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American Academy of Family Physicians Foundation

Medical Missions Informational Packet

2025 FMCI Delegation Handbook – Dominican Republic

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medicalmissions@oneworldsurgery.org

1-847-607-1095

www.aafpfoundation.org

1-800-274-2237



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History and Background of One World Surgery

In 2003, the Daly family volunteered at Nuestros Pequeños Hermanos (“Our Little Brothers and Sisters,” or NPH), a children’s home in Honduras for orphaned, abandoned, and disadvantaged boys and girls. Reinhart Koehler, the president of NPH, asked Dr. Peter Daly to evaluate Angela, a nine-year-old girl living at the NPH home who had a severe condition that deformed her legs (chondroectodermal dysplasia). Angela had to scissor one leg in front of the other in order to stand or walk, and she frequently used a wheelchair. Dr. Daly, an orthopedic surgeon at Summit Orthopedics in Minnesota, was asked to “fix” her knees. However, the only facility available was a traveling operating room made from a converted semi-truck trailer that resided at NPH. When he determined that the trailer facility could not address her condition, Dr. Daly and his wife Lulu, a pediatric nurse, brought Angela to their home in the U.S. for a yearlong orthopedic odyssey of surgical procedures, rehabilitation, and life as part of the Daly family.

Angela’s need, and that of many other Hondurans, prompted the Dalys to engage Summit Orthopedics as a partner in this important work. Summit Orthopedics is a specialty practice that provides comprehensive musculoskeletal care with over 40 specialists and 700 team members in Minneapolis/St. Paul, Minnesota. Together with Reinhart Koehler, family, friends, and Summit, they raised funds to build, equip, and staff a permanent surgical facility on the NPH Honduras property. The project began in 2004, and their dream was finally realized in March 2008 when Holy Family Surgery Center (HFSC) officially opened with its first orthopedic medical mission comprised of Summit Orthopedics volunteers. In the years following this flagship medical mission, Dr. Daly and Lulu, along with dedicated team members from Summit Orthopedics, organized four to five medical mission trips each year, consisting of volunteer physicians, clinical and nonclinical support staff, and their families.

In 2014, Andrew Hayek, former CEO of Surgical Care Affiliates (SCA) Health, visited the Dalys and HFSC in search of meaningful volunteer opportunities for SCA’s physicians and teammates. SCA’s leadership and teammates quickly rallied around the cause, and the capacity of surgical medical missions grew exponentially with the founding of the nonprofit SCA Medical Missions. Today, SCA is a leader in the outpatient surgery industry with more than 200 locations throughout the United States, with 7,500 physicians and 8,000 teammates. This dedicated and passionate group has significantly impacted the unmet need in global surgery.

The amazing growth of this shared endeavor of the HFSC, Summit Orthopedics, SCA Health, and their many friends necessitated the development of a new, unified nonprofit to serve more patients, streamline logistics, and generate a more significant impact. In May of 2017, HFSC and SCA Medical Missions combined to create One World Surgery, embracing the concept of service and the transformation of lives through an uncompromising level of health and surgical care within a family-oriented culture rooted in community. Today, One World Surgery’s impact spans Honduras and the Dominican Republic, providing education, primary care, and surgical care across 8 surgical specialties. The Dalys, Hayeks, and Koehlers are the founding families of One World Surgery.



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Our Work

The mission of One World Surgery is to ignite the spirit of service and provide access to high-quality surgical and primary care globally.

Global Medical Centers

One World Surgery funds and operates the Holy Family Surgery Center in Honduras, which has three operating rooms, one procedure room, 14 consult/overnight bays, two private consult rooms, a physical therapy space, and dental and eye clinics. Dr. Merlin Antunez, an orthopedic surgeon, is the full-time, on-site Medical Director, and Ester Rivas is the Administrative Director.

