

**Health Caring Services
Hospital Socorro De Lo Alto
Team Leader Manual**

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.

You and your team members' mission experience has been and will remain 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 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. Thank you for serving! 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."

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

Your team of Health Caring Services (HCS) Team Coordinators,
Bruce Zoeller- chairman of the HCS Board

Mary Kinsey- Hospital administrator- 251-937-1755/ 251-656-4543; otrasula@yahoo.com or bertmary@bellsouth.net

Jill Wilson- Team administrator- 612-518-5168, jillcw8812@yahoo.com

Your Responsibilities as Team Leader:

1) Upholding the Lifestyle Statement and the Patient Privacy and Social Media Policy

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, 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.

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

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:

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

Individually Identifiable Health Information:

- o Names (Full or last name and initial)
- o Dates (other than year) directly related to an individual
- o Phone Numbers
- o FAX numbers
- o Email addresses
- o ID Numbers
- o Biometric identifier (includes finger print)
- o 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 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.

2) Communication with HCS Personnel

Putting a team together requires much time and organization. We consider you our partner. Stress and hassle can be avoided if you communicate your questions and problems. E-mail is the best way to communicate; however, if you need to call, please do not hesitate to do so.

We also ask that you respond promptly to our emails regarding your team. Many times, everything is on hold until we get the answer from you.

On a rare occasion, your team may require different arrangements than what we currently provide in some area; it will be your responsibility to contact us well in advance to discuss the issue. We will see if the issue can be worked out.

- Team leaders, we ask that you address correspondence regarding team issues to:

Jill Wilson

jillcw8812@yahoo.com

612-518-5168

3) Scheduling a mission trip

Check the online calendar to see which teams are already scheduled.

Contact Mary Kinsey to inquire about scheduling a team and with her, determine the dates the team will arrive in Honduras and depart from the hospital, as well as the type of team.

- Mary Kinsey

- Telephone: 251-937-1755/ 251-656-4543
- e-mail: otrasula@yahoo.com or bertmary@bellsouth.net

- Mary will notify the HCS team administrator to "pencil" the team on the hospital calendar.

Once the HCS team administrator has been notified of the team leader's desire to lead a team to the hospital and the dates have been requested with Mary, the HCS team administrator will send the team leader or their assistant an email describing the next steps:

4) Team Leader Commitment

- submit the "**Team Leader Commitment Form.**"

- <http://healthcaringservices.org/>

- Remember, a team is not officially on the hospital calendar until this form is received.

- If the team dates change after this form has been submitted, the HCS team administrator must be notified immediately; jillcw8812@yahoo.com.

Once the Team Leader Commitment Form has been received and the team dates officially put on the hospital calendar:

5) Team leaders are sent the "Team Leader Schedule of Due Dates and Responsibilities" chart and the "Team Member Due Date Information" form (both of these forms are included at the end of the manual), as well as the **Team Member Manual** and the **Team Leader Manual**.

- the "**Team Leader Schedule of Due Dates and Responsibilities" chart** is a summary of team leader responsibilities and is to be used to make sure everything is done in a timely way

- Team Leaders should re-read the **Team Leader Manual** annually.

- one of the most important responsibilities team leaders have during the process of team formation is to communicate information to team members

- the "**Team Member Due Date and Information" 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; HCS has NO contact with individual team members

- Tell team members to read the **Team Member Manual** for complete details for their upcoming trip

- See #8 below for more details on Due Dates.

6) Team Charts from Health Caring Services administration

- Team leaders will have access to their team status through the secure portal on the web site.

- the HCS administrator will instruct the team leader in how to access the team information.

7) Assemble the Team:

- **Recruiting:** Teams are recruited by various people but always under the advice and consent of the team leader who makes the final decision about who will be on the team. HCS does not review applicants but assumes that the team leader has accepted those who will be beneficial members of the team.

- HOWEVER, no individual becomes a team member until they have completed the entire application process. The "entire process" is:

- Complete online application, uploading a color copy of the passport picture page and the required documents for all medical personnel & paying the trip fee before the nine (9) week deadline expires.
- Submission of the team member's travel itinerary by four (4) weeks before departure for Honduras.

