,

This letter acknowledges that your Team Leader Commitment form has been received and your mission trip has officially been scheduled on the hospital calendar for the dates listed below. Please check to make sure they are accurate.

It’s time to start recruiting and getting your team together.

Attached to this email are the **Team Member Information Form and Team Member Manual**, created as a way to get information to your team members efficiently. We are hoping that it avoids confusion for them and lightens the load for you. The Team Member Information Form should be emailed to every person as soon as they commit to serving on your team. It is also very important to go over the details with each team member.

Below you will find the **Team Schedule of Due Dates and the Team Leader Manual Index** so that you will have all the leadership information at your fingertips.

NOTHING REPLACES READING/ RE-READING THE TEAM LEADER AND TEAM MEMBER MANUALS. The manuals have been updated to be complete with new HCS policies and procedures.

If you ever need any help or information, check the manuals first and if you are not able to find the information needed, contact HCS Administration at [jillcw8812@yahoo.com](mailto:jillcw8812@yahoo.com)

We want to support you as you proceed and put together the strongest team.

This is done with the LORD’s guidance and help and we are here to assist you in that work.

Blessings.

|  |  |  |
| --- | --- | --- |
| **Hospital Centro Socorro de lo Alto Team Leaders’ Information** | | |
| **Team:** | | |
| **Team dates:**  **Arrival date into San Pedro Sula:**  **Departure date from the hospital:** | | |
| **Team application & documents due date:**  **ARSA Supply and Pharmaceutical Inventories due:**  **Itinerary/ Insurance Policy due date:** | | |
|  | **Date due** | **Team Leader Manual Reference Location** |
| ­­­­Scheduling a Team/ Team Dates Request | As early as possible- hospital team calendar fills early | TL manual page # given |
| Team Leader Commitment form | Immediately after team date request has been approved with HCS administration | TL manual page # given |
| Potential Team member inquiry | Send the Team Member manual and the Team Member Information sheet | TL manual page # given |
| Team Application, passports and medical | 12 weeks prior to departure for Honduras; N.B- January and February teams will have earlier due dates due to Honduran governmental office shutdowns in December | TL manual page # given |
| ARSA Inventories | 8 weeks prior to departure for Honduras; N.B- January and February teams will have earlier due dates due to Honduran governmental office shutdowns in December | TL manual page # given |
| Hospital Medication Requests | 5 weeks prior to arrival in Honduras | TL manual page # given |
| Travel Documents  and proof of evacuation insurance | 4 weeks prior to departure from USA | TL manual page # given |
| Tour/ Hotel Copantl | Team leader makes all arrangements for tours and at the hotel | TL manual page # given |
| Coffee Orders | 2 weeks prior to departure from USA | TL manual page # given |

**ADDENDUM E**

**TEAM MEMBER INFORMATION FILE- SAMPLE**

|  |  |  |
| --- | --- | --- |
| **Hospital Centro Socorro de lo Alto Team Members’ Information** | | |
| **Team:** | | |
| **Team dates: Arrival date into San Pedro Sula:**  **Departure date from the hospital:** | | |
| **Team documents due date: Itinerary/ Travel Insurance due date:** | | |
| **Team Member’s #1 Responsibility: READ THE TEAM MEMBER MANUAL**  The Team Member Manual has the pertinent information for you as a team member:  **Every team member should print and read this manual, referring to it for information about team membership and your responsibilities as a team member, as well as bringing it with you as you travel.**  **You are responsible for all information that is contained within this manual.**  **Your team leader is your resource for all questions for the trip.** | | |
|  | **Date due** | **Team Member Manual Reference Location** |
| **Team application and documents**  <https://www.healthcaringservices.org/teams/>  application/ | At least 12 weeks before departure or date determined by team leader | Team member manual page # |
| **Travel Documents/ Travel Insurance/ Travel information** | At least 4 weeks before departure or date determined by team leader | Team member manual page # |
| **General Information about the Hospital and your time in Honduras** |  | Team member manual page # |

**ADDENDUM F**

**ARSA FORMS**

**PHARMACEUTICAL, STERILE AND NON-STERILE INVENTORY INSTRUCTIONS FOR THE TRANSPORT OF SUPPLIES, MEDICATIONS AND EQUIPMENT TO HONDURAS**

* Due to new regulations from the Honduran agency ARSA (Agency of Regulation of Sanitation) we will be adhering to the following protocols.

**ARSA- from packing to inspection- Packing and inventory of pharmaceuticals and supplies:**

* **General Medical Supplies and Pharmaceutical Information:**
* **Expiration dates on all sterile supplies and medications must be later that 9 months after the supplies and medications enter Honduras.** - i.e. January arrival- everything must be in date through October, February arrival- everything in date through November, etc.
* Inventory forms will be sent to the TL with the TL & TM information and manuals.
* Team leaders or a designated trained assistant will oversee the filling out of the inventories provided, making sure all required information is filled out accurately and completely.
* All inventories must be typed, not handwritten
* There is one (1) inventory sheet for supplies- sterile and unsterile.
* Medications need to be listed on the Pharmaceutical inventory.
* It is better to overestimate quantity brought than to not have something on the list or underestimate quantities when going through customs.
* ALL items on Pharmaceutical and Supply Inventories go in as “DONATED”; no cost should be listed.
* NO food items can be packed in supply or instrument or medication trunks. Food must be carried in personal luggage; it is suggested to bring a sales slip for purchased food items in case it is requested at customs.
* TL MUST COMMUNICATE ALL ARSA RULES TO YOUR TEAM MEMBERS. VIOLATION OF THESE RULES MAY LEAD TO THE CONFISCATION OF ALL SUPPLIES BEING TRANSPORTED IN HONDURAS.
* **Medications:**
* **TYPE** ARSA Pharmaceutical Inventory sheet provided by and submitted to HCS. (No handwritten forms)
* All information on inventory must be provided
* Medications are the primary interest of ARSA Inspectors. They will confirm the date of expiration, the name of the medication, and the quantity being brought in with the ARSA-approved inventory. Quick presentation for medications saves time in the process.
* Pack all medications in the same piece(s) of luggage whether a suitcase or trunk.
* Sort drugs, placing all the same drugs together in zip-lock bags (if they fit.) Label the bags with the name of the medication.
* If the deadline for the inventory submission to HCS is missed, medications must be left in the USA
* If medications are not accepted by ARSA (as will be indicated on the official documents sent to the TL), these medications must be left in the USA.
* **Supplies- sterile and non-sterile**
* **TYPE** ARSA inventory sheets for supplies are provided by and submitted to HCS. (No handwritten forms)
* All information on inventory must be provided
* If possible, package all LIKE items in Zip-lock bags- gallon/ quart/ pint; each Zip-lock bag becomes a “UNIT”. If it is not possible to put items into a Zip-lock; estimate how many items are being brought into the country.
* If the deadline for the inventory submission to HCS is missed, supplies must be left in the USA.
* If supplies are not accepted by ARSA (as will be indicated on the official documents sent to the TL), these supplies must be left in the USA.
* **Personal items are not listed on the Team ARSA Inventories:**
* Personal medications. They should be in the prescribed bottle with the name of the medication and user.
* Personal medical devices such as stethoscopes and pulse ox are permitted in your personal baggage.
* Clothing, personal care items, construction items such as saws, drills, hand tools, etc.
* Parts for hospital equipment repairs
* Snacks but not in amounts large enough for resale
* Nothing in your personal items luggage should be in a wrap that represents newly purchased items. Items may be placed in Ziplock bags.
* Items purchased such as toys, clothing, gifts, crayons, coloring books, etc., should be removed from original packages and placed in zip-lock bags and/ or made to appear as not new. Candy purchased for children in the village must be transported in personal luggage out of original packaging.
* **ARSA Inventory is submitted to the government for supplies and medications brought in with the team:**
* Team Leader submits all typed ARSA Inventories for each team at one (1) time to HCS Administration ([jillcw8812@yahoo.com](mailto:jillcw8812@yahoo.com)) 8 weeks before departure; they are checked for completeness; January and February teams’ ARSA for are due earlier due to government shutdowns in December.
* If the inventory is not typed or is not complete as needed, it will be returned by HCS administration to the TL; avoid missing the due date by having forms completed as requested.
* The inventories are sent to Hospital Socorro de lo Alto for translation and submission to ARSA.
* The cost of submitting ARSA inventories is $250 per team submission.
* Make sure your inventory is complete as no additions or additional inventories can be made after submission to ARSA.
* The hospital pays an additional $70.00 for ARSA airport inspection.
* **ARSA Customs inspection at San Pedro Sula Airport**
* BEFORE departure from the USA, the team leader will receive the required ARSA documents:

Letter of Acceptance from the Hospital stating that it is accepting the donations: CARTA DE ACEPTACION

Documents of Approval from ARSA for that is approved to bring into the country of Honduras: AUTORIZACIÓN DE IMPORTACIÓN ESPECIAL DE DONATIVO, there will also be a listing of medications and supplies

All documents should be printed and carried to Honduras by those who are taking items through ARSA.

Any items NOT approved must be removed from luggage before leaving the USA.

* If supplies and/or medications for your team are coming into Honduras on different flights, appoint an "ARSA leader" for that group and make sure that the leader has all the forms and instructions needed to proceed through ARSA.
* Medications should all come in at the same time and preferably with an MD or MDA, if possible, or someone who knows medications.
* The Team Leader with 2 to 3 other people should remain in customs for ARSA inspection; having someone with knowledge of medications is very helpful.
* Be prepared to wait for ARSA personnel as inspection time varies up to multiple hours.
* ARSA luggage will be set aside for inspection.
* Present ARSA approval to ARSA personnel; keep a copy of all ARSA forms.
* ARSA personnel will instruct as to what medication and supply baggage they want to examine; medications are always examined.
* Wait for the inspector to ask questions.
* When the inspection is complete the inspector will ask for a $5.00 inspection fee paid for by the team leader; US$ is fine for payment.
* Wait for a receipt and give the receipt to the hospital administration personnel.
* If all the team members are entering Honduras on the same flight, then one set of inventories is needed for the contents of the trunks. List the flight and assign a group leader on the top of the inventory.
* If team members are entering Honduras on different flights, each flight/ group will need a separate set of inventories with the contents of those trunks listed. List the flight and assign a group leader on the top of the inventory.
* N.B.Other team members not involved with the ARSA process may take their personal luggage through x-ray and move to the outside lobby if their personal luggage is not requested for inspection. Have those who go out look for hospital personnel and load their baggage onto the transport. They can then use the restrooms, then gather at a pre-determined spot and wait for those still in ARSA.

Example: **Pharmaceutical Inventory**

Form for team use will be sent to the Team Leader by HCS Administration

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|  |  |  |  |  |  |  |  |  |
|  | **SAMPLE FORM** |  |  |  |  |  |  |  |
|  | **SUMINISTROS MEDICOS** |  |  |  |  |  |  |  |
|  | **BRIGADA:** |  |  |  |  |  |  |  |
| **ITEM** | **NOMBRE DEL PRODUCTO- NAME OF PRODUCT** | **FINALIDAD DEL PRODUCTO- PURPOSE OF PRODUCT** | **CANTIDAD POR LOTE- QUANTITY PER LOT** | **FECHA VENCIMIENTO- EXPIRATION DATE** | **NUMERO DE LOTE- LOT NUMBER** | **MARCA- MANUFACT-URER** | **PAIS DE PROCEDENCIA- COUNTRY OF ORIGIN** | **FECHA DE ENTRADA A HONDURAS-DATE OF ENTRY INTO HONDURAS** |
| 1 |  |  |  |  |  |  |  |  |
| 2 |  |  |  |  |  |  |  |  |
| 3 |  |  |  |  |  |  |  |  |
| 4 |  |  |  |  |  |  |  |  |
| 5 |  |  |  |  |  |  |  |  |
| 6 |  |  |  |  |  |  |  |  |
| 7 |  |  |  |  |  |  |  |  |
| 8 |  |  |  |  |  |  |  |  |

Example: **Sterile and Non-sterile Supplies Inventory**

Forms for team use will be sent to the Team Leader by HCS Administration.

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| --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  |  | |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |
|  | **SAMPLE FORM** |  |  |  |  |  |  |  |
|  | **SUMINISTROS MEDICOS- Sterile and unsterile** | **BRIGADA:** |  |  |  |  |  |  |
|  | **SAMPLE FORM** |  |  |  |  |  |  |  |
| **ITEM** | **NOMBRE DEL PRODUCTO- NAME OF PRODUCT** | **FINALIDAD DEL PRODUCTO- PURPOSE OF PRODUCT** | **CANTIDAD POR LOTE- QUANTITY PER LOT** | **FECHA VENCIMIENTO- EXPIRATION DATE** | **NUMERO DE LOTE- LOT NUMBER** | **MARCA- MANUFACT-URER** | **PAIS DE PROCEDENCIA- COUNTRY OF ORIGIN** | **FECHA DE ENTRADA A HONDURAS-DATE OF ENTRY INTO HONDURAS** |
| 1 |  |  |  |  |  |  |  |  |
| 2 |  |  |  |  |  |  |  |  |
| 3 |  |  |  |  |  |  |  |  |
| 4 |  |  |  |  |  |  |  |  |
| 5 |  |  |  |  |  |  |  |  |
| 6 |  |  |  |  |  |  |  |  |
| 7 |  |  |  |  |  |  |  |  |
| 8 |  |  |  |  |  |  |  |  |