In 2019, One World Surgery began construction on its second site in the Dominican Republic. This site includes an ambulatory surgery center with three operating rooms, a primary care clinic, and a visitor center. OWS has been hosting primary care missions in the communities surrounding our future site since 2019, and surgical missions will begin in 2024. Dr. Joice Morillo, an orthopedic surgeon, is the full-time, on-site Medical Director and Joanna Sun is the Operations Sr. Manager.

Medical Missions

During weeklong medical mission trips in Honduras and the Dominican Republic, volunteers come together to perform life-changing surgeries and provide essential primary care. While our local staff leads the surgery center that serves patients on a daily basis, medical mission volunteers serve as catalysts to educate, expand our impact and provide an extension into specialty services. We host two to three medical missions per month in each country, with up to 60 volunteers per team.

Education

Our focus on education, training, and capacity building assures that we are not only filling a gap in the current medical system but investing in the future of surgical and primary care in Honduras and the Dominican Republic. In both countries, we provide scholarships to young people pursuing careers in health professions. In Honduras, we host fellowship programs for Honduran orthopedic surgeons and ophthalmologists, and we also serve as an international rotation site for US orthopedic residents from Dell Medical School. The Moscati Center in Honduras serves as a space for building local capacity through training and educational opportunities, and the Utah Room in the Dominican Republic has started to host educational events.



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Background of AAFP Foundation Family Medicine Cares International

The Family Medicine Cares International (FMCI) Program is a signature program funded and developed by the AAFP Foundation. FMCI collaborates with One World Surgery (OWS) to implement the Program in the Dominican Republic. This program seeks to support, enhance, and/or increase local medical workforce capacity in building and improvement of healthcare outcomes for vulnerable people in the central and eastern regions of the DR through medical education, medical curriculum evaluation, and faculty development paired with the delivery of direct clinical care through primary care missions with follow up of patients with chronic health needs to be provided by local physicians through One World Surgery.

Medical Education Symposium

FMCI volunteers and AAFP Foundation staff travels from the United States to the DR for the purpose of performing services and activities. Mission Trips may include, among other things, medical education activities such as a Family Medicine symposium with CME for local family physicians, faculty development sessions, bidirectional learning with residents, and/or medical student presentations. The venue for any of these medical education activities is determined based on the needs of attendees and information technology capacity. These medical education events are held in collaboration between and/or among the AAFP Foundation, OWS, and a local medical school, Universidad Central del Este (UCE), and affiliated Family Medicine Residency Programs. Topics for the medical education events are determined by medical school faculty, residents, and OWS physicians with expertise relevant to the topics presented.

Patient Care

Primary care outreach clinics take place in *bateys* (sugar workers' towns) surrounding the site of OWS's Primary Care Clinic. FMCI volunteer providers treat patients of all ages with limited access to health care who present with both acute and chronic conditions, including uncontrolled chronic, non-communicable disease, such as hypertension, diabetes, asthma, autoimmune conditions, and others. These patients are also treated and educated by OWS's local healthcare team consisting of physicians, nurses, and community-based health promoters. The outreach clinics generally (but not always) are expected to be open from about 9 a.m. until 3 or 4 p.m. Transport from OWS facilities is usually less than 30 minutes each way. OWS packs sandwiches, beverages and a variety of snacks for lunch.

MAP

Outreach clinics are held in Bateys close to the One World Surgery Site. Bateys were initially inhabited by Haitian immigrants brought into the country by sugarcane companies. Batey residents today can be Dominican, Haitian, or a mix, and work in a variety of jobs, but remain underserved compared to the general population.



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Decades of unsettled, mostly non-representative rule followed, capped by the dictatorship of Rafael Leonidas Trujillo, who ruled from 1930 until his assassination in 1961. Juan Bosch was elected president in 1962 but was deposed in a military coup the following year. In 1965, the U.S. led an occupation of the country, which was sparked by an uprising to restore Bosch. Joaquín Balaguer defeated Bosch in the 1966 election. For the next 30 years, he maintained a tight grip on power. International reaction to flawed elections forced him to end his term in 1996. Since then, there have been regular competitive elections in which opposition candidates have become president.

