

Student-Run Free Primary Healthcare Clinics

FOR
DUMMIES[®]

1st Edition

Your guide to a starting up a
student-run primary
healthcare clinic at your
medical school!

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STUDENTS' HEALTH AND WELFARE CENTRES ORGANISATION



Starting Up Student-Run Free Primary Healthcare Clinics for Dummies

10 easy steps to starting up a student-run free primary healthcare clinic at your medical school in South Africa

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Electronic resources

For free access to student-run free clinic resources (available online via www.dropbox.com), contact Simon Mendelsohn (simonmendelsohn@gmail.com)

Introduction: SHAWCOs Student-Run Free Clinics

Since 1943 SHAWCO, the Student's Health And Welfare Centres Organisation, has developed a reputation of delivering quality primary health care in under-resourced communities in Cape Town, South Africa. SHAWCO is a University of Cape Town student-run, non-profit community outreach organisation. It relies on over 100 volunteer doctors, and 800 medical and allied health science students in all years of study to ensure that these student-run free clinics continue to be delivered.



SHAWCO Health co-ordinates six clinics which operate at night on a weekly basis in various Cape Town communities, and paediatric clinics every second Saturday morning. In 2009, SHAWCO introduced a Wednesday morning paediatric screening clinic, run in conjunction with the School of Child and Adolescent Health at UCT, City Health and Environmental Health.

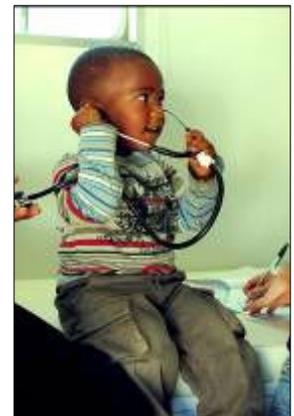
These clinics often serve as the only port-of-call for community members who work during the day, or who cannot make the trip to the neighbouring day hospital. The clinics either operate from permanent health facilities or from SHAWCO Health's three, fully-equipped mobile clinics.

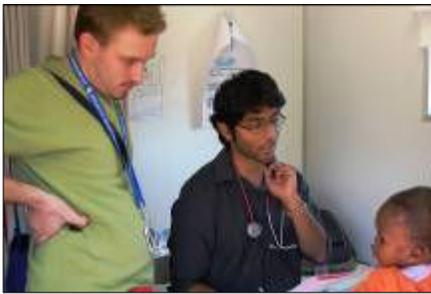
The weekly clinics go out to the following sites:

Monday: Newrest (in Gugulethu) and Simthandile (in Khayelitsha)
 Tuesday: Masiphumelele (in Noordhoek) and Brown's Farm (in Nyanga)
 Wednesday: Joe Slovo (in Milnerton) and Zibonele (in Khayelitsha)

The Paediatric clinics run every 2 weeks on Saturday mornings alternating between Imizamo Yethu (an informal settlement in Hout Bay) and Du Noon, with the Wednesday clinic being nomadic.

During clinics, patients are seen by medical students under the supervision of a qualified volunteer, or locum, doctor who oversees the proceedings, verifies diagnoses and provides advice. Clinical year students (4th to 6th MBCHB) are responsible for clerking, examination,





treatment and health promotional education of patients, while guiding and teaching pre-clinical students who observe and examine patients under guidance. This fulfils another major role of the clinics – providing education and experience to future doctors and instilling a passion for primary health care. The students who volunteer for SHAWCO clinics say that they are better prepared to deal with the challenges of their community service year and are more likely to stay on in South Africa thereafter.

We provide a primary health care service, treating conditions such as diarrhoea, respiratory tract infections, sexually transmitted infections, muscular-skeletal ailments and other non-specialty disease. We provide holistic management which includes the wonderful care provided by our physiotherapy, occupational therapy, speech therapy, dietetics and audiology students who have great dedication to helping provide an appropriate service to the community.



Our pharmacy, operated by nurses with dispensing licenses, supplies free primary healthcare medication to patients. When we are confronted with a patient requiring a higher level of care or a patient for whom we do not have the facilities to treat, we refer them to the local day hospital or secondary hospital. Students work very closely with community health workers within the community. These community health workers contribute to decisions made concerning the various clinics and help educate patients around specific health issues.