- Medical Team Size and Specialty Limits:

- Medical teams are limited in size of the accommodations 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
 - Processing and sterilization of instruments, etc.
- Team House:
 - (14) female beds in dormitory room with attached bath facilities
 - (14) male beds in dormitory room with attached bath facilities
 - (2) private bedrooms with bath & queen bed
 - (1) bedroom with bath with 2 bunk beds

8) Due dates for the teams:

Due dates are established so that the team leader and team members will know when information must be received by HCS.

It is the team leader's responsibility to inform team members of the team due dates in order for them to submit forms, etc. in a timely way.

- 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.

- 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 medical team.

- ***Financial loss can be substantial, so it is mandatory that the team leader communicate all information in a clear, concise and timely manner. Using the "**Team Member Due Date Information**" form will assure the information is shared accurately.

- 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 their requirements laid out for them.

- If unique situations arise requiring special attention, HCS will work with the team leader to resolve these unique issues. The team leader must communicate with HCS team administrator about those issues.

- Team leaders may establish their own personal due dates that they communicate to their team members in order to build in some "slop" time for getting everything into HCS by the required deadlines.

All team members:

N.B. Due dates may be changed by the administration if there are extenuating circumstances.

- Information due at least 9 weeks prior to departure:

1. **Application-** filled out on-line with uploaded **scans of the passport (COLOR), medical training diplomas for all health care providers**
 - *******NOTE: Passports must be valid for 6 months from the date of departure FROM Honduras.**
 - *******NOTE: All documents must be renewed in time to meet the team due date (9 weeks prior to departure) in order for the individual to be a participant on the team.**
 - **Health Care providers:** Diplomas are required all health care providers, including but not limited to: Registered Nurses-RN, Licensed Practical Nurses- LPN, Certified Nursing Assistants- CNA, Nurse Practitioners- NP, Physician Assistants- PA, Physical Therapists- PT, Scrub Technicians- CST, Certified Registered Nurses- CRN, Certified Registered Nurse- Anesthesia- CRNA, Student Registered Nurses Anesthesia, Audiologists, Registered Dental Hygienists, Dental Assistants
 - **Physicians/ Dentists (including residents):**
 - Medical/ dental school diplomas (1st trip to the hospital)
 - residency certificates (except residents) (1st trip to hospital)
 - Board Certification- current for dates of trip (except residents)
 - medical/ dental license current for the year of the mission trip
 - DEA license current for the year of the mission trip
 1. These documents are submitted to the Honduran College of Medicine and are used to obtain the temporary Honduran medical/ dental licenses and malpractice insurance needed to practice medicine/ dentistry in Honduras
 2. If the MD/dental or DEA license is up for renewal and the new one will not be received before the 9 week deadline, submit the license that will expire. When the license is renewed on-line, the on-line renewal confirmation is sufficient to send in until new license is received. The current license must then be submitted.
2. **trip payment-** paid on-line at the web site

- Information due at least 4 weeks prior to departure:

1. **itinerary sent from the airline-** upload to the web site
 - All team members are to arrive and depart on the same day
 - a complete itinerary is needed so that there is a record of the complete itinerary in case there are travel issues

9) Team Cancellation Policy

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. Team safety is our top priority. Every effort would be made to reschedule but there is no guarantee. HCS will not be responsible for any expenses lost due to the cancellation and advises team members to investigate the purchase of trip cancellation insurance. See information below under "Travel" section.

10) Travel:**Arrivals into San Pedro Sula:**

- Team members will be transported to and from the airport in **San Pedro Sula (SAP)**.
- **All team members arrive into Honduras on the same day, with arrivals being mid-day, and will depart 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 \$40 charge each way to cover hospital expenses; this fee will be paid when the team member submits their itinerary
- Flights that do not coordinate with the team dates MUST BE APPROVED BEFORE tickets are purchased.
- **Night arrivals will not be accommodated by hospital transport. Team members should not arrive at night.** It is not safe to have personnel on the road after dark. A night arrival will necessitate team members spending the night in San Pedro Sula at their own expense and having the hospital staff pick them up the following day at the airport with the rest of the team. This hotel has airport pick up, English speaking staff and is safe.

- ALL itineraries are to be uploaded through the web site at least 4 weeks before departure.

- Adoption Airfares- travel agency- has been used by other teams and team members. They have been most helpful in navigating the purchase of tickets and when there are issues to be dealt with. tabitha@adoptionairfare.com

- If desired, team members can pre- register with Honduran Immigration within one month of departure by going to: <http://prechequeo.inm.gob.hn/Login> . The jury is still out as to whether this makes a difference or not as you go through immigration.