Former President Leonel Fernandez Reyna, who served from 1996-2000, was elected to a new term in 2004 after the passing of a constitution amendment allowing presidents to serve more than one term. He has since been re-elected to a second consecutive term. Representing the same party, Danilo Medina was elected in 2012 and re-elected in 2016. The election of Luis Abinader marks the end 16 years in power of the Dominican Liberation Party (PLD). Many administrations have been described as allied with corrupt businesses and government officials who perpetuate a patronage system that is different from Trujillo's rule in name only.

Currently the president of the Dominican Republic is Luis Abinader. He has been in office since August 16, 2020. President Abinader has been re-elected for a new presidential term 2024-2028.

Overview of Dominican Republic

- *Population:* 11,332,972, people (August 2023 estimate)
- *Area:* 18,815 square miles (slightly more than twice the size of New Hampshire)
- *Languages:* Spanish, Haitian Creole, English
- *Religion:* Roman Catholic 49%, Evangelical 26%, 21% no declared religion/atheist
- *Ethnic Groups:* 72% Mixed Ancestry, 16% European, 11% African Ancestry, 1 % Arabs/Asians
- *Climate:* tropical with few changes in temperature (averages from 81 to 87 degrees F)
- *Currency:* Dominican peso (RD\$); 1 USD= approx. 59 RD\$

Healthcare

Divisions between the upper and lower socioeconomic classes have been a defining factor for the health of the Dominican people. This is influenced by the geographical barriers between urban and rural regions of the country. The government-run healthcare system is divided into three tiers. The first tier includes the poor, disabled, and unemployed, who are eligible to receive government funding. The second tier includes employers and employees who finance their own healthcare. The final tier includes technical workers and self-employed people whose wages exceed the national average income and are both subsidized by the state and financed by the people. Those in this final tier tend to receive the highest quality of healthcare, except for those who can afford private insurance (*BTI, 2022; Expat Financial, 2022*).

High-quality care is mostly found within private institutions, and public institutions are thought to be inferior on a global scale. However, these private institutions are not accessible to most citizens. Based on data from 2019, the leading causes of death throughout the country were heart diseases, strokes, neonatal disorders, diabetes, cirrhosis, road injuries, kidney disease, respiratory infections, interpersonal violence, and HIV/AIDS. The leading risk factors in the Dominican



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Republic of death and disability are malnutrition, high blood pressure, high body-mass index, dietary risks, tobacco, high cholesterol, alcohol use, air pollution, kidney dysfunction, and unsafe sex (Institute for Health Metrics and Evaluation, 2022). Most treatments for these risks, diseases, and disabilities are accessible only through private institutions. Emergency services are most easily accessible in the capital, Santo Domingo. Beyond that, basic emergency healthcare and 911 services are questionable. In both public and private facilities, blood supplies, beds, staff, and treatments are limited, and there are an estimated 1.88 physicians to every 1,000 citizens (*Country Reports, 2022*).

Despite these challenges, the Dominican Republic is working to create greater access for citizens to receive crucial services. The relatively new social security system with a cash transfer program has recently expanded. With this system, roughly 800,000 families can access healthcare, nutrition, and education programs. State institutions are working to implement this system to decrease poverty numbers and help those in need of basic health and education practices. The constitution written in 2010 states that citizens have a right to healthcare, hospital services, and medicines. But until recently, these rights still have had a significantly low impact on citizens due to divisions of healthcare quality services, low public health spending, and relatively few physicians in the Dominican Republic (*BTI, 2022*).

The CDC (Center for Disease Control) also works with the Ministry of Health to provide clinics, treatments, and testing services for prevalent diseases and high-demand services. This has improved disease surveillance and outbreak control, and increased capacity in laboratory facilities (*Centers for Disease Control and Prevention, 2022*). With recent help and improving healthcare systems in the Dominican Republic, the future of its citizens is looking up.