Some Statistics for SHAWCO Health:

Year	Clinics	Volunteers	Patients
2010	248	819	5488
2009	180	557	4806
2008	160	477	4208
2007	134	Not recorded	3596
2003	115	+/- 150	2005
1963	3 sites	63% of all UCT medical students	14,716

For more information:

Website: www.shawco.org

Email: health@shawco.org

Wikipedia: <http://en.wikipedia.org/wiki/SHAWCO>

Photo Gallery: www.flickr.com/photos/shawco-health

10 easy steps to starting up a student-run free primary healthcare clinic at your medical school

Step 1: The clinic committee

- Find a team of passionate, idealistic fellow students who will help start up the clinic
- It is advisable to find an enthusiastic faculty members in the public health and family medicine department(s) to collaborate with you or act as an advisor. You should also get permission from your Health Sciences Faculty Dean.
- Develop a name, mission statement and logo for your clinic
- Allocate roles to your team members. Here are some possible portfolios, based on the SHAWCO steering committee structure:
 - Pharmacy
 - Evaluation and Statistics
 - IT
 - Fundraising
 - Preventative Medicine (including health promotion, education and screening)
 - Marketing and Events (in charge of recruitment of volunteer students and doctors)
 - Health and Rehabilitation (preferably an allied health sciences student)
- "Avoid hierarchical structures among the student leaders. Everyone has a leadership role, everyone works both administratively and clinically, expect a high level of maturity, responsibility, and ownership and most of all, humility. No task is too small. The clinic leaders are the ones who also take out the garbage."¹

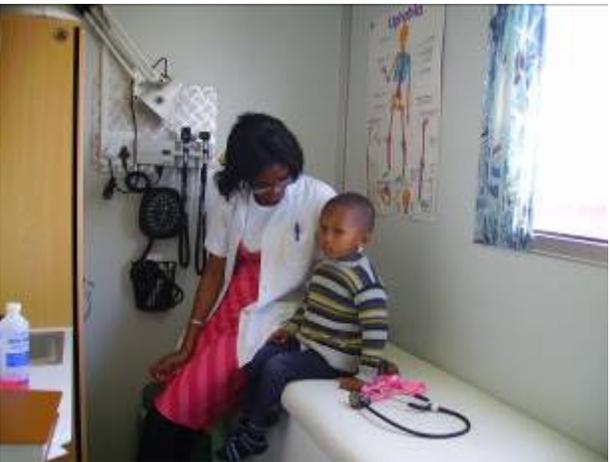
Step 2: Partner with a local community

- Select a community in need of assistance and form a partnership with local community leaders, district health managers, environmental health officers and/or the public health/family medicine department(s) at your university. You may wish to find a community group which is already serving the underserved in the community (NGO, school, church) and form a partnership with them.
- Work with these stakeholders to identify health problem(s)/need(s) in the community (eg. Undiagnosed chronic disease, obesity, HIV, sexually transmitted diseases, TB)
- Find ways your student volunteers will be able to address those problems (eg. Screening, preventative medicine, health promotion/education campaign, HIV testing, STI treatment, TB screening etc). Work on a campaign to address the

¹ Society of Student-Run Free Clinics. 25 Steps to Starting a Student-Run Clinic. Available online at: http://www.studentrunfreeclinics.org/index.php?option=com_content&view=article&id=65&Itemid=144 (accessed: July 2011)

problems you have identified. Identify all the resources, knowledge and skills you will require.

- Find premises in the community from which to run your clinic (initially partnering with the local government clinics, local NGOs or religious institutions may be the easiest way to go). You can either use the existing rooms at the premises as consulting rooms, or if they are not available, then you can use large screens / prefabricated walls as partitions for your consulting rooms. At a later stage, when you have funding available, you may consider constructing your own clinic structure, or building a mobile clinic from a shipping container, attached to a truck (eg. The SHAWCO mobile)



- **Know your community**
Know what resources are available in your community; liaise with the local health authorities and set up a referral network for your patients to the most appropriate local health facility. Also meet with local NGOs and form a referral network with them so that you are able to refer patients with disabilities, abuse, for grants, childcare...
- **Community Participation**
You will need representatives in the local community to advertise your services and to help you decide which services are most needed. It is useful to align yourself with a community clinic, and partner with local community health workers (CHWs), local

nurses and community leaders (often the ward councilors). Posters placed strategically in your community, advertising the dates of your clinic and the services offered works well to recruit patients.

