Service-Learning at Saint Joseph’s University

Placement information

Mercy Hospital Ambulatory Center - Clark

Address: 501 South 54th Street
            Philadelphia, PA 19143

Phone: 215-748-9204

Supervisor: Kathy Gavin

Transportation: Approximately 20 minutes by car.

Service Days/Times: Tuesday, Thursday, Friday 1:00pm-4:00pm

Placements Available: 1 student per time slot

Description of Agency/Activities: Mercy Ambulatory Center’s process is to have all uninsured patients discharged after receiving immediate attention from ER and the hospital to the Ambulatory Center. MAC meets patient’s primary care needs but also much more. Medical education and instructions on patient conditions are provided in a manner that all patients understand. MAC shows patients how to apply for available health insurance. Financial counseling is provided to help with applications for medical assistance and “self-pay” rates. Continuity of care for patients who are discharged from the hospital is also achieved with the medical residents who cared for the patients while hospitalized are involved in their follow up care under the guidance of a preceptor.

Providing this key education could not be done in the ER. MAC empowers patients to access the care and benefits available to them within their communities. It provides education on illnesses that are prevalent within their communities. And it creates the opportunity for the new-found knowledge to be passed on to increase the knowledge and capacity of other family members. Thanks to this comprehensive program, uninsured and under-insured individuals now have access to care that is not readily available to them from other community resources.

Student Role in Agency: Students work at Mercy to shadow doctors as they work with uninsured patients offering routine exams, check-ups, and follow-up care. Students help doctors record patient information and observe the processes and issues that patients without regular insurance face.

Since the Center is co-located with the hospital, it mainly seeks to see patients that would otherwise use the emergency room as their primary medical care provider. Students may ask questions during their service and talk minimally with the doctor. The site also has residents that often require students’ help and offer observation opportunities.

The staff is committed to the learning experiences of the students and will work closely with them to discuss their work with the patients and issues patients face. The students hands-on work will be limited due to privacy issues and will be predominantly observational.

Unique Features of Agency: Providing ambulatory care to people in the community who otherwise may go without medical care. In addition to educating clients how to care for themselves and their family members, preventative health education is also emphasized.

Orientation and Requirements: An orientation will be provided the first week of service. A Tuberculosis test within the year is required to begin volunteering with this community partner. You may choose
any participating health physician’s office or the SJU Student Health Center, located on the first floor of Sourin Hall and follow their directions. If you select the SJU Health Center, there will be a $10 fee to administer the injection. Any student who finds the $10 fee an economic hardship should contact Ella Guimond at x1338.