Before the Mission

You will receive email reminders beginning 4 months before your trip. Please don't hesitate to reach out before then if you have questions. **If you change your contact information, please update your application or email medicalmissions@oneworldsurgery.org to ensure you receive all trip communications.** The application system cannot send emails to yahoo email addresses; please update your email to a non-yahoo address to receive all trip communications.

Informational Call/Webinar

Details will be provided by email about a pre-trip informational call that is usually held about 4 weeks prior to the trip. We highly recommend attending the call or viewing the recording for first-time participants.

Registration, Forms, and Documentation

If you have previously participated in a OWS medical mission, you will be asked to resubmit forms every year. All items should be submitted through the online registration system which can be found via the apply page of our [website](#). Please do not submit items by email, fax, or mail.

The application is a 2-part process. On the first part of the application, you will be asked to select your role (physician, general volunteer, etc.) and the above trip dates.



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Part 1 of the application is quite extensive for Provider volunteers as we will ask you to upload your passport, medical school diploma, license, and board certification (if applicable). For returning volunteers, your documents may automatically transfer over from the year prior. **Please pay close attention to expiration dates, clarity of documents, etc. when uploading/re-uploading these documents to your application.** The Ministry of Health in the Dominican Republic does a thorough review of these documents, and we are asked to send them to them well in advance of the mission. If you are a medical provider, please complete Part 1 of the application ASAP. As part of the approval process, you will also be asked to complete a background check.

Once reviewed and approved, you will receive an approval email instructing you to complete Part 2 which includes follow-up forms and waivers that have been added to your account. This is where you will sign waivers and upload your flight itinerary, emergency contact information, etc.

Due Dates

- **12 weeks prior to trip:** Passport, medical license (must be valid for duration of mission), and medical diploma due for all providers (physicians, NPs, PAs, dentists)
- **5 weeks prior to trip:** Passport and flight itinerary due for all other volunteers. Clinical licenses are required for all other medical volunteers. All other forms and waivers (and program fees if applicable) are due for all volunteers.

Passports

Visitors are responsible for ensuring their passports meet all entry requirements.

- **Passport must be valid for the duration of travel.** It is highly recommended to travel with a passport that has at least 6 months remaining validity.
- **Your airline ticket must match the name on your passport.** Update your passport if you recently changed your name (i.e., marriage, divorce).
- **You must have at least 1 empty passport page for an entry stamp.**
- If your passport has been significantly damaged, especially the book cover or the page displaying your personal data and photo, you will need to apply for a new passport.

For more details and information on how to apply for or renew a passport, visit:

<https://travel.state.gov/content/travel/en/passports.html>

Visas

U.S. Passport holders do not need a visa to visit the Dominican Republic for less than 30 days. Non-U.S. Passport holders are responsible for securing their own visa, if required for their country of citizenship, and confirming entry requirements with a Dominican embassy or a consulate. If you plan to travel internationally after the medical mission, check the country's entry requirements.

Minor Travel Requirements

Children under 21 who are traveling without parents/legal guardians must have a 'permission to travel' letter **signed and notarized by all legal guardians** who are not traveling with the individual. A template letter can be found at the end of this packet.



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Flights and Travel Policies

Visitors are responsible for booking their own trip according to the guidelines below.

Diversity Travel - Travel Management Company

One World Surgery has partnered with Diversity Travel, a travel management company. By booking your flights with Diversity Travel you may have access to humanitarian fares. These fares are not published and may have benefits such as additional luggage allowance, refunds (as opposed to travel credit), no change or cancellation fees, and the ability to hold seats without payment. You also have access to 24/7 customer service, and in addition to personal miles earned, One World Surgery may receive miles for flights booked through our account. Diversity Travel charges a minimal booking fee. They can also price match flights, if asked. You are not required to book your flight through Diversity Travel. If you would like to use Diversity Travel to book your flights, please see the cost section on this [page](#) of our website.