Step 3: Medico legal issues

- You need to assure confidentiality, privacy, quality of care, safety, beneficence and non-maleficence. We sign a contract and indemnity form with all our volunteers (feel free to use our template)
- You must consider liability: Who is responsible if a student is injured (Our SHAWCO clinics are part of the health science faculty at UCT: if a student is injured in SHAWCO transport, or gets an occupational injury, the University insurance kicks in. You may wish to consider a similar system at your university), or a patient is harmed by the treatment he receives at the clinic (that is why it is essential to have attending doctors at your clinic, who take the fall if something goes wrong! ☺)?
- Develop an accident protocol and a protocol for patient coming to the clinic who are in a critical condition: you will face these situations sooner or later (You are welcome to use the SHAWCO protocols).

Step 4: Resources and fundraising

- Initially form a partnership with the local university/teaching hospital to attain supplies. You can also get donations from family medicine practices.
- Also try partnering with the local pathology laboratory service
- Apply to your university for funding
- Send out appeal letters to corporate and private funders. Try medical school alumni.
- Another clinic model would be to charge a nominal fee of R5-R10 per patient, which would go towards the cost of the resources.

Step 5: Recruiting volunteer students

- Advertising: Use media such as Facebook (create a group for your clinic), your university's electronic forum, BulkSMS, email, posters in the hospitals and on medical campus, t-shirts/caps/scrubcaps...
- Recruit your friends and other students in your class
- Prepare a PowerPoint presentation or video to show to your class
- Don't forget to recruit allied health science students (physiotherapy, occupation therapy, speech therapy, audiology and dietetics)



- Contact students who have come out on your clinics previously (keep their numbers, create an electronic database)
- Ask students to confirm with you if they are coming on a clinic so that clinic numbers are not under- or over-subscribed

Step 6: Recruiting volunteer doctors

- Design an attractive introductory recruitment brochure, explaining your clinic
- Recruitment posters
- Approach consultants, registrars, lecturers, tutors
- Partnership with Faculty of Health Sciences
- Presentations at General / Family Medicine Practitioners' Conference
- Contacting alumni of the medical school
- The phonebook!
- Try to arrange CPD points for your doctors – private doctors jump at CPD points (look in the Dropbox folder for info on how to register for CPD points). This may be something you want to wait a year or 2 for before going ahead with.



Recruiting doctors telephonically

When phoning to recruit doctors, rejection is the norm. Extreme patience is necessary, especially considering some very rude doctors and receptionists you may encounter. Do not be disheartened or offended. It is nothing personal and merely reflects their stressful and competitive lifestyle. However, there are things you can do to help your cause:

- Be professional over the phone. Know what you want to say. Think how you would like to be approached if you were the doctor. Decide in advance what the most important information is that you want to transfer.
- Give adequate information. If necessary, give an appropriate explanation of what we do and exactly what their role will be at the clinic. It may be useful to emphasise the interaction with students and their role in valuable student learning. (Remember: doctors can earn CPD points by going on Clinics)
- Don't phone a new doctor on the day of or day before a clinic. Contact new doctors well before the time.
- If the doctor is not available or not sure whether he/she can volunteer, offer to post or email or fax the Information Brochure.

Step 7: Getting started

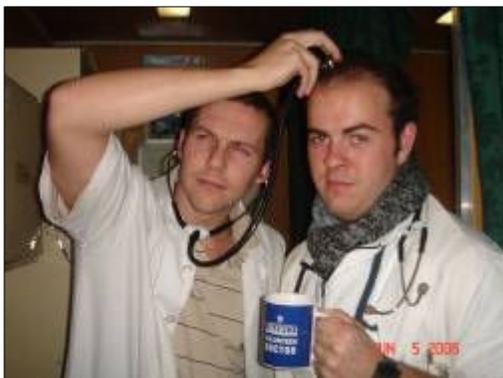
- Use the same principle as you would use with psychotropic medication: start low, go slow.

- Start with a pilot clinic. Set a limit to the number of patients you want to see in a night to avoid frustration on the part of both volunteers and patients. At SHAWCO, we set the limit at 25 patients, to avoid having students returning home at midnight, and patients being sent home at midnight! In the past we had no limit, which meant we sometimes we returned home as late as 1am.
- Generally how it works at student-run clinics is that non-medical (and extra pre-clinical) students act as the admin staff. Patients are seen in pairs by students (clinical student partnered with 1 or 2 pre-clinical student). History taking, examination, differential diagnosis and management plan are all done by the pre-clinical student who is supervised and helped along by the clinical student. The patient is then presented by the clinical student to the doctor, who then teaches the students (if there's time) and offers his diagnosis and management plan. The doctor signs the notes (and medication script / referral letter / medical certificate), before moving on to the next patient.
- You may also wish to have a health promotion/education team who focus solely on educating patients at your clinics on health issues. At UCT, a sister organisation called WREMS (Waiting Room Education by Medical Students) performs this role.

