

Volunteer Handbook

Medical Laboratory
Science Patient
Partnership Program



UNIVERSITY
OF ALBERTA

This manual outlines the procedures for the Patient Partnership program in the Division of Medical Laboratory Science. Additional training and expectations may be provided for volunteer opportunities as needed.

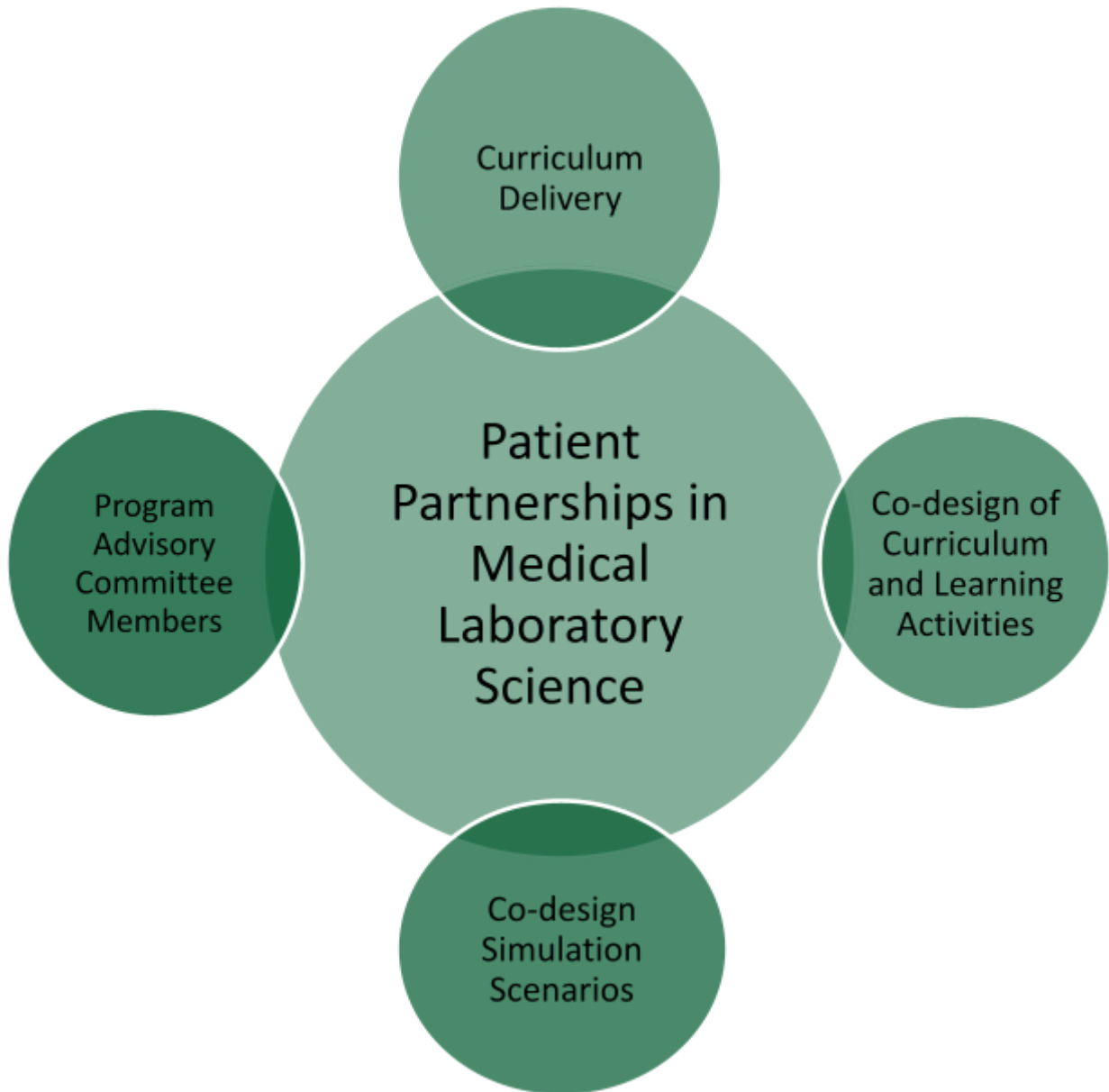
Welcome to the Patient Partnership Program for Medical Laboratory Science!