- If desired, the team member can register with the US Travelers Safety Program- <https://step.state.gov>

- **Travel Insurance for Team Members** - If a team member wants to purchase travel insurance, it is recommended only after doing a thorough investigation of the policy. Not all circumstances are covered, such as civil unrest. The purchase of travel insurance would be each team member's responsibility.

- **Navigating through the airport and tipping suggestions:**

- Many team leaders are seasoned leaders and have this process worked out, but for those who are new leaders, we offer the following suggestions.

- If the entire team is arriving on the same flight:

- The team leader (or designated person) can act as the leader/ organizer when gathering and processing baggage through customs.
- After going through immigration, choose one Honduran porter and have him (with whatever help he chooses to enlist from his fellow porters) 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.
- This is the only person who will be tipped at \$2/ bag
- One person should handle the tipping to the one porter who then can share it with those who help. Tip money can be collected from team members, if desired.
- Getting the baggage loaded is where it gets tricky, as other porters want to jump in and help and then expect tips. Stand firm- 1 porter gets tipped for everything/ everyone.
- Each team member is responsible to make sure their baggage is collected in baggage claim, taken through customs and loaded onto the vehicle.
- All hospital drivers will have some sort of identifying sign or badge from the hospital. If unsure, ask the driver for identification.
- Expect chaos!!! You're in Honduras.
- Once all the baggage is loaded onto the hospital vehicles, have team members use the restrooms or purchase food as needed. Remind the team members to not dawdle- get their food and return to the vehicles quickly.
- 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:

- It helps to pre-arrange people to be leaders of the groups of arriving team members. Share with them the process outlined above before leaving the USA.
- Hospital transport is arranged according to flight arrivals into Honduras. The leader will have to decide whether to have everyone wait in the baggage claim area and proceed through customs together or to have groups go through customs with their baggage as they are ready.
- Each person is responsible to make sure their baggage is collected at baggage claim, taken through customs and loaded onto the vehicle.
- Once having passed out of the custom's area, no one is allowed to reenter so make sure that someone in the group knows where to go, how to find the hospital transport, who to tip and where to meet and when.
- It is helpful for the leaders to have a list of flights and who is arriving and when. Team leaders can get this information to share with the designated leaders from your team chart in the Dropbox file.
- If there is a delay of a flight, the leader should have the hospital driver call the hospital and decide how to handle that delay. Hopefully, those who are delayed have already contacted Mary or the hospital and arrangements have been made.
- Once all the baggage is loaded onto the hospital vehicles, have the team members use the restrooms or purchase food as needed. Remind the team members to not dawdle- get their food and return to the vehicles quickly.
- Be sure to have leaders do a head count BEFORE leaving the airport. Don't leave anyone behind.

Travel issues:

- If a team member(s) encounters travel complications and isn't arriving when scheduled, this is the protocol:
 - First: **BEFORE** leaving the USA, team member should immediately notify their team leader via phone, text or e-mail.
 - Second: **BEFORE** leaving the USA, an e-mail or telephone call should be made to Mary to formulate a plan:
 - team member should provide new arrival time and airline
 - the team member will be notified by Mary that the email has been received and will be provided with instructions regarding transportation plans
 - Mary Kinsey:
 - ortasula@yahoo.com
 - 001-504-9573-23-78 (outside Honduras)
 - 9573-23-78 (inside Honduras)
 - The hospital:
 - Noemi- 011-504-9572-66-40
 - 011-504-2657-41-60 (outside Honduras)
 - 2657-41-60 (inside Honduras)
 - hsocorrohond@yahoo.com
 - After arrival in Honduras, if no email is received before departure from the USA, then upon arrival in San Pedro Sula:
 1. The team member should check to see if an email has come
 2. The team member should look for a man holding a sign with their name.
 3. The team member should not wander about the airport; go to the Wendy's restaurant area and wait there
 4. The team member should call or email 1) Mary or 2) Noemi's cell phone from the airport, (numbers listed above) using an airline employee for assistance if necessary
- Should the arrival be late evening or in the night:
 - **BEFORE** leaving the USA, email or call Mary at the hospital using the contact information listed above, providing the new arrival time and airline; team member will receive an acknowledgment email with new instructions
 - If an email doesn't arrive before leaving the USA, check email upon arrival in San Pedro Sula
 - **BEFORE** leaving the USA, make a reservation at the Hotel Copantl
 - Hotel Y Club Copantl
Boulevard del Sur
Residencial Los Acros 1 calle, 50432
San Pedro Sula, Honduras
 - Telephone if you are IN Honduras: 556-8900
 - Telephone if you are IN the USA: 011-504-556-8900
 - Team member tells the hotel they are with the Hospital in Sula- Hospital Socorro De Lo Alto for the hospital rate
 - give the hotel arrival time and airline and flight number
 - the Hotel will send a shuttle/ taxi to the airport and have a sign with team member's name; cost for this transportation is ~\$30 one way.
 - once at the hotel, email Mary and arrangements will be made for being picked up as soon as possible
 - enjoy a night and a delicious breakfast in a lovely hotel!
- All hospital drivers will have a sign for Hospital Socorro De Lo Alto.
- This information should be shared with all team members and those who will be the leaders who are taking care of the tipping, etc. at the airport **BEFORE** they leave the States. In addition, team members reading the team manual and having it on one's person as they travel will help avoid and solve problems.
- A team leader's responsibility is to think through situations and communicate information to team members, helping them to know what to do in case the best laid plans are thwarted.