Clinic stationery and resources

- Build up a bank of useful resources, such as patient notes cards, drug scripts, referral letter, medical certificates, screening protocols, HIV counseling guides – let your volunteers go wild!
- At the start, you can use your own diagnostic equipment, later, when you have funding, consider investing in some hardware for you clinic.
- For free access to SHAWCO's student-run free clinic resources (available online via www.dropbox.com), contact Simon Mendelsohn (simonmendelsohn@gmail.com)

Step 8: Record keeping and evaluation



- Develop a record keeping system; electronic would be best.
- This can be used to monitor patient demographics, disease patterns and management. Also to check that resources are being used appropriately and effectively.
- Ideally you want to have a way to measure outcomes: funders LOVE outcomes (we saw 5500 patients, and provided 200 HIV tests, 1000 doses of antibiotics, etc)

- Always ask: Are we providing the right services, to the right people, in the right place, and are we doing so effectively? Are we utilising our resources optimally? How can we do what we do, better?

Other questions to answer:

- Are our patients satisfied with the service we offer? How can we improve our service?
- Do our volunteers value the experience? Do they gain knowledge/skills? How can their experience be improved? How can we increase our volunteer base?
- Do regular SWOT analyses (Strengths, Weaknesses, Opportunities, Threats) with your team and volunteers.

Step 9: Growing your clinic

- As your volunteer base and resources grow, you may be in a position to expand your services at your clinic, or expand to other communities. Be careful not to over-expand or expand too rapidly, which may put you in a situation where you will have to pull out of communities, damaging your reputation. Start low, go slow.
- I would recommend that you focus on building up a quality service at your clinic before starting further clinics.
- You may also wish to partner with local NGOs, or other student groups to offer inter-sectoral "holistic" care to patients: social workers, legal aid from law students, allied health sciences, dentists, engineers to fix things in the communities...

Step 10: Starting a pharmacy

I've left this step till last as it is the biggest and most terrifying. I won't lie, running a pharmacy is a huge amount of work, and you will need professional help. It is also very expensive (In 2010, SHAWCO Health spent in excess of R150,000 on medication alone in treating 5500 patients). I suggest finding a pharmacist to help you set up the dispensary, and a friendly pharmacologist to offer you advice.

Getting started

- Develop a medicines formulary (use SHAWCO's Essential Drug List for guidance), keep this updated regularly through collaboration with the local pharmacology department
- Make sure your dispensary complies with GPP (Good Pharmacy Practise)
- Develop a SOP (Standard Operating Procedure) for your pharmacy (use SHAWCO's SOP for guidance)
- Registration with Department of Health as a health service (see below)
- Find nurses with dispensing licenses – register them with the department of health
- Design a drug script (use SHAWCO's template)



- Find a local medical supply company who will be able to supply you with medication.

Registration with Department of Health

To be able to offer a legally recognised health service, you will need to register your service with the Department of Health. What you are looking for is designation in terms of section 56(6) of the nursing act, 2005 (act 33 of 2005). By registering as a health organisation, nurses employed/volunteering at your clinic, who have dispensing licenses, are able to prescribe and dispense medication.

The organisation has to submit a letter of motivation to the Department, addressed to the Director-General. A submission is forwarded to the DG for approval of designation, in consultation with the South African Pharmacy Council. The motivation, submission and letter to Council must cover the following:

- Name of the clinic
- Name of the organisation it is run by
- Purpose of the organisation / services it offers to the community
- Location of the clinic
- Area to be served
- Estimated number of health care users (optional)
- Demographic considerations, e.g. disease patterns, health status of the population
- Type of health care service/s to be provided
- Existence of other health facilities in the area; distance from clinic
- Why the service of the clinic is required if there are other health facilities in the area
- Any other information the applicant may deem important
- The name of the supervising doctor, who is willing to take responsibility and confer authority, in terms of Section 56(6) of the Nursing Act, 2005, on the nurse. NB.: A nurse has to work under the supervision of the doctor in charge of the clinic. This nurse is then authorised to dispense medication (if he/she has a dispensing license)

Registering nurses with the department of health

You will need to courier the following documentation to the Pharmaceutical Programmes and Planning Department at the Department of Health. All these documents are available on the shared Dropbox folder.

