



Tzu Chi Northwest Region Medical Group

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Medical Outreach Volunteer Guidelines 慈濟義診愛的叮嚀

Tzu Chi Spirit 慈濟精神

- 付出無所求, 還要說感恩
Our vision is to provide medical care for those in need regardless of race, religion, sex, or creed. More importantly, it is to provide this care with compassion and gratitude, expecting nothing in return from those we serve.

Volunteer Guideline 志工須知

- 不遲到, 不早退, 志工著志工服並帶名牌, 或著志工背心
Tzu Chi Volunteers are expected to arrive on time and stay for the entire service event. Please wear Tzu Chi uniform with name badge or volunteer vest.
- 請素食, 用餐自帶環保碗筷及茶杯
Vegetarian meal will be served. Please bring your own environmental utensils for meals as in all other Tzu Chi activities.
- 人人都是三合一, 請別忘了與大家分享您的法喜, 讓動人的故事流傳
Every one is part of Tzu Chi's "3-in-1" team. Be observant at all times and share with your heart-warming testament to deliver inspiration to other volunteers.
- 用心觀察, 仔細聆聽, 發掘個案
Be attentive and mindful in order to identify potential client casework.

Outreach Guideline 義診須知

- 不向病人推薦醫師及偏方
Personal referral to another health practitioner or prescription is not allowed.
- 口氣溫和, 態度莊重, 面帶微笑
Please speak gently with a smile.
- 不擅自離開被分配的工作崗位
Do not leave your workstation at any time. Should you need to be excused temporarily, please inform your team members to make sure there is coverage during your absence.
- 注意病人資料隱私性, 不批評或談論病情
Please respect our clients' privacy. Do not discuss or comment about clients' medical records.
- 注意安全, 避免未戴手套檢拾針頭或棉花, 如刺傷流血, 立刻報告處理
Precautions should be taken to prevent injuries caused by needles and other sharp instruments during handling procedures. If a glove is torn, it should be removed and a new glove be used as promptly as safety permits. Report sharp related injuries to your team lead immediately.
- 醫療廢棄物應與普通垃圾分開並特別處理
Please ensure all biohazard waste is treated properly with disposal into properly labeled waste bins.
- 經常洗手, 一離開工作場所立即洗手
All volunteers must wash their hands thoroughly with soap and water before entering and leaving the service premises.