

Guide for Visiting Health Professionals

Wuqu' Kawoq | Maya Health Alliance is a non-governmental organization dedicated to improving the health of Maya communities and Mayan languages in Guatemala. We believe that everyone—no matter where they were born or what language they speak—should have the highest quality health care.

Our Values

Why we exist:

We live in a time of amazing medical discovery. Yet at the same time, all over the world, the poor and sick cannot access the medical resources that could make them well. They are locked out of the health care system.

We are taking a stand.

We overcome barriers to health—uniting medicine, culture, and language. Where others say “no,” we say “yes.”

We believe:

- ★ You should not have to choose between your culture and your health.
- ★ You should be able to talk to your doctor in your own language.
- ★ Where you were born should not determine if you live or die.
- ★ You should not feel locked out of your own health care system.
- ★ Everyone should have the highest quality health care.

“Excellence can happen. You can provide healthcare to people in Mayan languages, and it can be world-class care. If you live with people, you share a life with them, you speak their language — you trust each other.” – Peter Rohloff, co-founder and Chief Medical Officer

About MHA | WK

Wuqu' Kawoq - Maya Health Alliance serves as a **primary care organization** as well as a **referral center** across Guatemala, and takes **care of chronic, complex, and rare conditions**. There are some conditions that present more prevalently in our rural, poor populations.

- **Infectious diseases:** In lowland regions (Boca Costa/Finca Luisiana) Dengue Fever and Chikungunya are common
- **Dermatology:** Scabies, tunga penetrans (“nigua”), candidiasis, impetigo, “heat rash”
- **Gastrointestinal complaints:** Parasites (Ascariasis, ameba, giardia), H pylori

- **Psychosocial issues:** Can be assisted by a better understanding of regional medical anthropology, including concept of “Nervios” and “sustos”
- **Malnutrition:** chronic (Stunting), acute (with or without edema), micronutrient deficiencies
- **Endocrine disorders:** Congenital hypothyroidism, adult onset diabetes
- **GU:** sexually transmitted infections, pelvic inflammatory disease

Guidelines for Clinical Interactions

1. We must maintain our values at all times: respect for patients, quality of care, providing service and education in the maternal language, and valuing protected health information.
2. We want to build a relationship with our patients: take time, this is not a factory.
3. Exams and labs are to be used only when absolutely necessary, and should be approved by a Wuqu' Kawoq staff member. Fecal exams for parasites are often not necessary. Advice from the medical director about treatment vs. exam is necessary in all cases.
4. During consult it is essential for the physician/nurse to:
 - a. describe the diagnosis so the patient and the family understand what the person has and know the name of the illness, if possible.
 - b. explain the treatment plan and medication in depth, if not several times.
 - c. provide education about the ailment, prevention, or steps towards healing.
 - d. provide the truth about a terminal illness to the patient and the family and what the future holds. Please seek advice from the medical director and/or chief medical officer.
 - e. Empower patients through education about their health.
5. We must focus heavily on the actual in-person patient exam and history.
6. While we do provide complete services, we must at **ALL times be cognizant of costs and limited supply.**
7. We provide the medications that are located on our formulary. Permission to prescribe other medications must first be received from the medical director.
8. **All** interactions with **every** patient must be entered into OpenMRS with the clinical information, all next steps for follow-up must be placed into Asana, which serves as the task center that allows for coordination between team members. Information on how to use these technologies is found under “Core Clinical Operations and Technology.”
9. **Our local staff is incredible.** Please rely on them to provide you with all of the help, local knowledge and information about the patient. They are the face of our organization and they provide long-term continuity for our patients. They are well-trained and can provide great amounts of education about their specific clinical strengths. They can motivate patients and really make the difference in saving a life. Involve them in most/all steps of patient care.

Specific Guidelines for Jornadas/Large Group Clinics

1. We cannot stress enough that we must maintain our values at all times (See Guidelines for Clinical Interactions above). Large group clinics are not a factory.
2. Interpreters will be used whenever the health care provider is not extremely comfortable in the patient's primary language (Kaqchikel, K'iche, or Spanish). The interpreter will interpret everything that is said by patient and health care provider. Be cognizant to **talk to the patient and not to the interpreter**.
3. A intake and vitals station will be used to register each patient. All information will immediately be entered into OpenMRS. The intake station will need to take the next patient to the open consult station and present the case.
 - a. All notes must be done IMMEDIATELY AFTER consult in OpenMRS or Word.
4. Education on prevention, lifestyle changes, or health information will happen WITHIN the consult. Be sure to talk directly to the patient, even if using a translator.
5. A pharmacy station will be used to keep inventory and distribute medications. Pharmacists should repeat the instruction from the physician to the patient on the use/frequency of the medication.

Laboratories and Imaging Services

A variety of locations are available for laboratory and outpatient imaging services.