**ADDENDUM G**

**CONSENT, ASSUMPTION OF RISK, RELEASE OF LIABILITY,**

**WAIVER, AND INDEMNIFICATION**

I understand that all mission trips abroad carry with them significant risks. Although Health Caring Services, Inc., a Kentucky nonprofit corporation (“HCS”), has taken reasonable and prudent steps to reduce foreseeable risks, they still exist. Accordingly, in exchange for my, and my minor child(ren), if applicable, being allowed to participate in the upcoming mission trip to Hospital Socorro de lo Alto (the “Hospital”) to provide health care services to local Hondurans, coordinated by HCS and the Hospital (the “Mission Trip”), I agree, on behalf of myself and my minor child(ren) who accompanies(y) me on the Mission Trip (individually and collectively, “I,” “me,” and “my”), to be bound by each of the following:

1. Voluntary Participation. I understand and confirm that my participation in the Mission Trip is voluntary. My participation in the Mission Trip is as a servant-learner and I will adopt that attitude when interacting with my fellow team members, the people I meet during the Mission Trip and the Hospital. I will abstain from making derogatory or offensive remarks or arguments regarding people, politics, sports, religion, race or traditions. I agree to support the mission of HCS, the Hospital, and the cause of Christ on the Mission Trip. I agree to respect and follow the advice of HCS concerning attire, drinking, smoking, drugs and cultural traditions that will help me to honor the mission and integrate into the local community.

2. Identification of Risks. I understand that there are certain dangers, hazards, and risks inherent in participation in the Mission Trip, including, but not limited to, those associated with travel to and from the Hospital; inadequacies of lodging; patient care inside and outside of the Hospital; unstable political situations; different and under-developed facilities; uncertain medical, transportation, and communication infrastructure; possible acts of terrorism; and health hazards due to contaminated food and water, diseases, pests, or poor sanitation. I understand that my participation in the Mission Trip may involve risk of injury and loss, both to person and to property. I also understand that the risk of injury may include the possibility of permanent disability or death, and further may include the risk of exposure to novel coronavirus (collectively, with any mutation or variation, “COVID-19”). There may be other risks of participation in the Mission Trip, some of which may not be known or reasonably foreseeable at this time. I further understand that some of the premises, facilities, and equipment used in connection with the Mission Trip may not be owned, maintained, or controlled by HCS or the Hospital. I understand that this Consent, Assumption of Risk, Release of Liability, Waiver, and Indemnification is intended to address all of the risks of any kind associated with my participation in any aspect of the Mission Trip, including, particularly, such risks created by actions, inactions, fault, or negligence on the part of HCS, the Hospital and their respective directors, officers, employees, agents, volunteers, successors, or assigns (collectively, the “Releasees”), including, but not limited to, risks created by the following: (a) the risk of exposure to COVID-19; (b) my physical, emotional, and psychological limitations and/or discomfort; (c) the physical, emotional, and psychological limitations and/or discomfort of others; (d) the use and/or condition of premises on which various Mission Trip activities may occur; (e) the lack or inadequacy of policies, rules, or regulations with respect to the Mission Trip; (f) the failure of Releasees to foresee or protect me from actions, inactions, fault, negligence, recklessness, or intentional or criminal misconduct of other persons; (g) the inadequacy or unavailability of medical facilities, treatment, and/or professionals; or (h) the lack or inadequacy of supervision by Releasees.

3. Assumption of Risk. I assume all risks, known and unknown, foreseeable and unforeseeable, in any way connected with my participation in the Mission Trip, including (but not limited to) risks associated with exposure to COVID-19. I accept personal responsibility for any liability, injury, loss, or damage in any way connected with my participation in the Mission Trip, including (but not limited to) risks associated with exposure to COVID-19.

4. Release of Liability and Waiver. I release and hold harmless Releasees from any and all liability for and waive any and all claims for injury, loss, or damage, including attorneys’ fees, to the fullest extent permitted by law, in any way connected with my participation in the Mission Trip, even if caused in whole or in part by the negligent acts or omissions of Releasees, including (but not limited to) risks associated with exposure to COVID-19 (a “Claim”). This release and waiver does not apply to gross negligence or intentional misconduct of Releasees.

5. Indemnification. I agree to indemnify and to hold harmless Releasees from any Claim or expense, including reasonable attorneys’ fees for the legal counsel of Releasee’s choice, in any way connected with a Claim. This includes, but is not limited to, the cost of defending any Claim I, or any member of my family, might make, or that might be made on my behalf, or on behalf of any of my family members, that is released or waived by this instrument.

6. Policies and Exposure Notice. I agree to abide by all policies, rules, regulations, guidelines, and instructions of HCS, the Hospital, and the Honduran government including policies and safety measures intended to mitigate exposure to COVID-19, and to notify HCS or Mission Trip personnel immediately at any time prior to my departure or during the Mission Trip if I learn that I have, or may have been exposed to, or diagnosed with, COVID-19.

7. Consent to Medical Treatment. I authorize HCS and the Hospital to provide to me, through medical personnel of their choice, customary medical assistance, transportation, and emergency medical services should I require such assistance, transportation, or services as a result of injury or damage related to my participation in the Mission Trip. This consent does not impose a duty upon HCS or the Hospital, to provide such assistance, transportation, or services. I will assume the responsibility of all medical bills incurred as a result of such assistance, transportation or services. Additionally, should it be necessary for me to return home due to medical reasons, disciplinary action or otherwise, I will assume full responsibility for payment of all transportation costs.

8. Severability. If any provision (or portion of any provision) of this instrument is held to be invalid or unenforceable, that provision shall be enforceable in part to the fullest extent permitted by law, and such invalidity or unenforceability shall not otherwise affect any other provision of this instrument.

9. Applicable Law. In order to provide certainty in the law to be applied to the construction of this instrument, this instrument shall be governed, construed, and enforced in accordance with the law of the State of Kentucky without regard to its choice of law principles.

10. Modifications. This instrument may not be changed orally, and no modification, amendment or waiver of any provision contained in this instrument, or any future representation, promise or condition in connection with the subject matter of this instrument shall be binding upon any party hereto unless made in writing and signed by both parties.

11. Binding Effect. In the event of my death or incapacity, this instrument shall be effective and binding upon my heirs, estate, next of kin, executors, administrators, assigns and representatives and shall inure to the benefit of Releasees.

I HAVE READ AND UNDERSTAND ALL PARAGRAPHS OF THIS CONSENT, ASSUMPTION OF RISK, RELEASE OF LIABILITY, WAIVER, AND INDEMNIFICATION. I UNDERSTAND THAT I AM GIVING UP SUBSTANTIAL RIGHTS BY AGREEING TO IT. I AM AGREEING TO THIS CONSENT, ASSUMPTION OF RISK, RELEASE OF LIABILITY, WAIVER, AND INDEMNIFICATION VOLUNTARILY.