1. Fill in "APPLICATION FOR A LICENCE TO COMPOUND OR DISPENSE MEDICINES IN TERMS OF SECTION 22C (1) (a) OF THE MEDICINES AND RELATED SUBSTANCES ACT, 1965 (ACT 101 OF 1965)"
2. Certified copy of successful completion for the dispensing course
3. Proof of current registration with the Statutory Council (Nursing council)
4. Copy of identity document
5. Section 38A authorisation and protocols: AUTHORITY UNDER SECTION 56(6) OF THE NURSING (needs to be signed by appointed doctor in charge of your organisation)
6. Designation as Health Organisation in terms of section 56(6) of the nursing act certificate (this also needs to be attached to the individual nurses application)
3. Proof of notice given by publication in a newspaper circulating in the area where the applicant intends to conduct his or her practice of his intention to apply for a licence
4. Proof of payment of application and annual fees:
 - R1000 – application fee for license (valid for 3 years)
 - R600 – annual fee for 3 years (R200/year)

References

- Crimson Care Collaborative. A Guide for Establishing a Student-Faculty Collaborative Practice. Massachusetts General Hospital. 2011, April.
- Society of Student-Run Free Clinics. 25 Steps to Starting a Student-Run Clinic. Available online at: http://www.studentrunfreeclinics.org/index.php?option=com_content&view=article&id=65&Itemid=144 (accessed: July 2011)

Resources Available on Dropbox

**Document templates\
Evaluation and quality assurance\
Health & Rehabilitation students\
Health promotion, education and screening\
Marketing\
Pharmacy\
Registering as a health service\
SHAWCO in the media**

**Document templates\
Health passports (patient cards)\
Paeds screening sheets\
About SHAWCO Health.doc
Application form - SHAWCO Health Steering Com.doc
Application form for rural health trip.doc
Audiogram.doc
Certificate template.doc
Check list for clinics at sites of Refuge.doc
Community Health workers roles and responsibilities.doc
CONSENT FORM FOR BLOOD TEST.doc
Consent letter with Shawco Letterhead.doc
Electronic stats capturing sheet for clinics.xls
Equip for paeds clinics.doc
Finance Request Form.doc
Health & rehab students roles.doc
Health And Rehab Development Profile.doc
HIV COUNSELLING AND TESTING CONSENT FORM.doc
IMCI.pdf
Indemnity form for SHAWCO Health Clinics.doc
Indemnity Form.doc
Medical Certificate (2010).doc
Mobile and fixed sites stock sheet.xls**

NGO mapping - Questions to ask over phone.doc
Notification Slip.doc
Paeds Emergency Protocol.doc
PHC EDL 2008.pdf
Referral Centres.xls
Referral letter (2010).doc
Resource pack for medical students and doctors (booklet printing).xls
Resources available to students on the SHAWCO clinics.ppt
Sexual Abuse cases.DOC
Social referral letter.doc
Social Referral Network Booklet.doc

**Document templates\
Health passports (patient cards)\
SHAWCO Health Passport - Continuation Sheet.doc
SHAWCO Health Passport.doc
SHAWCO Health Passport.pdf**

**Document templates\
Paeds screening sheets\
2011 Paeds Template - Boys.docx
2011 Paeds Template - Girls.docx
GrowthCharts.pdf
Paediatric screening folder 2011.doc
Paediatric Screening sheets.doc
Paeds folder-boys cover.doc
Paeds folder-girls cover.doc
Paeds folder-inside section.doc**

**Evaluation and quality assurance\
research\
Letter to local day hospital or clinic.doc
Questionnaire for CHWs.doc
Questionnaire for Clinic committees.doc
Questionnaire for extra projects.doc
Questionnaire for international students.doc**

Evaluation and quality assurance\
**research\
Articles about SHAWCO\
A Curriculum in Systems-based Care - Experiential Learning changes in student knowledge and attitudes.pdf
A medical student run free clinic, one year in review.doc
A multidisciplinary, learner-centered, student-run clinic for the homeless.pdf
Balancing Service and Education - Ethical management of student-run clinics.pdf
Community Service in higher education.pdf
Community-orientated medical education - extending the boundaries.pdf
Early involvement in a multiprofessional course - an integrated approach.pdf
Early practical experience and the social responsiveness of clinical education - systematic review.pdf
Free medical clinics - helping indigent patients and dealing with emerging health care needs.pdf
How can experience in clinical and community settings contribute to early medical education.pdf
Insuring the uninsured - A student-run initiative to improve access to care in an urban community.pdf
Is healthcare a right or a commodity (James Irlam 080205).doc
Medical student-run health clinics - important contributors to patient care and medical education.pdf
NB Student-Run Health Clinic - Novel Arena to educate medical students on systems-based practice.pdf
Patient Satisfaction in a Student-run free medical clinic.pdf**