Airport

Las Américas International Airport (SDQ) in Santo Domingo, Dominican Republic

Travel Dates

Most missions run from Saturday to Saturday. Participants are expected to arrive in the Dominican Republic on the first Saturday of the mission and depart from the Dominican Republic on the second Saturday. Depending on where your travel originates, you may need to begin travel Friday evening to arrive in the Dominican Republic on Saturday. **The official trip dates of your medical mission are the dates listed in your approval email** (some trips may end on a Friday or Saturday; please check your approval email)

Arrival/Departure Windows

Visitors are required to book flights to arrive and depart from Las Américas International Airport (SDQ) between the hours of 10:00 AM and 5:00 PM. Depending on the actual flights booked by delegates, OWS will arrange for 1-2 pickups and 1-2 drop-offs.

Arrival: After clearing customs, visitors will grab their luggage and proceed to the airport lobby. Visitors should not leave the airport lobby. OWS airport greeters and transportation will arrive when the first flight lands. If you do not immediately see your OWS greeter, proceed to the pizza restaurant in the airport lobby and the group will meet you there. All visitors will depart at the same time in a group shuttle, regardless of flight time. This means that if you arrive on a 1:00 PM flight, you may be waiting at the airport for a few hours until the final flight lands; note that depending on flight times, 1-2 pick-up windows may be arranged.

Departure: It is standard practice to leave from the OWS property 3-4 hours before flight time to ensure visitors have enough time to clear customs. In most cases, we will NOT travel on the road when dark.



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Transportation

Volunteers are required to use One World Surgery's private transportation services, which are provided only between One World Surgery's designated pick-up airport and our site. **Please do not attempt to arrange a taxi to/from the airport. Taxi drivers will have difficulty finding the NPH site.**

Alternate Travel Plans

Due to limited transportation and staffing resources, One World Surgery has limited ability to provide transportation outside of official arrival and departure windows listed above. In certain circumstances, it may be possible to join for a shortened duration or arrive/depart outside the travel window listed above. **Please request approval to arrive/depart outside the travel window at least 30 days prior to your trip from the medical missions team at medicalmissions@oneworldsurgery.org.** For safety reasons, One World Surgery will not provide transportation that requires driving outside of daylight hours. We cannot guarantee transportation for alternative flight plans/travel dates that have not been preapproved.

Volunteers will be asked to cover additional transportation costs for arriving or departing outside of the official travel dates and/or time windows. Please note that the transportation fee is currently ~\$100 for a one-way trip.

Flight Cancellations and Changes

We are unable to reimburse flight costs for any reason. If you have concerns about possible trip changes or cancellations, consider purchasing trip cancellation and interruption coverage. It is typically available as an add-on option when booking flights. If for some reason you need to make a flight change during your trip, confirm with our on-site staff that we can provide transportation prior to changing the flight.

Primary Care Trip Program Costs

The majority of primary care trips are sponsored by corporate or foundation partners (e.g. AAFP Foundation) and closed to the public.

Program fees include ground transportation in the DR, emergency medical and evacuation insurance, food, and lodging for one week. A portion of the program fee covers the cost of medicines purchased by OWS for the primary care and outreach clinics.

Program fees do not cover malpractice insurance and OWS does not have malpractice insurance. Most insurance companies do not offer malpractice insurance for the Dominican Republic as the risk of malpractice suits for our current activities is low.

Volunteers are responsible for the cost of airfare and any other travel expenses (i.e., immunizations, luggage fees, flight change fees, trip cancellation fees, hotel stays).



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Late Cancellation Policy

The success of a medical mission depends on adequate staffing. Late cancellations can cause major challenges for a mission, requiring us to recruit participants on very short notice. **If you need to withdraw from a mission or reschedule your travel, please notify medicalmissions@oneworldsurgery.org at least 45 days prior to the start of the mission.** Any other method of notification (e.g. telling another volunteer) is not considered official notice.

Volunteers who do not provide notification at least 45 days prior to the start of the medical mission will be charged a \$250 late cancellation fee. Medical emergencies or other extenuating circumstances may be considered as an exception to this policy.