**ADDENDUM H**

**DETAILED TRAVEL INFORMATION**

* **General Information**
* All team members’ itineraries and proof of travel insurance are due 4 weeks prior to departure.
* The team member must send the email sent to the traveler by the airline to the TL who then forwards the entire airline itinerary email to HCS administration ([jillcw8812@yahoo.com](mailto:jillcw8812@yahoo.com)) so that the information can be included on the team chart.
* Team leaders must stay current and have pertinent information that is needed to prepare for travel to and from the USA and Honduras. This information is communicated by the TL to the team members. <https://travel.state.gov/content/travel/en/traveladvisories/traveladvisories.html/> or <https://travelbans.org/north-america/honduras/>,or <https://hn.usembassy.gov/covid-19-information/> or similar information site.
* **Travel Insurance**
* Health Caring Services requires all team members to purchase Travel Insurance with coverage for emergency medical evacuation with a minimum of $500,000 coverage per person.
* Each team member is responsible for purchasing a travel policy that covers personal coverage needs, i.e. extended housing and food expenses, additional medical care in Honduras- including coverage of pre-existing conditions, personal needs, trip cancellation, etc., in addition to the required $500,000 emergency evacuation coverage.
* Proof of purchase of the travel policy is submitted with the team member's airline travel itinerary at least 4 weeks prior to departure to Honduras; these documents are sent to the TL who then forwards these documents to HCS Team administrator- [jillcw8812@yahoo.com](mailto:jillcw8812@yahoo.com).
* Insurance policy information should be carried by team members while traveling.
* **General arrival into San Pedro Sula and departure from San Pedro Sula information**
* Team members will be transported to and from the airport in San Pedro Sula (SAP) and the hospital
* Transportation is arranged by the hospital and is included in the team fee.
* Hospital transport is arranged according to flight arrivals into Honduras.
* All team members arrive into Honduras on the same day, and arrivals are to be midday (10a-2p); these flights are available through the major US airlines.
* All team members depart from the hospital on the same day.
* If arrival or departures are NOT on the specified team travel dates and special transport has to be arranged, there will be a charge to cover hospital expenses; this fee will be paid to HCS BEFORE the trip. Contact HCS administration for the current charge and method of payment.
* Flights that do not coordinate with the team dates MUST BE REVIEWED FOR APPROVAL WITH HCS ADMINISTRATION BEFORE tickets are purchased.
* Night arrivals will not be accommodated by hospital transport due to safety reasons. A night arrival will necessitate team members to spend the night in San Pedro Sula at their own expense. The Hotel Copantl has airport pick-up, English-speaking staff and is considered safe. (See information on the Hotel Copantl below.)
* **Arrival in San Pedro Sula airport information:** Many team leaders are seasoned leaders and have this process worked out, but for those who are new leaders, we offer the following suggestions:
* **Navigating through the airport and tipping suggestions:** 
  + If the entire team is arriving on the same flight or flights close in arrival time;
  + The team leader (or designated person) acts as the leader/ organizer when gathering and processing team members and baggage through customs.
  + It is helpful to have all team members process baggage claim and go through customs together.
  + Once team members pass through customs, there is no reentry into the secured area.
  + TL must ensure that team members know how to find the hospital transport, who will tip the porters and how much, and when and where to meet for departure from the airport.
  + After all arriving team members have gone through immigration, have each team member gather their baggage along with the one Honduran porter chosen by the TL or designated leader to help the group; the porter (and his helpers he chooses) will collect all the baggage and usher everyone and all baggage through customs at the same time and take the baggage out to the waiting transportation.
    - N.B.- there are 2 groups of porters at the airport. 1 group is responsible for the baggage claim/ customs/ exit from the customs area. The 2nd group of porters takes the baggage to the vehicles and loads vehicles. BOTH groups of porters will need to be tipped at ~$2.00/ bag.
    - Tip money can be collected from team members if desired. ($2/ bag minimum)
  + All but those who are taking supplies through ARSA (see **Addendum G**) should exit the secure area with the porter who has the cleared baggage and find the **hospital drivers who will have some sort of identifying sign or badge from the hospital.  If unsure, ask the driver for identification.**
  + With the porter/s who has the baggage and the hospital driver, team members take the baggage to the hospital transport. Each team member is responsible for making sure their baggage is collected in baggage claim, taken through customs, and loaded onto the vehicle.
  + One designated team member should handle the tipping to the designated porter(s) who then can share it with those who help.
  + Once all the baggage is loaded onto the hospital vehicles, have team members use the restrooms or purchase food as needed. Choose a location to gather for speedy departure from the airport.
  + Be sure to have leaders do a head count BEFORE leaving the airport. Don’t leave anyone behind.
* If your team members are arriving on different flights and at different times
  + Most flights used by the team members arrive within a timeframe enabling everyone to be transported to the hospital together. If this is not the case, you will be notified by HCS administration team and the following suggestions will help those who are not arriving with the rest of the team.
  + Before departure from the USA, the TL should choose someone to be a leader(s) of the group(s) of arriving team members.
    - Share with them the process outlined above.
    - TL provides the group leader the travel information and names of those who will be arriving. This information is on the team chart the TL has access to on Dropbox.
    - If there are supplies or medications arriving with this group, TL makes sure that the leader has all the ARSA forms necessary and instruction as to how to process through ARSA.
* **In case of travel issues**
* Consider encouraging your team members to download WhatsApp to facilitate free communication with you and others while out of the USA.
* Team leaders should ensure their team members know how to contact the TL AND the Hospital personnel in case of travel issues.
* Team Members have the information needed in their Team Member Manuals. Instruct the team members to carry their manuals with them while traveling as it contains instructions and phone numbers.
* Team leaders should carry all team members' travel information and contact information with them to know how to track their team members in case of travel issues. This information is in the emails sent to the TL by the team member.
* **The following detailed information is provided for team members in case there are issues related to travel and will be delayed in your arrival in San Pedro Sula.**
* If a team member(s) encounters travel complications and isn’t arriving when scheduled BEFORE leaving the USA, the team member should immediately communicate with the following people:
  + 1. The team leader- make sure your team members have the TLs phone number and email
    2. HCS administration:
       - Jill Wilson- [jillcw8812@yahoo.com](mailto:jillcw8812@yahoo.com) or 612.518.5168