What is a Patient Partnership? The term “patient” is a very broad term and includes any client who has had any interactions with the healthcare system, i.e., current patients, residents, survivors, caregivers, family members and supporters, and any health service user. A “partnership” in healthcare refers to the relationship of persons involved, working closely together to promote choices and shared decision-making on the investigation, treatment, and management of care to ensure the best possible quality of care for all patients.

A Patient Partnership is a form of participatory citizen engagement that recognizes the impact of health care decisions on individuals and gives them a voice in making change. Individuals participating in the health system can affect changes in health policies, delivery of health services, and health provider behavior. Within the Medical Laboratory Science (MLS) program at the University of Alberta, we are striving to enhance the development of future health professionals by including community members in training and education.

What is the value of Patient Partnership in the education of a Medical Laboratory Technologist (MLT)? A Patient Partnership in the MLS program will ensure that we are meeting the needs of our community in the training of future laboratory professionals by engaging our local community to take part in the education of our students.

Patient Partnership links:



VOLUNTEERING WITH US IS EASY!

WHAT TO EXPECT AS A VOLUNTEER FOR THE MLS PATIENT PARTNERSHIP PROGRAM:

As a patient partner volunteer with MLS, we expect you to:

1. Participate in training and orientation if deemed necessary
2. Work within the boundaries of the volunteer assignment description
3. Take ownership of decisions made and information shared while volunteering
4. Consider your volunteer role as a professional commitment

TIME COMMITMENT

Volunteering is flexible and can be as short as a ten-minute interaction sharing your experience with students. Other volunteer options include input into curriculum design and teaching material as a content expert, co-designing simulation scenarios, participating in simulations, or acting as a community member on committees. The time commitment for each type of volunteer activity will be made clear at sign up.

PARKING AND TRANSPORTATION

Parking on campus can be found here:

<https://www.ualberta.ca/parking-services/lot-locations/index.html>, including rates. Lot L, Education Carpark, and Jubilee Parkade are most conveniently located to Kipnes Health Research Academy (KHRA, formally known as ECHA) and Clinical Sciences Building (CSB). The Medical Laboratory Science General Office can be found in KHRA, along with student classrooms. The MLS student laboratories can be found in CSB.

Other modes of transportation to campus, like bikes and public transport are also an option.

As a volunteer, your parking or public transportation costs will be reimbursed by MLS in the form of cash.

TRAINING AND ORIENTATION

Orientation and training if required, will be provided by MLS staff. You will be asked to debrief your experience with an MLS faculty member so that the instructors of the program can continue to learn.

PRIVACY POLICY

Information gathered and collected will be used only for the purposes for which it was collected, and not be disclosed or used for any other reasons not agreed to by the Patient Partner volunteer. Students are required to sign a confidentiality agreement prior to every patient volunteer experience to ensure that your personal information and story is held in confidence.

POTENTIAL BENEFITS TO YOU

1. Opportunity to contribute positively to the education of new medical laboratory technologists.
2. Opportunity to contribute to the overall quality improvement of MLS education.
3. Opportunity to share your knowledge and experience and have your personal stories heard.
4. Opportunity to help the MLS program stay grounded in real world experience.
5. Opportunity to help improve the quality of medical laboratory services delivered in the future.

POTENTIAL RISKS TO YOU

Depending on how you are participating or what you may share, volunteering could:

1. Put a strain on your emotional, mental and physical health.

2. May result in stress, anxiety and a feeling of embarrassment from sharing personal information with students.

At any point during the session, volunteers who are actively sharing their personal information and experiences will be able to stop sharing if they feel uncomfortable. During the debrief session with an MLS faculty member, you will be directed to resources that can help with any distress that may have occurred during the session.

If you are interested in participating as a patient partner in MLS or if you have any questions or concerns, please contact us by phone at 780-492-6601 or via email at mlsadm2@ualberta.ca.