11) Team Meeting: When the team assembles at the hospital, it is a good idea to meet together at the beginning of the week and review details for the week.

Some items to be covered in the Team Meeting:

1. The hospital staff will address the team, going over policies and procedures that will enable smooth operation. 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.
 2. 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
 3. Hospital Protocol & Patient Right to Privacy- Hospital Socorro de Lo Alto functions under the protocols and right to privacy policies that hospitals in the USA function under. Remind team members of a patients' right to privacy. Don't take pictures without permission. In addition, facial expressions and tone of voice speak volumes to others, even if words are not understood.
 4. Meal schedule: timeliness is important for the kitchen staff. Meals will be set aside for those who are unable to make the designated times **if** the kitchen staff is informed before the kitchen closes.
 5. Toilet paper does not go into toilets... use waste bins.
 6. Do not drink tap water.
 7. The risks when leaving the grounds alone are very real, therefore do not go off the grounds without an escort from the hospital.
 8. Hondurans- adults or children, including the interpreters- are not to be invited into the team house.
 9. 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 will need to be shared. Keep the Team House locked- main doors and sleeping rooms.
 10. 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.
- Team leaders add items as the team needs.
 - There is a white board inside the OR suite that the team leader may use to communicate with the team. Daily schedules, meal time reminders, work assignments, encouragements, team reminders and announcements, etc. (FYI- Team Leaders should take white board pens just to make sure there are some to use.)

12) Meals

- All meals are eaten in the Team House and are prepared by the Team House staff.
- If team members with special dietary needs, encourage them to bring food that will meet those needs as the Team House staff is not able to cater to special diets.

13) Tour and trip extensions:

- 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. (No mid-week tours are requested.)

TOUR:

- If help with transportation is required, this request must be submitted **at least 6 weeks before departure to Honduras** to the HCS team administrator- jillcw8812@yahoo.com
- **At least 6 weeks prior to departure to Honduras**, email:
 - o 1) the number of people going
 - o 2) the location
- Hospital transport can only accommodate 14 people; otherwise, hired transport will be needed
- Transportation costs will be provided to the team leader who must give approval before reservations are made
- Teams will pay for transportation, as well as the driver's lodging, food and tips; these expenses are not included in the payment to the hospital (\$300)
- All lodging and other arrangements for the tours are the responsibility of the team leader.
- If there are team members returning to the SAP airport after the team is through at the hospital and not going on the tour, the number of those people is needed
- Name of a person to arrange tours or activities: Hector Cueva at trifiniotours@gmail.com; he is excellent and a native of Copan Ruinas. This is his business and is paid for his services.