and/or

* + - * Mary Kinsey- [bertmary@bellsouth.net](mailto:bertmary@bellsouth.net) or 251.656.4543
    1. Hospital personnel:
       - Erika- hospital administration- 011-504-9729-0720 and 011-504-9773-5934
       - Noemi Santos- hospital coordinator- 011-504-9572-6640
* *During these issues, it is of utmost importance for communication among the team member, team leader, HCS administration, and the hospital to remain open and consistent.*
* To dial a Honduran phone # if you are IN Honduras try these sequences: + (hold the “0” key until the “+” appears)- 504- the local phone #, or 011-504-the local phone #
* The TL should stay in touch with HCS administration, the hospital, and the team member, if possible.
* The TL, team member, HCS administration and the hospital staff and driver will formulate a plan for pick-up with the Hotel Copantl if arrival is later than 5 pm
* The team member should provide the following information:
  + - * Flight issues and current location
      * New flight arrival times and all flight information
* **If arrival in Honduras is BEFORE 5 PM:**
  + The team member should proceed through immigration, collect their baggage, and go through customs and ARSA check if needed; upon exiting customs, look for the hospital driver who would be holding a sign with the hospital and team member’s name.
  + AFTER arrival IN Honduras, contact HCS administration, Erika and/or Noemi- using the instructions and numbers listed above; use an airline employee for assistance, if necessary
  + If no one is there from the hospital for the pick-up, the team member should not wander about the airport, but stay near the exit from Customs until contact is made with hospital personnel; hospital personnel will always have an ID badge or Hospital sign.
* **If the arrival is AFTER 5 PM, staying at the Hotel Copantl will be necessary with transport to the Hospital the following day:**
  + **BEFORE leaving the USA, email or call the hospital using the contact information listed above, providing the new arrival time and airline**
  + BEFORE leaving the USA, if possible, **make a reservation at the Hotel Copantl; if a team member cannot make this call before leaving the USA, the hospital will facilitate this reservation and upon arrival in Honduras, call from the airport using an airline employee help, if necessary; the hotel has English speaking employees**
  + Hotel Copantl information
    - Telephone from IN the USA: 011-504-2556-8900, 011-504-2556-7890, 011-504-2561-8900
    - Telephone from IN Honduras: use the calling instructions above with these local phone numbers: 2556-8900, 2556-7890, 2561-8900
    - Talk to the reception and tell the hotel you are with the hospital in Sula- Hospital Socorro De Lo Alto **give the hotel your arrival time and airline and flight number; ask to be picked up at the airport.**
      * Hotel Y Club Copantl

Boulevard del Sur

Residencial Los Acros 1 calle, 50432

San Pedro Sula, Honduras

* + **The hotel will send a shuttle or a taxi to the airport and have a sign with your name.**
  + **Once at the Copantl, have the hotel contact Erika (contact information listed above) at the hospital to let her know of the team member’s arrival there and find out transportation arrangements.**

**ADDENDUM I**

**PRECHECK FORM**

**Honduras Entry Requirements**

* [Immigration Pre-check](https://prechequeo.inm.gob.hn/) (Pre-chequeo)
* [https://anthonyskey.com/wp-content/uploads/2023/02/Precheck-User-Guide-2023-01.pdf -](https://anthonyskey.com/wp-content/uploads/2023/02/Precheck-User-Guide-2023-01.pdf%20-) a good general resource for filling out the form, N.B.- on this linked form some of the answers will not apply as they reference destination as Roatan; the correct answers are listed below

**A) Immigration Pre-check:**

**To complete the Immigration Pre-check you will need:**

1. Your passport (number and expiration date), copy to upload
2. Flight details (airline, flight #, and date)
3. Information for filling out the pre-check formeither through iVisa (will be in English) or the government site (Spanish and English):

* For the United States, go to E and select “Estados Unidos de Norte America.”
* Type of transport: AEREO
* Immigration office: RAMON VILLEDA MORALES - San Pedro (SAP); if that name does not appear on the dropdown list, look for LA MESA
* Destination address: HOSPITAL SOCORRO DE LO ALTO (Do not use commas or other special characters.)
* Destination state/ Department: SANTA BARBARA
* Municipality: MACUELIZO (if asked)
* Destination city: SULA (if asked)
* Travel reason: TOURISM or OTRO (other)
* Document Type – PASAPORTE
* Issuing Country – USA = ESTADOS UNIDOS DE NORTE AMÉRICA
* Document number – Enter Passport number
* Expiration date - Enter passport expiration date; Date of birth –
* Country of birth – USA = Estados Unidos de Norte América
* Country of Residence – USA = Estados Unidos de Norte América
* Profession or Occupation: Retired – retirado or whatever… medico, etc
* Personal Phone Number: Numeric only
* Personal Email address

**There are 2 ways to apply and acquire the Pre-chequeo form for travel:**

1. [www.iVisa.com](http://www.iVisa.com)

* There is a charge for this service for standard processing, although they do have expedited processing if you wait until the last minute… charges can be up to +$100.00.
* This application for the Pre-check form can be any time before travel.
* iVIsa will issue an order number upon submission.
* iVisa will submit the forms to the Government site for processing at the allowed time.
* iVisa will send you the approval form in time for travel, usually ~36 hours before travel..
* When your documents come before travel, print your forms as you may not have internet in the airport.

2. <https://prechequeo.inm.gob.hn/-> the online government Immigration Pre-check site

* There is no charge to use this site to acquire your forms.
* New users will need to register for an account on the site and can do so at any time. You will get a confirmation email.
* The Immigration pre-check can be completed for free **up to 10 days before your arrival** using your established username and password.
* Using a desktop or laptop rather than a mobile device is best for the site.
* Returning users can proceed to log in.
* Once you have an active account, log in to complete the process**:**

1. Switch to English in the upper right of the screen.
2. Create Pre-check
3. Enter Trip Information- Step 1 and Step 2
4. Enter Personal Information
5. Click Save on the final Review and Confirm page.
6. Once you have clicked “Save,” the system will send a confirmation email with an attached PDF and QR Code. (You will also be able to find the PDF on the home page of your account.)
7. Family members may use the same login account to create additional “pre-check” forms as needed. Return to the home page, click on “Create Pre-check,” and repeat the steps for each person