Refund Policy

In the event of a trip cancellation (by the volunteer or One World Surgery), the volunteer should contact AAFP Foundation.

Rescheduled and Cancelled Trips Policy

The safety and health of our volunteers is one of our top priorities, and One World Surgery reserves the right to cancel or reschedule any medical mission without notice. We may cancel or reschedule a mission if conditions in the DR are deemed unsafe for a medical mission. We rely on information and recommendations from the U.S. Department of State, the Centers for Disease Control and Prevention, NPH, and other local sources in making these decisions. If a mission is canceled or rescheduled, volunteers will be offered the opportunity to move their registration to another One World Surgery mission with openings within 12 months. One World Surgery is not able to provide any flight cost refunds. In the case of a canceled trip, One World Surgery can provide a letter that can be shown to airlines when rebooking flights.



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Immunizations and Health

Recommended Immunizations

Recommended (optional) immunizations for this trip are typhoid (shot given at least 2 weeks before travel or oral vaccine with last dose taken at least 1 week before travel) and hepatitis A (first dose given at least 1 month before travel). We strongly encourage you to make sure all other routine immunizations are current (e.g. tetanus). The area of the Dominican Republic where we will be working is not considered a malarial zone. Those traveling to Punta Cana before or after the trip should consider malarial medications. Pharmacies usually provide immunizations at a lower cost than travel clinics.

Recommended Medications

We advise bringing Antidiarrheal medication (like Imodium) or antibiotics (e.g. Zithromax or Cipro) in case of "traveler's diarrhea." They can be prescribed by your primary care provider or at an international travel clinic. There is a clinic on-site in the DR if immediate medical attention is needed. Filtered water is available for drinking in visitor housing and the surgery center to prevent illness.

Zika Virus

While there has been previous Zika presence in the Dominican Republic, there are currently no known Zika virus outbreaks in the country. Many health authorities including the United States CDC and the World Health Organization advise women who are pregnant or actively trying to become pregnant to not to travel to Zika-active areas.

Dengue

During hot and rainy seasons, the DR can see increases in dengue cases throughout the country. Dengue is a common illness with almost half the world's population living in areas with risk of dengue. This illness spreads to humans through mosquito bites and is not contagious. There is no vaccination or medication to treat dengue, but OTC medications like acetaminophen relieve most symptoms. Common symptoms include fever, nausea, rash, and aches/pains. One World Surgery is taking every precaution to prevent the breeding of mosquitos in and around our facility to reduce the risk of dengue. You can prevent catching dengue by avoiding mosquito bites; use mosquito repellent with DEET, wear long pants/shirts, and do not leave doors/windows to bedrooms open.



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Attending a Medical Mission as a Family

Part of One World Surgery's mission is to ignite the spirit of service and attending a medical mission as a family can be a great way to instill a lifelong commitment to service in your child(ren).

Requirements for Minors on Medical Missions

- Children ages 16 and up are welcome to attend; *exceptions may be made on case-by-case basis. Please email medicalmissions@oneworldsurgery.org if seeking an exception.*
- Children under 18 must attend the mission with a parent or adult guardian who will assume responsibility for the child and accompany them for the entire duration of travel, including all domestic and international flights.
- Please see the “Minor Travel Requirements” section if you or your child are under 21 and **not** traveling with your parent or official guardian.
- Children under 13 must always be accompanied by a nonclinical adult during the mission. One World Surgery staff and other volunteers cannot provide child supervision.
- One World Surgery allows children 13 and over to walk around the property and participate in general volunteer activities on their own. If you are not comfortable with this, you should bring a nonclinical adult to accompany them.

Travel Day

E-Ticket Form

The government of the Dominican Republic requires all incoming visitors to submit an e-ticket form prior to arrival in the country. To complete the form, go to <https://migracion.gob.do/en/e-ticket>. Only access the form via this link. There are scam sites that have been created, but the official site will not require payment. You may be denied boarding if you have not completed this form prior to check-in. Step-by-step instructions on completing the form can be found [here](#).