Practicing effectively in today's health system - teaching systems based.pdf
 Proposal - SHAWCO Situation Analysis and Evaluation (final edit).doc
 Quality of Diabetes Care at a Student-Run Free Clinic.pdf
 Students in the community - An interprofessional student-run free clinic.pdf
 The Columbia-Harlem Homeless Medical Partnership.pdf
 The Promise Clinic - a service learning approach to increasing access to health care.pdf
 The Role of Public Universities - Examining one university's response to xenophobia.pdf
 The UCSD Student-Run Free Clinic Project - transdisciplinary health professional education.pdf
 UCLA Mobile Clinic Project.pdf
 What is the quality of preventive care provided in a student run free clinics.pdf
 Witnessing and the medical gaze - how medical students learn to see at a free clinic for the homeless.pdf

Evaluation and quality assurance\research**Articles about SHAWCO**\
 Examining one university's response to xenophobia.pdf
 Katz SHAWCO article.pdf
 Selzer SHAWCO article.pdf
 The role of voluntary service at student-run free clinics in medical education at UCT.pdf

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 Audiology\
 Health and Rehab equipment\
 OT Paeds\
 Sign Language Interpretation Stuff\
 Speech\
 Templates\
 Counselling services - Cape Town.pdf

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 Audio equipment\
 SHAWCO audiogram.doc

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 Audio order form.doc
 Audiology Equipment list.doc
 Audiology Equipment.doc
 Audiology list, services, contacts.doc
 NS Technologies Order.doc
 SHAWCO - Janet Opperman.doc

SHAWCO Audiogram.doc
 SHAWCO HEALTH Finance Request Form completed.doc
 SHAWCO HEALTH Finance Request Form HASS.doc
 SHAWCO HEALTH Finance Request Form NS.doc
 SHAWCO HEALTH Finance Request Form.doc

Health & Rehabilitation students**Health and Rehab equipment**\
 2009 Price List Gymnic Range.xls
 Contents of Health & Rehab Drawers etc.doc
 Equipment for Health & Rehab.doc
 Health & Rehab list for new mobile.doc
 Health & Rehab Shopping List.doc
 Health & Rehab stock - where should these go.doc
 Requirements for H&R Mobile.doc
 SHONAQUIP therapy equipment price list for clients- oct 2008.xls

Health & Rehabilitation students**OT Paeds**\
 Child Handling 2010.ppt
 OT - Teachers handouts (Development Stimulation).doc
 Thumbs.db

Health & Rehabilitation students**Sign Language Interpretation Stuff**\
 Heap_ Guidelines (Afr)1 clean.doc
 Heap_ Guidelines (Xhosa)1 clean.doc
 Heap_ Guidelines1 clean.doc
 Report - 2008 Sign language project.doc
 Sign lang advert - xhosa.doc
 Sign lang advert.doc

Health & Rehabilitation students**Speech**\
 Minutes of SHAWCO Speech meeting 16 november 2010.doc
 Poster1 - Help me learn to Communicate.doc
 Poster2 - Help us Learn to communicate 2.doc
 Speech Equipment.doc
 Speech Language Pathology years.doc

Health & Rehabilitation students\Templates**Physio Forms**\
 Witwatersrand Development Profile\
 Health & Rehab Referral List.doc
 Lists of what H&R does for clinics.doc
 OT label IY.pub
 OT label.pub

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 ortho assessment form.doc
 undergradassessment.doc
 undergradassessmentsshort.doc

Health & Rehabilitation students\Templates**Witwatersrand and Development Profile**\
 UNIVERSITY OF THE WITWATERSRAND DEVELOPMENT PROFILE - 2-5yrs.pdf
 UNIVERSITY OF THE WITWATERSRAND DEVELOPMENT PROFILE 2-5yrs.doc
 University of the Witwatersrand Development Profile9-21 month.pdf

