

## Service-Learning at Saint Joseph's University



### Mercy Hospital Ambulatory Center

<b>Address</b>	501 South 54 <sup>th</sup> Street, Philadelphia PA 19143
<b>Supervisor</b>	Kathy Gavin
<b>Phone</b>	215-748-9204
<b>Email</b>	kgavin@mercyhealth.org
<b>Transportation</b>	Approximate Travel Time by Car: 15 minutes
<b>Placement Availability</b>	1 Student per day *Business Casual Dress Required*
<b>Clearances Required</b>	TB Test, Flu Shot

**Description of Agency/Activities:** Mercy Ambulatory Center's process is to have all uninsured patients discharged after receiving immediate attention from ER/Hospital to the Ambulatory Center. MAC meets patient's primary care needs but also much more. Medical education and instructions on patient conditions are provided in a manner that all patients understand. MAC shows patients how to apply for available health insurance. Financial counseling is provided to help with applications for medical assistance and "self-pay" rates. Continuity of care for patients who are discharged from the hospital is also achieved with the medical residents who cared for the patients while hospitalized are involved in their follow up care under the guidance of a preceptor. Providing this key education could not be done in the ER. MAC empowers patients to access the care and benefits available to them within their communities. It provides education on illnesses that are prevalent within their communities. And it creates the opportunity for the new-found knowledge to be passed on to increase the knowledge and capacity of other family members. Thanks to this comprehensive program, uninsured and under-insured individuals now have access to care that is not readily available to them from other community resources.

**Student Role in Agency:** Students work at Mercy to shadow doctors as they work with uninsured patients offering routine exams, check-ups, and follow-up care. Students help doctors record patient information and observe the processes and issues that patients without regular insurance face.

**Unique Features of agency:** Providing ambulatory care to people in the community who otherwise may go without medical care. In addition to educating clients how to care for themselves and their family members, preventative health education is also emphasized.

### **Orientation & Requirements:**

A Tuberculosis test within the year is required to begin volunteering with this community partner. You may choose any participating health physician's office or the SJU Student Health Center, located on the first floor of Sourin Hall and follow their directions. If you select the SJU Health Center, there will be a \$10 fee to administer the injection. You will also need to provide a record of

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a flu shot. Any student who finds the \$10 fee an economic hardship should contact Ann Marie Jursca Keffer at x1337.

An orientation will be provided on the first day of service. Business casual dress is required.