

FAQ

Thank you for expressing interest in volunteering with our collaborative effort to provide short-term crisis therapy and stabilization and medical support to Afghans in Afghanistan and in camps. We already have many Afghans waiting for you, they are desperately in need of your care and attention.

In this document you will find important steps that you must do in order to volunteer with us.

Next Steps:

1. Consult with your insurance to ensure coverage and document appropriately (See below)
2. Please fill out this volunteer form [HERE](#). We will be vetting our providers to ensure that their licenses are still up-to-date and valid to practice. This form will allow us to add you to our database and provide you with the technical next steps to begin providing service.
3. Reach out to others and spread the word that we are looking for volunteers.

Legal Considerations

This is a volunteer-only, non-compensated based endeavor. It is contingent upon the volunteer provider to ensure that they have taken adequate steps to protect themselves. Neither Amwel nor any third party will be held legally liable for the actions of the volunteer provider for the duration of their time volunteering. All providers must operate under their own liability insurance. Volunteers must be licensed to practice medicine and counseling in the US. Clinicians must operate within their scope of practice and competence.

Volunteers should familiarize themselves with their insurance policies and take appropriate steps to practice telehealth for international humanitarian care. Some institutions may automatically cover international volunteer healthcare in humanitarian crisis situations, while others may offer riders for additional philanthropic coverage to your current policy. We

highly encourage volunteer providers to consult with their organizations and networks regarding the legal and financial risk involved with volunteering, however minimal they may be.

Our providers thus far have let us know that it is a quick and easy process to confirm with insurance and thus far every provider has been able to confirm coverage in humanitarian crises.

Therapists:

We request that each mental health clinician works with the same clients for 3-6 crisis stabilization sessions to ensure continuity of care. We request that clinicians familiarize themselves with the current crisis and with differing crisis models. Please note that these models should be contextually adapted to meet the current needs of clients and require that clinicians must operate within their scope of competence and practice.

Translation:

For medical visits we will do our best to provide translation when necessary, but may request a family member or other trusted individual of the family to translate for medical appointments. This is absolutely not ideal, however due to limited providers who speak the native languages in Afghanistan it may be necessary in some circumstances. For therapists and crisis stabilization we are working to prioritize translators that are non-family members.

Feel free to reach back out with questions and please help us spread the word by passing on our flyer and recruiting others to join us in this effort. The need is great!

LEGAL SUMMARY

We are coordinating an effort to provide telehealth care to Afghan refugees for humanitarian purposes with the goal of mitigating the limited healthcare access of Afghan refugees. Our model features providers located and licensed in the United States that will then use a US based telehealth platform to connect with patients living in US operated camps in Qatar. Although the US has certain protections for volunteer health professionals such as Good Samaritan Laws, the volunteer practitioner is responsible for providing their own private insurance to ensure their coverage from is civil or criminal liability.

For this reason we recommend that volunteers familiarize themselves with their insurance policies and take appropriate steps to practice telehealth for international humanitarian care.

Some institutions may automatically cover international volunteer healthcare, while others may offer riders for additional philanthropic coverage to your current policy. We highly encourage volunteer providers to consult with their organizations and networks regarding the legal and financial risk involved with volunteering, however minimal they may be.

The refugees will not be located in the United States when volunteer care is offered, and state licensing requirements should not apply internationally. However, the practitioner should verify the patient's location verbally before every session to ensure that the situation has not changed. Also note that due to the restrictions of the platform through which the volunteer humanitarian services will be offered, patients will be instructed to select their location as "Alaska" for the purpose of scheduling appointments and entering the platform.

It is contingent upon the volunteer provider to ensure that they have taken adequate steps to protect themselves. Neither Amwel nor any third party will be held legally liable for the actions of the volunteer provider for the duration of their time volunteering.