**NOTE:** You will not receive any confirmation message or email upon submission.

**ADDENDUM J**

**TRAVELER’S DECLARATION FORM/ ONLINE TRAVELER’S AFFIDAVIT**

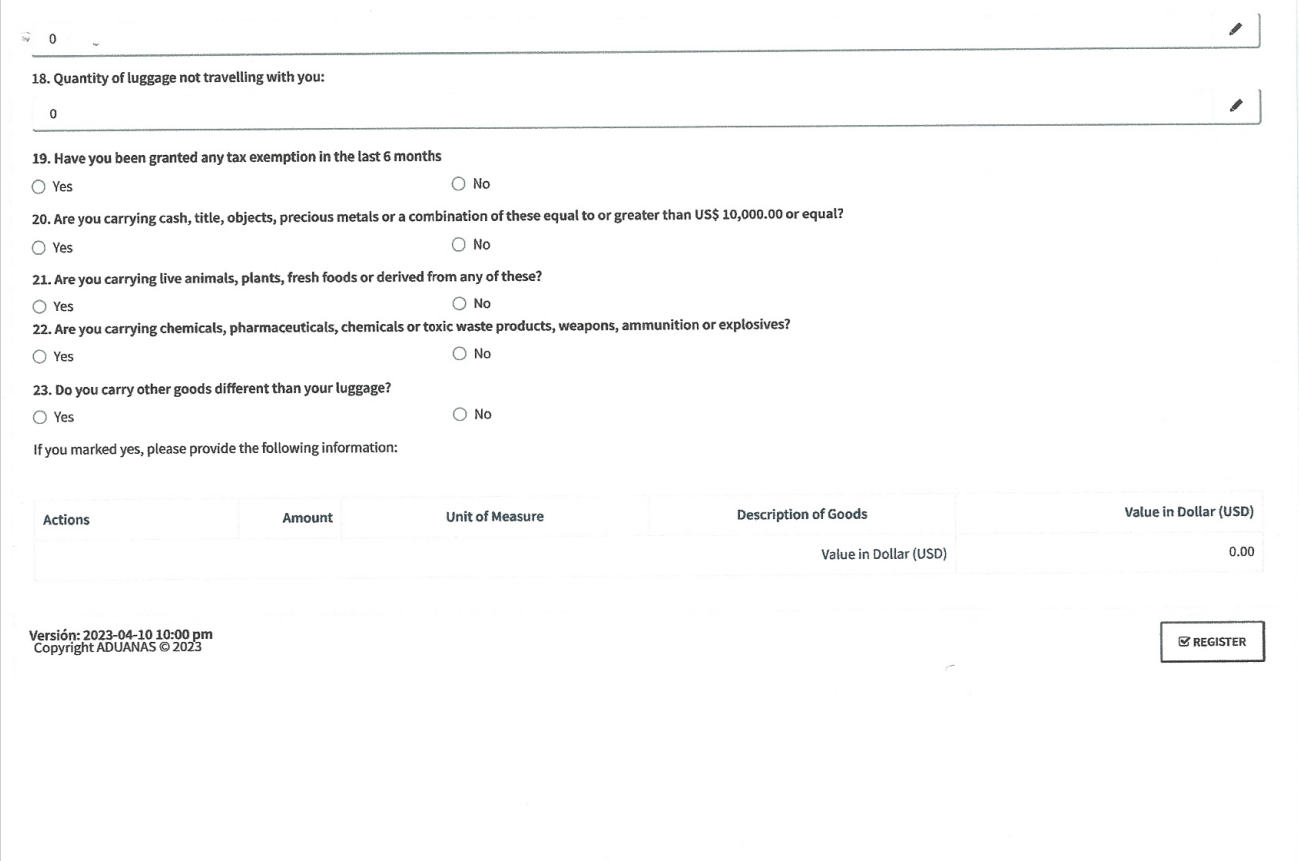
All travelers entering or exiting Honduras must submit the Traveler’s Declaration/ Online Traveler’s Affidavit Form which is submitted electronically 5 days or fewer before departure from the USA and arrival in Honduras.

This form is submitted again when exiting Honduras and can be done electronically on a computer and printed out on a phone at the airport.

Go to <https://sisglobal.aduanas.gob.hn/Pech/#/plataforma/otra_gestiones/formularioDJRV>

* Fill out the declaration form.  You can choose Spanish or English at the top of the page: en\_US for English. HCS administration also recommends printing a copy of your filled-out form from the website as well as any acknowledgment of receipt that might be given.
* Complete the document and click the green Register button at the bottom right corner.

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**ADDENDUM K**

**TEAM IN-SERVICE**

* An In-service Manual is prepared for the team leader to use and this In-service Manual should be gone through thoroughly with the whole team to avoid confusion with hospital procedures.
  + Forms for each area of care will be included in the In-service Manual received at the hospital.
  + Some forms are medical specialty specific and your manual will have to correct forms.
* Remind team members that the team is entering into the hospital’s system and procedures that are in place 24/7/365 and respect needs to be given to the hospital’s way of doing things.
* Remind the team of the lifestyle agreement they agreed to when they applied: refraining from alcohol consumption, cursing, smoking, and drug use while in Honduras.
* Emphasize Patient Privacy and Social Media Policy to team members.  The policy is specific to photos and videos team members might be taking. Team leaders must familiarize themselves thoroughly with this policy.
* Team leaders may add items to the in-service agenda as they determine their team needs.

**HOSPITAL SOCORRO DE LO ALTO**

**TEAM IN-SERVICE PROGRAM**

**Medical Staff:**

Dr. Luis Enrique Alvarado, Hospital Medical Director

Dr. Sergio de Jesús Ayala

Dra. Claudia Marina Lazo

**Hospital Administrator:**

P.M. Noemí Santos

**Financial Manager:**

Lic. José Alejandro Ruiz Beltrand

**Director of Nursing**

Lic. Anna García, R.N.

**Clinic Supervisor**

Reina Santos

**Laboratory Supervisor**

Dra. Karla Tomasita Sabillon

**Laboratory Technician**

Arnol David Ruiz

**Radiology Technician**

Ely Samuel Elvir

**Operating Room Supervisor**

Maria Castro

**Chaplain and Driver**

Luis Sagastume

**Plus, a support staff of nurses and ancillary personnel.**

**HOSPITAL**

**ENTRANCE TO THE HOSPITAL IS MADE THROUGH THE CHANGING ROOM THAT CONNECTS THE CENTRAL BODEGA AND CENTRAL STERILE. THERE IS A SIGN INDICATING THE ENTRANCE.**

**Attire for operating rooms:**

Scrubs, cap, shoe covers, masks

**Attire for Pre-op and Recovery:**

Scrubs and cap

**Attire for Central Sterile:**

Scrubs and cap

Caps, shoe covers and masks will be located in the changing room that connects Central Sterile to Central Bodega at the team member entrance to the hospital.

**Attire from OR suite to outside the OR suite:**

Lab coat button or snapped. Lab coats are provided in the dressing room if the staff does not have their own.

All surgery patients are COVID tested. No positive patients will be operate.

Surgery schedules will be posted in Pre-op, recovery, operating room and emergency room daily by hospital staff. Let the staff person know if the team would like more copies for other places.

Drinks are provided in the OR Lounge.

1. If you have a drink open and will return to finish that drink, please write your name on the bottle or can.
2. If you have finished the drink, please drop the bottle or can into the designated container.
3. If you have finished with the drink that still has liquid, please empty the container into the sink and drop the bottle or can into the designated container.

The staff bathroom is located in OR Lounge. DO NOT flush toilet paper. A trash can is provided next to the toilet for used paper.

**Does the hospital charge for services?**

This is the question all team members ask. Is everything free? No, everything is not free. The hospital has a very low charge for all procedures and evaluations. Patients do not pay for donated supplies, medical staff fees, and drugs supplied by the teams. Patient fees are determined by medications and supplies purchased by the hospital for patient care, and personnel and utility costs to the hospital. Due to donations from teams of their time, medications, and supplies, the hospital can offer surgical procedures to people who otherwise could not afford the procedures.

Patients and families are interviewed by Human Resources to evaluate their financial status helping those needing financial assistance. A procedure may be given gratis or at a discount at the discretion of the Hospital Administrator. All gratis and discounts must be reported to the government.

To avoid confusion, it is important that team members do not talk with patients about fees. A simple “I don’t have any information about charges. Please talk to the hospital administration” is all it takes to send people to the correct source.

Privacy and social media policies must be followed. Details are in your Team Member Manual.