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 Family Planning\
 Health promotion pamphlets and posters\
 HIV Testing and Counselling\
 ORS bottle\
 Health Promotions (Screening cubicle) presentation.pptx
 Health Promtion topic ideas.doc
 how_to_handwash.gif
 ORS.doc
 Pap smear protocol (March 2011) - Draft 1.doc
 Request for processing Pap smears - NHLS letter.pdf
 Screening test.jpg
 Screening Triage Proposal.doc
 Sexual Abuse cases.DOC
 What is the quality of preventive care provided in a student run free clinics.pdf

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 Contraceptive guidelines 2010-2012.pdf

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 Breastfeeding\
 Dermatology\
 Diabetes\
 Diet\
 Gout\
 HIV\
 Hygiene\
 Hypertension\
 Legal user manuals and pamphlets\
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 STIs\
 TB\
 Vaccinations\
 Screening cubicle.pub

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Breastfeeding and HIV.ppt
counselling aid for infant feeding - poster.doc
Dangers of rapid weaning.doc
Infant feeding guidelines for HIV positive mothers.doc
Infant feeding issues @ ZLE.doc

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Acne (info leaflet)_0002.jpg
Info for staphylococcal carriers.jpg

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diabetic (eng).pdf

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Nutritional care for people living with chronic debilitating conditions - afrikaans.pdf
weight reducing diet (eng).pdf

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CD4 explained (IsiXhosa).pdf
HIV counselling notes - Khayelitsha.pdf
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Khayelitsha HIV services map.pdf
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Talking_about_ARVs.pdf
Youth_posters_vct.pdf

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Cough Hygiene Poster Version 1.1.pdf

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Domestic Violence Pamphlet.docx
Domestic Violence User Manual.docx
Grants Pamphlet.docx
Grants User Manual.docx
Insurance Pamphlet.docx
Insurance User Manual.docx
LAWCO worksheet on labour law.pdf
Maintenance Application Form.pdf
Maintenance Pamphlet Appendix.docx
Maintenance pamphlet.docx
Maintenance User Manual.docx
Manual on Succession courtesy of Aids Law Project.pdf
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Succession pamphlet.docx
Succession user manual.docx
UIF Pamphlet.docx
UIF User Manual.docx

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UIF Pamphlet.pdf

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Medication adherence posters - isiXhosa2.pdf

Health promotion, education and screening\Health promotion pamphlets and posters**Miscellaneous**

Health promotion, education and screening\Health promotion pamphlets and posters**STIs**\patient notification slip abbreviations .msg
patient notification slip.jpg
PID (Pelvic Inflammatory Disease) and STI handout.pdf
STI's (Eng and Afr).pdf
STI's (isixhosa) pamphlet_0001 - Copy.jpg
STI's (isixhosa) pamphlet_0001.jpg
STI's (isixhosa) pamphlet_0002 - Copy.jpg
STI's (isixhosa) pamphlet_0002.jpg

Health promotion, education and screening\Health promotion pamphlets and posters**TB**\TB flyer - 4 languages\
XDR TB\
pamphlet.pdf
Poster english.pdf
Poster xhosa.pdf
TB (isiXhosa) pamphlet.pdf
TB poster - eng.pdf
tbposter2.pdf
Tbposters_english.pdf
TBTreatmentPosterAfrikaans.pdf
TBTreatmentPosterEnglish.pdf
TBTreatmentPosterXhosa.pdf

Health promotion, education and screening\Health promotion pamphlets and posters**Vaccinations**\measles - eng.pdf
polio-afri.pdf
TB leaflet (eng, zulu).pdf
TB leaflet (isiXhosa).pdf

Health promotion, education and screening\HIV Testing and Counselling\
How to perform HIV Testing and Counselling\hct policy guidelines 2010.pdf
HIV Counselling sheet.doc
HIV test consent form.doc
HIV testing notice.doc
HIV Testing record.xls
NEEDLESTICK INJURIES POLICY.pdf

SHAWCO'S HIV COUNSELLING AND TESTING PROTOCOL (September 2010).doc
HIV presentation.pptx
HIV Rapid Testing Training.pdf
HIV Rapid Testing Training.PPT

Health promotion, education and screening**ORS bottle\ Label\ Pamphlet\ Moms and ORS bottles.JPG quote - QUA10173 Shawco Adhesive Bottle Stickers.doc**