- Please seek guidance from the medical director before ordering labs and imaging services.
- Fill out requisition form with desired studies.
- In-house studies: HbA1C and for pregnant women (HIV, Hep B, Syphilis)
- Complex studies:
 - o Newborn screen blood spot (tamizaje) if brought to U.S. and mailed within one week
 - o Complex imaging (MRI, EKG) must be acquired in Guatemala City.
 - Email and place task in Asana for Complex Care Technician.

Referrals

Wuqu' Kawoq refers patients individually for all hospital visits, procedures as well as part of regularly scheduled surgical or procedural "jornadas".

- Please inform the medical director of any possible referral situations and follow her advice.
- Email and place task in Asana for Complex Care Technician.
- Letter of referral is required from Wuqu' Kawoq. Templates on letterhead are available or can the handwritten pad of paper is available. Please send TWO COPIES with ALL patients of every referral letter.

Medical and Clinical Protocols

As an organization, Wuqu' Kawoq has established protocols to ensure we provide excellent patient care. These protocols must be followed at all times. They cover the range of services we offer, including:

- Medical Formulary
- Prenatal
- Nutrition
- Diabetes
- Pelvic pain/Vaginal/STI algorithm
- Pap smear
- Breast lump algorithm
- Chronic Care Conditions
- Labs/Exams
- Medicines
- Primary Care
- Funding and Informed Consent

Protocols are found on Egnyte at Documents→ 1. Protocolos y Guías para Trabajo
(<https://wuqukawoq.egnyte.com/SimpleUI/home.do#Files/0/Shared/Documents/1%20Protocolos%20y%20Guías%20Para%20Trabajo>)

Funding for Individual Patients - Watsi and Our Website

Fundraising is essential and is the reason we can provide the quality care for patients. Costs and funds must always be a concern for every provider. We can search for funding for individual patients for specific case types. This has a specific procedure that must be followed. All staff members are well trained in this and can provide help.

1. **Follow the Protocol to “Recaudar Fondos.” Usually it is best to involve a staff member at this point.**
2. **Asana:** make task: “Watsi” or “Apoyo Económico” and assign to Complex Care Coordinator (Jessica)
3. **OpenMRS:** Ensure patient profile has file with all relevant medical history
4. **Egnyte:** Upload patient story, horizontal photograph, and informed consent to patient’s folder

****For urgent patient, call AND email Medical Director (Dr. Waleska), Complex Care Technician (Merida) AND Complex Care Coordinator (Jessica)****

Listado de Casos Aceptado por Watsi desde 4 febrero 2016

- Acute Asthma - asma aguda
- Acute Malnutrition - desnutrición aguda
- Acute Seizure/Neurocysticercosis - convulsiones, epilepsia, neurocisticercosis
- Benign Prostate Hyperplasia Surgical - cirugía para hiperplasia benigna de la próstata
 - Benign Prostate Hyperplasia Non-surgical -tratamiento de hiperplasia benigna de la próstata sin cirugía
 - Breast Mass - masa del seno

- Adult Chemotherapy -quimioterapia para adulto
- Pediatric Chemotherapy - quimioterapia para niño
- Cleft Palate - Paladar hendido, labio partido
- Colposcopy (minor cervical cancer) - colposcopia (cáncer del cérvix que no sea muy avanzado)

- Congenital Heart - Teeth not OK - cardiopatía congénita (con problemas de dientes)

- Congenital Heart - Teeth OK -cardiopatía congénita (sin problemas de dientes)
- Cryptorchidism / Orchidopexy - criptorquidia
- Cystocele Repair - cirugía de cistocele
- Cystocele Repair Jornada - cirugía de cistocele en jornada
- Developmental Delay - retraso del desarrollo
- Diabetes - para empezar insulina o diálisis peritoneal
- Endometrial Biopsy - biopsia endometrial
- Eye inflammation - inflamación del ojo
- Eye Surgery - Cataracts - cirugía de catarata
- Eye Surgery - Cataracts - Jornada - cirugía de catarata en jornada
- Eye Surgery - Glaucoma - cirugía de glaucoma
- Eye Surgery - Glaucoma - Jornada - cirugía de glaucoma en jornada
- Eye Surgery - Pterygium - cirugía de pterigium
- Eye Surgery - Strabismus - cirugía para estrabismo
- Eye Surgery - Strabismus - Jornada - cirugía para estrabismo en jornada
- Eye Complication - Strabismus - Nonsurgical - tratamiento de estrabismo sin

cirugía

- Gallbladder Surgery - cirugía de la vesícula biliar
- Gallbladder Surgery - Jornada - cirugía de la vesícula biliar en jornada
- Hernia Repair - cirugía de hernia
- Hernia Repair - Jornada - cirugía de hernia en jornada
- High risk pregnancy - Preeclampsia - embarazo de alto riesgo por preeclampsia
- High Risk Pregnancy - Ectopic - embarazo ectópico
- High Risk Pregnancy - Placenta Previa - embarazo con placenta previa
- Hysterectomy - histerectomía
- Hysterectomy - Jornada - histerectomía en jornada
- Imperforate Anus - ano imperforado, atresia anal
- Kidney Failure - falla de riñón
- Lactational Failure - falla de lactancia
- Leg Lengthening Orthotic - prótesis para alargar la pierna
- Lipoma - lipoma
- Lipoma - Jornada - lipoma, cirugía en jornada
- Orthopedic Surgery - cirugía ortopédica
- Palliative Care - cuidado paliativo