HOTEL COPANTL- San Pedro Sula:

- 1) **At least 6 weeks before departure for Honduras: If you desire a quote** at the Copantl, submit
 - a. the date of the reservation, the # of single and the # of double rooms desired
 - b. no reservations will be made without the approval of the quote by the team leader.
- 2) **At least 4 weeks before departure for Honduras: if reservations** are desired, submit the following information:
 - a. Name of each person(s) in every room, indicating type of room- single or double
 - b. Confirmation of the date of the reservation
 - c. Reservation confirmations will be sent to the team leader
 - d. Rooms are paid for at check-out by each individual
- 3) If reservations are desired at the restaurant at the hotel, this information needs to be submitted at the time of the room information being submitted. Time and date of reservation and # of people information required.

14) Coffee orders:

- If your team is going to order coffee to take back to the USA, that coffee order must be handled by you, the team leader, or someone you designate, with the orders taken and submitted to the HCS team administrator (jillcw8812@yahoo.com) **at least 2 weeks before you arrive in Honduras.**

Information concerning package sizing and prices of the coffee can be obtained upon request. Team leaders will collect the orders from your team members and email the HCS team administrator with the team order at least 2 weeks prior to your arrival at the hospital.

15) HCS makes arrangements in Honduras

- HCS will arrange transportation, lodging, and meals for the time you are at the hospital.
- HCS will also arrange for all physicians'/dentists' licensure to meet the Honduran government's requirements.
- If there are issues regarding your team that arise, the administrative team will communicate with the hospital staff after the team leader informs us of that issue.

Team Leader Schedule of Due Dates and Responsibilities

N.B- these dates are subject to the needs of the hospital administration and can be adjusted accordingly.

Team Leaders,

This letter acknowledges that your Team Leader Commitment form as 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.

- 1) Attached to this email is the new **Team Member Due Date Information Form**, 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 Due Date Information Form** should be emailed to every person as they commit to serving on your team.
- 2) Below you will find the Team Leader Schedule of Due Dates and Responsibilities. It is a much condensed version of the Team Leader Manual.
- 3) NOTHING REPLACES READING THE TEAM LEADER MANUAL. We cannot stress strongly enough that you read the Team Leader Manual at least once a year to refresh yourself with the procedures and information needed to lead a team.

If you ever need any help or information, please get in touch with us. We want to support you as your 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 Socorro de lo Alto Team Leaders' Information			
Team: your team name is inserted			
Team dates: your team dates are inserted			
Arrival date into San Pedro Sula: your date inserted			
Departure date from the hospital: your date inserted			
Team documents due date: your date inserted		Itinerary due date: your date inserted	
	Date due	Description	Who
Team Dates Request	As early as possible- hospital team calendar fills early	Email Mary Kinsey- bertmary@bellsouth.net requesting dates	Requested dates are "penciled" onto the calendar; this is only a request until the <u>Team Leader Commitment form</u> is received; HCS administrator will be notified of the team request and the team leader will be instructed to proceed in filling out of the <u>Team Leader Commitment form</u>
Team Leader Commitment form	Immediately after team date request	Submit the Team Leader Commitment form on-line- http://healthcaringservices.org/	When this form is received and information is accepted, team dates will be secured on the calendar. You will then receive 1) an acceptance letter from the HCS administrator, 2) this <u>Team Leader Schedule</u> with instructions as to how to proceed, 3) the <u>Team Member Due Date and Information form</u>. If at any time, you have questions, contact HCS Administrator- Jill Wilson- jillcw8812@yahoo.com
Team Leader Manual	Read immediately	Team Leader Manual is provided for your effective leadership	Team leaders are responsible for all the information in the TL Manual. Many glitches are avoided if you take this information in early in your leadership responsibilities.