Health promotion, education and screening**ORS bottle\Label\ pics\ ORS bottle label (grayscale).pdf ORS bottle label (grayscale).pub ORS bottle label (original).JPG ORS bottle label (single colour).pdf ORS bottle label (single colour).pub ORS bottle label ORS bottle label (full colour).pdf ORS bottle labelORS bottle label (full colour).pub Health promotion, education and screening**ORS bottle\ Pamphlet\ Diarrhoea English and Afrikaans flyer.pdf Diarrhoea English flyer.pdf Diarrhoea isiXhosa flyer.pdf ORS pamphlet text.txt****

Marketing\ Doctor recruitment\ Patient recruitment\ Student recruitment

Marketing**Doctor recruitment\ CPD Guidelines 2006.pdf CPD registration 2010.doc Doctor certificate template.doc Doctor recruitment Pamphlet2.pub SHAWCO CPD Certificate Template.doc SHAWCO doctor recruitment poster.pub SHAWCO VOLUNTEER DOCTOR SIGN UP SHEET - electronic.doc**

Marketing**Patient recruitment\ Barcelona Clinic poster - xhosa.ppt Community Health workers roles and responsibilities.doc Masiphumelele clinic poster - English.ppt Masiphumelele clinic poster - xhosa.ppt Thumbs.db**

Marketing**Student recruitment**

101 Ways to Recruit volunteers.pdf
3rd - 5th Years.pptx
Email to all Health Science Faculty Students.doc
O-Week Info pamphlety thing.doc
Paediatrics clinics advert.doc
Recruitment poster (bad).pub
SHAWCO facebook groups.doc
SHAWCO student poster 1.pub
SHAWCO student poster 2.pub
SHAWCO volunteer letter.doc
Student recruitment poster (bad).doc
Summary + comments - Why do students come on SHAWCO clinics - need to reference.doc
Volunteer certificate template for regular volunteer.doc

Pharmacy\ How to register nurses to stock and dispense drugs\ SA pharmacy legislation\ Dispensing Nurse Contract 2011 final.doc Personal medication calendar.pub Pharmacy Drug List July 2010.xls pharmacy drug schedules.xls Pharmacy stock card.pub Pharmacy stock count and quantities to order in 2011.xls Prescription sheet.pdf Prescription sheet.pub Prescription Writing.ppt SHAWCO drug label.pub SHAWCO Pharmacy Standard Operating Procedures (SOPs).doc Thumbs.db

Pharmacy**How to register nurses to stock and dispense drugs\ AAA How to register a new nurse with the department of Health.DOC APPLICATION FEE - LICENCE TO COMPOUND OR DISPENSE MEDICINES.pdf Attachment 1 - Application form for nurses - updated.xls Attachment 2 - guidelines for filling in nurse dispensers application form.pdf Attachment 3 - SHAWO Clinic Addresses.doc Attachment 4 - AUTHORITY UNDER SECTION 56(6) OF THE NURSING.pdf Attachment 5 - Designation as Health Organisation.JPG Attachment 6 - wording of advert.doc Attachment 6 - Advert in local newspaper.doc contact details in DOH for Nurses dispensing licensing.txt Thumbs.db**

Pharmacy**SA pharmacy legislation\ Good pharmacy practise - Mobile clinics.pdf Good pharmacy practise in SA.pdf Medicines and Related Substances Control Act.pdf NB NB Regulations relating to the Ownership and Licencing of Pharmacies.doc Nursing Act (33 of 2005).pdf Regulations relating to the practise of Pharmacies.doc**

Registering as a health service\ supporting documentation for application\ AAA Designation as Health Organisation.JPG AAA Guidelines - Application for designation.doc Application for designation as a Health organization (2 Oct).doc permit 22A(15).pdf Thumbs.db

Registering as a health service**supporting documentation for application\ clinic drugs and diagnosis summaries.xls Clinic stats (1 Jan to 1 Oct 2009).pdf Clinic stats (1 Jan to 1 Oct 2009).pub floor plans.ppt Letter of Appointment of doctor in charge of health organisation.doc SHAWO Clinic Addresses (without maps).doc SHAWO Clinic Addresses.pdf**

SHAWCO in the media\ Another clinic baby sent off to die - Argus Article March 2009.doc Engineers show enthusiasm and craft without borders.doc Letter from Klipfontein District Health Services to SHAWCO (Feb 2011).pdf Letter of Endorsement - City Health. SHAWCO 2007.pdf Monday paper - May 2011.pdf Response to Article in Argus March 22.doc SHAWCO article in Weekend Argus, 29 May 2010.jpg SHAWCO GrandWest CSI Monday Paper.doc UCT Innovation Magazine article.DOC UCT press release - grandwest shawco partnership.pdf