- Prosthesis - Below Knee - prótesis debajo de la rodilla
- Prosthesis - Above Knee - prótesis arriba de la rodilla
- Severe Rheumatoid Arthritis - artritis reumatoide severa
- Therapy - Physical or Speech - terapia física o de lenguaje
- Tonsillectomy - amigdalectomía
- Tonsillectomy- Jornada - amigdalectomía en jornada

Clinical Packing List

Wuqu' Kawoq normal equipment includes thermometer, blood pressure cuffs, otoscope/ophthalmoscope, microscope with slides and portable, basic ultrasound machine.

Please bring:

- Your own stethoscope.
- Blood Pressure Cuff, if possible.
- Hard copy reference material you need for places with poor internet connectivity
- A laptop computer or tablet with Guatemalan internet connectivity (USB modem etc) is very useful for charting. Consider a mobile surge protector. Also 3 → 2 prong adapter.
- Business professional clothing for clinic (no scrubs or white coat are necessary, do not bring clothes greatly care about, but we do not allow old t-shirts and tattered jeans in clinic, we prefer professional attire showing respect to the patients, such as collared shirt and nice jeans etc.)
- Anything else particularly important about your work or visit.

Core Clinical Operations, Technology

OpenMRS

Core EMR containing visit notes, laboratory values, measurements, and graphic visualizations.

Create a New Patient:

1. Go to "Find/Create Patient"
2. In lower part of screen, fill out name, birthdate, and sex of patient
3. On next screen, assign "Old Identification Number" (see spreadsheet of open numbers [here](#))
4. Check to make sure all first and last names of patient are present.
5. Add location of patient (Which community they are most closely identified with)
6. After clicking save, enroll in any appropriate programs on the page that loads.

Create a New Visit:

1. Go to "Find/Create Patient" and use search box to find patient (by name or number)
2. Choose tab "Form Entry" and find appropriate form for the visit.
3. Fill out form, including "Provider" and "Location" of visit.

Asana



Coordinate tasks, place reminders on follow-up, and communicate between team members.

TEAM: Each team is a location, in which the patients are primarily seen (by clicking on the team name, you can see all patient “projects” found within this location)

PROJECT: Each project is an individual patient. Should be titled with full name and OpenMRS number

TASK: Used to notify other team members of what needs to be done

- To add task, click “Add Task” on the right side of the screen. Name the task, add a description, assign to a person, add a due date, add relevant tags, add followers, and add any subtasks

Common tasks:

- Botequin: Assign to Oscar, and describe what is needed from pharmacy (medication, dosage, quantity)
- Appointments: Assign to appropriate team member, including where and when
- Laboratory follow-up: Assign to doctor following case

Please refrain from asking patient questions or adding tasks that are not approved by appropriate person
 Before entering task, check to see if it has already been done: under “View” click to see all completed tasks

TAG: Used to assign a patient to a larger “bucket”

- To use tags, create the task “Listado” and assign appropriate tags. Current list:
 - Peter pensando
 - Waleska pensando
 - Ginecología
 - ETC
 - UNICAR
 - UNOP
 - Shalom
 - Roosevelt
 - San Juan DD
 - Infectología
 - UNEARC
 - Urología
 - HELPS
 - INCAN
 - Prótesis

SEARCH: Search can be performed based on name, OpenMRS number, or tags

<u>What does NOT go into Asana</u>	<u>What does go into Asana</u>
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<p>-Questions or doubts about patients—email main attendant instead (info found in OpenMRS)</p> <p>-Funding stories/photos or medical information</p> <p>-Urgent tasks: Send email with subject “URGENTE”</p>	<p>-Only tasks that must be carried out by a team member, complete with due dates and assigned personnel</p>
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For more information, please see [this](#) guide.

Egnyte

Drop-box like platform where files related to patients (e.g. visual documents) are stored.

Create Patient Files:

1. Go to folder “Resultados de Pacientes”
2. Choose location that best corresponds to patient
3. Add New Folder with patient’s full name and OpenMRS number
4. Upload documents into this folder

SEARCH: Can search any part of patient name, OpenMRS number, or can navigate by folders.

Files can only be deleted by administrators, so be careful about uploading.