Team basic information	When team member is recruited	Send <u>Team Member Due Date and Information form</u>; inform them about <u>Team Member manual</u>	Inform all team members of team due dates, application process, documents required; have them read the team member manual Each Team member is responsible for the information contained
Travel	When team member is recruited	Inform them of travel requirements- airport, arrival and departure dates and times- and Itinerary due date; any exceptions to the above dates need to have prior approval from HCS administrator; fees for special trips will be incurred by the team member	All team members We highly recommend using Adoption Airfares; they provide excellent service and tend to all travel changes if they are necessary; see manual for contact information. <u>All team members need to arrive at and depart from the hospital on the same days; midday arrivals into San Pedro Sula only</u>
Team documents	9 weeks prior to departure for Honduras	Application, passport- color copy of picture page, payment	All team members- medical personnel and non-medical personnel
1st year Physicians/ Dentists/ Residents documents	9 weeks prior to departure for Honduras; uploaded on application	Medical/ dental school diploma, residency certificate, DEA and MD/ DDS license valid for time of the mission trip	1st year on an Hospital Socorro de lo Alto mission trip MD/ DDS/ residents
All Physicians/ Dentists/ Residents documents	9 weeks prior to departure for Honduras; uploaded on application	MD license, DEA license valid for the time of the mission trip	All MDs/ DDS, including residents
Medical personnel documents	9 weeks prior to departure for Honduras; uploaded on application	Diploma from training program	All health care providers, including but not limited to: Registered Nurses, Licensed Practical Nurses, Certified Nursing Assistants, Nurse Practitioners, Physician Assistants, Physical Therapists, Audiologists, Surgical Scrub Technicians, Certified Registered Nurse Anesthesia, Student Registered Nurse Anesthesia, Student Physical Therapists, Dental Hygienists, Dental Assistants, Certified Registered Nurses
Travel Documents	4 weeks prior to departure from USA; uploaded on web site	Airline itinerary showing whole Itinerary	All team members
Tour/ post mission work transportation	6 weeks before departure from USA	# of people needing transport, destination & date transport are needed; if there are team members needing direct transport to the airport (not going on the post-trip), that information must be reported Email HCS administrator to request information concerning transportation	Tours are planned and reservations made by team leader; if transportation is required, the hospital is willing to help arrange transport to the place of the post-trip/ tour. Team leader must arrange transport to the airport following the tour. Transportation is paid for by team members; all tour costs are paid for by team members. Hector Cueva at trifiniotours@gmail.com has proven to be an excellent tour planner and is based in Copan Ruinas. This is his

			business and will charge for his services (very reasonable!).
Hotel Copantl <u>quotes</u>	6-8 weeks before departure from USA	To request a quote for room rates, send an email to Mary with: 1) date of reservation 2) number of single and double rooms needed	Shuttle costs from the hotel to the airport will be requested along with the room quotes.
Hotel Copantl <u>reservations</u>	4 weeks prior to departure from USA	Final room reservations require: names of each person or persons in each room; email information to Mary to request information concerning transportation	Each individual will pay for their room at checkout. If reservations for dinner in the rooftop restaurant are desired, time, date and number of people are required. Transportation will be provided from the hospital to the hotel.
Coffee Orders	2 weeks prior to departure from USA	If the team leader desires to place a coffee order for team members, see the procedure in the Team Leader manual	

Team Member Due Date Information Form

Hospital Socorro de lo Alto Team Members' Information			
Team: your team name inserted			
Team dates: your team dates inserted			
Arrival date into San Pedro Sula: your team date inserted			
Departure date from the hospital: your team date inserted			
Team documents due date: your team date inserted Itinerary due date: your team date inserted			
	Date due	Description	Who
Team documents	9 weeks prior to departure for Honduras *	Application, passport-legible color copy of picture page, payment	All team members- medical/ dental personnel/ health care providers and non-medical personnel
Physicians/ Dentists/ Residents documents	9 weeks prior to departure for Honduras *	Medical/ dental school diploma, residency certificate	1 st year on an Hospital Socorro de lo Alto mission trip MD/ DDS/ residents
Physicians/ Dentists/Residents documents	9 weeks prior to departure for Honduras *	MD/ DDS license, DEA license for year current to mission trip	All MDs/ DDS/ residents
Health Care Provider documents	9 weeks prior to departure for Honduras *	Diploma from training program	ALL health care providers, including but not limited to: Registered Nurses, Licensed Practical Nurses, Certified Nursing Assistants, Nurse Practitioners, Physician Assistants, Physical Therapists, Audiologists, Surgical Scrub Technicians, Certified Registered Nurse Anesthesia, Student Registered Nurse Anesthesia, Dental Hygienists, Dental Assistants, Certified Registered Nurses
Travel Documents	4 weeks prior to departure *	Airline itinerary showing whole Itinerary	All team members

*** It is the responsibility of each team member to make sure all the required documents are submitted by the dates indicated. These dates are established in order to follow the Honduran College of Medicine's requirements, as well as making arrangements at the hospital. If the documents are not submitted on time, the team member will be removed from the team roster. If there are any expenses that have been incurred, these will be the sole responsibility of the team member. See the Team Member Manual for more information.**