**CLINIC EVALUATIONS**

**General Information:**

**Hospital Medical staff will order laboratory studies and complete medical and cardiology physicals. Should there be abnormalities in studies or findings of concern during physicals, Dr. Alvarado, Hospital Medical Director, will discuss with the North American Surgeon.**

1. The hospital advertises a team three weeks before team arrival. Appointments are not scheduled. Patients arrive early in the morning.

2. **Team Medical staff:**

* At 8:00 AM the first day after arrival team, the medical staff will go to the clinic to begin patient consultations.
* Should your team have surgery scheduled in addition to clinic for the first day, your team leader has approved surgery with Dr. Alvarado, Hospital Medical Director, and has supplied instructions to the team prior to arrival.
* A translator will be available in the clinic for each team medical staff member.
* Hospital staff registers patients, vitals are taken, and diabetic patients receive a blood sugar test so there is no delay in medications and patients may eat as their wait may be hours.
* COVID tests are not done routinely. All patients scheduled for surgery are COVID-19 tested in the morning of surgery. No positive patient will be operated.

**How to start clinic evaluations:**

* Each doctor is assigned a clinic room. The doctor’s name will be on the door.
* A translator is assigned to each doctor.

**What is on your desk:**

* Blank surgery schedule. See the attached form in the In-Service manual.
* Patient Charts Blank**-**Manilla Folders with all the blank documents needed to **p**rocess a patient for surgery.
* Prescription Pads

**How to begin consultations:**

* The translator will bring the patient into the exam room with 2 papers:
* ***El Formulario de seguimiento de paciente (Patient Tracking Form***) complete Section # 2 only of this form if surgery **is** scheduled.
* **Form Consulta Externa**

The surgeon completes this form only if **no** surgery is scheduled.

**How to schedule surgical cases:**

* **Surgery Schedule Form**-Complete all columns except TO ARRIVE COLUMN. This column will be filled in by hospital staff.
* **Pre-operative Note**- This form is the first form in the manilla folder on your desk (This folder will become the patient’s chart) Complete the form, sign, and date.
* The translator takes the patient, two forms, and the manilla folder to a staff member in the lobby to begin the process of preparing the patient for surgery on their scheduled date.

**Posting of Surgery Schedule for the next day:**

* At the end of each day, the Director of Nursing for the hospital will make certain the surgery schedule for the next day is posted in the operating suite, recovery room, and Pre-op room. If more copies are desired, ask for them.
* This schedule is created from the **Surgery Schedule** filled out by the doctor during consults.

**SAMPLE Surgery Schedule**

**Servicios de Cuidado Para la Salud**

**Hospital Socorro de lo Alto**

**Sula Macuelizo Santa Barbara Km 73 Carretera a Occidente**

**Tel: 2657-4160, 9572-6640,9832-6301**

**SCHEDULE SURGERIES/PROGRAMA DE CIRUGIAS**

**DOCTOR/BRIGADE\_\_\_\_\_\_\_\_\_\_\_\_\_\_DATE/FECHA\_\_\_\_\_\_\_\_\_\_\_\_\_DAY/DIA\_\_\_\_\_\_\_**

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| --- | --- | --- | --- | --- | --- |
| **Patient Name**  **Nombre del paciente** | **Age**  **Edad** | **Procedure**  **operación** | **Place**  **Procedencia** | **Observación**  **Observation** | **Telephone**  **telefono** |
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**ANESTHESIA DEPARTMENT**

Anesthesia Form- located in the patient chart. (See In-Service manual)

Anesthesia supplies are in the anesthesia section of Central Bodega located adjacent to Central Sterile.

Needles, syringes, and IV catheters are located in Central Sterile. Supplies are labeled in Spanish and English.

Anesthesia cabinet keys will be given to the Team Leader upon team arrival at the hospital by the Team Greeter, Maria Castro, OR Supervisor. When the team has completed the work schedule the keys are to be returned to Maria Castro.

The anesthesia cabinet will be locked during the day when not in use and locked before departure at the end of the schedule each day.

The hospital has extra anesthesia supplies in the hospital bodega. Should the team need more anesthesia supplies, please speak with Maria Castro or Aracely Peraza in the Central Sterile Department for assistance in getting extra supplies.

Medications purchased by a team should be secured by the team before departure for use at a later date by that team. Inventory the medications being left, mark the storage container clearly with the team name and “medications” and leave them in the central bodega.

**PRE-OP**

When patients have completed the hospital pre-admit process and are determined ready for surgery, the patient and chart are brought to the pre-op department by a hospital staff member.

(See In-Service manual for forms.)

Upon arrival in the pre-op area, the patient’s identity and procedure are confirmed verbally and with their name band and chart before any pre-op preparation starts.

The patient’s clothes, shoes, glasses, false teeth, and any other personal items are placed in a bag. The translator will ask one family member to come into pre-op. Have the family member visualize all items in the bag with the patient and pre-op nurse. Once all items have been confirmed, the family member signs the form and confirms their relationship with the patient. The signed document is placed in the patient’s chart. Bags and forms are provided in pre-op.

A patient’s bagged belongings are given to the family to keep until needed by the patient.

All permits required by the hospital except the **Site Consent Form** are signed when patients are admitted and are the responsibility of the hospital staff.

Pre-op staff will confirm the consents listed on the pre-operative form are indeed signed. If they are not signed hospital staff should be notified so the forms can be signed before pre-op preparation proceeds.

The **Site Consent Form** requires signing in the pre-op. The form is in the patient’s chart. The patient is asked to make an “X” and initial the “X” on the drawing where they think the incision will be made confirming left or right. If the patient cannot write an ink pad is supplied for a thumbprint at the “X”. Two witnesses must sign and date the form.

The Perioperative checklist must be completed before the patient is taken to the operating room.

✓--- indicates completed

n/a--- indicates not applicable to this patient

Blankets are in the recovery room warmer.

Sheets for re-stocking pre-op are in Central Sterile.

IV fluids are in the physical therapy department. A key from Maria, OR Supervisor is required.

**OPERATING ROOM**

**Forms to be completed:** (See In-Service manual)

* Operating room record by circulating nurse.
* Post-operative Note by operating surgeon.

The “Time-out” procedure should be performed before the start of every case and noted by the circulating nurse on the OR record.

N.B. The more traffic in and out of the OR during an operation increases the risk of infection. Each physician should decide what they are comfortable with in this regard.

**Pathology:**

* All specimens are placed in a container with formalin or designated perseverative.
* Label specimen container with patient name, age, birthday, date, and specimen description.
* Take the specimen to the recovery room with the patient. (**Formalin is found in the recovery room).**
* Upon discharge from the recovery room to the floor, the staff nurse will sign the recovery room record indicating that she/he has received the patient’s specimen.

**Cholecystectomy: NEVER THROW AWAY THE STONES**

* 1 or more stones will be placed in the pathology container with the gallbladder.
* The rest of the stones from each patient are placed in a bottle and given to the family.

**Supplies to keep:** Cautery pencils and tips, cautery grounding pads (use grounding pads until they no longer work), suction tips, suction tubing, lap sponges, prep bottles, all unused surgical supplies, all plasticware, asepto syringes, peel pack packages, instrument wraps, Coban remnants, unused, clean gowns and surgical drapes

If you are uncertain about the product ask Maria or Aracely in Central Supply.

**Supplies to throw away:** Gloves, sponges, used disposable surgical gowns, used disposable drapes, needles, syringes, IV catheters, endotracheal tubes, and any item that cannot be cleaned and sterilized.

Many items require gas sterilization which is more expensive than buying new supplies. If unsure, please ask.

All biohazard trash is placed in red bags.

**Speaking with the family post-op**: Approximately 10 minutes before the case is finished,

the circulating nurse will notify the pre-op translator to have the family come to an area outside of Central Supply. (Maria will show the exact location.) The family should wait there for the surgeon. The surgeon will enter the area where the family is waiting through the recovery room door into the hall. The recovery translator will go with the surgeon to speak with the family. The translator then directs the family to the main hall of chairs to wait for further visitation with the patient.

This allows the surgeon to not have to go outside the OR suite, as well as providing more privacy for the family.

**RECOVERY ROOM**

**Forms to complete:** (See In-Service Manual)

* The Recovery Room Record is located in the patient’s chart.
* Document surgery in the Surgery Log Book.
* Document pathology in Pathology Log Book.
* Post-operative orders are to be confirmed and signed by the surgeon.

**Linens:**

* located in warmer
* replacement linens in Central Sterile
* no blankets go to the floor with patients
* blankets are reused if clean
* soiled blankets are placed in a plastic bag and given to Maria or Aracely in Central Sterile for laundry
* Extra plastic bags are in Central Sterile.
* Soiled linen is placed in a large plastic bag located in the recovery room.
* Biohazard waste is placed in red bags.

**Pathology:**

* A pathology specimen will come from surgery with the patient. The nurse receiving the patient to the floor will sign the recovery room record that she/he has received the specimen.

**Discharge from Recovery Room:**

* The floor nurse must come and take the patient for discharge instructions and have the patient sign they have received those instructions. **ONLY DISCHARGE A PATIENT TO A NURSE. NEVER DISCHARGE A PATIENT HOME FROM THE RECOVERY ROOM.**
* **Discharge from the Recovery** room to the floor is accomplished by having a translator get a nurse from the emergency room. She will come, receive report and take the patient. Please make certain the recovery staff reviews post-operative orders by the surgeon especially any handwritten orders by the surgeon.

**TEAM HOUSE**

**CASA DE BRIGADA**

The team house is on the hospital campus. One dormitory room of 15 beds and bathrooms, one dormitory room of 12 beds with bathrooms, two private rooms with bathrooms, and one private room with two sets of bunk beds and bathroom, kitchen, laundry room, dining area, lounging area with screened front and back porches, air conditioning, hot water and internet complete team accommodations.

Sonia Esperanza Ramirez, Director of Kitchen Staff is helped by various helpers depending upon the size of the team. Any questions about food should be directed to Sonia.

Team meals are served:

Breakfast 6:00AM-8:00AM

Lunch 12:00 noon-2:00PM

Dinner 6:00PM-8:00PM

Should the schedule of the team members not allow team member(s) to make the mealtime, team members should prepare a plate(s) for later warming in the microwave.

NO glass dishes are taken outside the team house. If someone wants to eat someplace other than team house paper products are provided.

Should there be plates or serving containers left in the kitchen for team members after the Team House Kitchen Staff leaves for the day, the team is responsible for throwing the plates away or putting food away and cleaning any serving dishes left over. Dirty dishes are NOT to be left for the kitchen staff.

Drinks are provided in the refrigerator in the laundry room (behind kitchen).

Bottled water is provided. Please label and refill your bottles with water from 5-gallon containers that are found in the kitchen of the team house and in various locations at the hospital.

Use bottled water for brushing teeth.

DO NOT flush toilet paper. A trash can is provided beside the toilet for used paper.

The team house is cleaned daily. Please do not leave personal items on the floor except for suitcases.

A washing machine, dryer, and laundry detergent are provided in the laundry room. They may be used at any time. Try to run full loads to save water and electricity. Please promptly remove clothes from the washer and dryer. Other people may be waiting to do laundry.

Do not invite Hondurans into the team house.

Do not leave the hospital campus. IT IS NOT SAFE. If anyone wants to leave campus, contact your team leader who will check with Hospital Administrator, Noemi Santos for permission, an escort, and transport.

Keep ALL valuables (passport, money, cameras, jewelry, etc.) in a secured place; there are lockers inside the OR suite (each person brings their own padlocks); these lockers will need to be shared.

Should the team house lose power wait 10-15 minutes and the generator will be activated. Someone will take care of flipping the circuits in the team house as the generator is activated.

The question of tipping those who serve us always comes up but we request that individual staff persons are not singled out for these special gifts.

If you desire to honor those who have served the team during your stay, please consider a donation to the Hospital Staff Christmas party where everyone receives a generous gift of food. In 2023, this party cost ~$7000.

A tax-deductible donation can be made to Health Caring Services with a memo of gratitude from the individual or the team. This will be shared with the hospital staff at the party. Your team leader can help with any information you would need.

**ADDENDUM L**

**TOUR AND TRIP EXTENSIONS, HOTEL COPANTL INFORMATION**

* Team leaders are responsible for making all arrangements for these tours/ trip extensions. ALL tours and trip extensions must be scheduled at the END of the team’s scheduled time of working at the hospital.
* Tour dates and information are included on the Team Leader Commitment form so the hospital can advertise your team working dates accurately.
* A quote may be requested for transportation to Copan Ruinas.
* Transportation must be paid for before the tour begins. Contact HCS administration for details.
* HOTEL COPANTL- San Pedro Sula:
  + N.B. Health Caring Services advises that the team not spend time in San Pedro Sula for safety reasons. The decision to spend time there is made by the team leader and team members.
  + Team leaders will be responsible for making all arrangements for team stays at the Hotel Copantl.
  + [+504 2516-8900](https://www.google.com/search?gs_ssp=eJzj4tVP1zc0TDLLqCooKks2YLRSMaiwSDMzM022TDUwMjYwNDAxtjKoSDVKsjRNTDQwAcI08xQv3oz8ktQcheT8gsS8khwAlGcUAA&q=hotel+copantl&oq=hotel+copanttl&aqs=chrome.1.69i57j46i13i175i199l3j0i13i30l5.8441j0j15&sourceid=chrome&ie=UTF-8)
  + <https://hotel-copantl-convention.business.site/?utm_source=gmb&utm_medium=referral>
  + Call the Copantl and get quotes and availability for rooms
  + To make reservations, you will need:
    - Name of each person(s) in every room, indicating type of room- single or double
    - Confirmation of the date of the reservation
    - Rooms are paid for at check-out by each individual
  + Reservations at the restaurant at the hotel are made by the team leader. Time and date of reservation and # of people are required information.