Communicating on Travel Day and During the Trip

All volunteers should [download WhatsApp](#), a free, international messaging and calling app that works when connected to Wi-Fi or cellular data. The person you are texting/calling must also have WhatsApp. For communication regarding trip logistics, One World Surgery will set up a WhatsApp group for your trip and will send the link and instructions for joining the group in the final reminder email sent just prior to your trip. This will facilitate communication among your group throughout your mission. FMCI delegates will also communicate through WhatsApp to communicate internally with the FMCI delegation group. The OWS hospitality center is quite large and if we need to pull delegates together for a meeting, or to let you know something has changed about one of our scheduled events, it is the best way to contact you. You may also consider setting up international calling ability for emergency purposes. When not in use, keep your phone on airplane mode to prevent charges.



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Travel Delays or Cancellations

If your flight is delayed and/or cancelled, communicate with our local team via the OWS WhatsApp group to notify them of any changes in travel plans. Speak to the gate agent or call your airline to rebook your flights, if needed. If you booked your flights through Diversity Travel, call them at 703-440-7964 to rebook. We encourage you to still attend the mission, even if you will not arrive until the next day. **Do not rebook your flight to arrive after dark if other options are available**; it is better to arrive the following day during daylight hours due to safety concerns.

Luggage

If you are joining a primary care medical mission, please plan to reserve at least one bag to transport supplies for the mission. We will communicate with you prior to the mission if you are selected to bring down supplies. Keep checked luggage receipts; officials in the Dominican Republic may ask to see them and match them to your bags. Check your airline's policy regarding fees, number of bags allowed, and size restrictions. Also check for possible embargoes, especially during summer months, which might limit your checked baggage allowance.

Arriving in the Dominican Republic

1. By filling out the [e-ticket](#), you no longer need to fill out paper forms for customs or immigration.
2. Instructions can be found [here](#)
3. Depending on the terminal where you land, you may exit the plane directly on the tarmac. If this happens, you might be directed to immigration and customs on foot or you may be taken there via bus.
4. After exiting the plane, proceed to the passport control line. The official may ask the purpose of your travel (pleasure/leisure) and the duration and location of your stay (provide the same address above). They will take your picture and fingerprints and scan your passport. The official may ask the address of your stay:

**Escuela Hogar Nuestros Pequeños Hermanos,
Carretera Ramon Santana, Frente al Batey Nuevo,
San Pedro de Macoris
Phone number: Use your phone number.**

5. If you have checked luggage, use the monitors to locate the luggage carousel for your flight. Pick up your luggage. Luggage handlers may offer to help carry your luggage. **If you use their services, you will be responsible for providing a \$1-\$2 tip per bag. ***If your bag does not arrive, notify our local team via the WhatsApp group.** Show your luggage receipts to the officials as you walk towards the luggage scanners.
6. When passing through customs, officials may ask you to pass your bags through the scanners, or they may inspect your luggage. If this occurs and you are carrying medications or supplies, show them the customs letter of permission sent to you by One World Surgery to be printed out and carried on the plane.
7. Proceed into the airport lobby. Look for your greeter holding a sign with a One World Surgery logo. **If you arrive at 1:00 pm or later, you will be welcomed by an OWS Greeter. If you**



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cannot find your greeter, proceed to the pizza restaurant in the airport lobby. If you've joined the WhatsApp group for your trip, send a message to the group to meet up with anyone else who has already arrived. If your flight gets delayed, inform the WhatsApp group and OWS will accommodate additional transportation.

If you can't find the One World Surgery representative, contact our local team via the WhatsApp group.

We recommend connecting to the internet at the airport to let your loved ones know you have arrived, as you may not arrive at our site for a few hours. **Volunteers are not permitted to leave the airport.** Remain inside the airport until instructed by the One World Surgery representative to exit the building and proceed to the bus or van. While waiting, you're welcome to visit airport shops or restaurants (they accept US credit cards). The group will travel to the NPH home via a private vehicle (about 45 minutes in transit).

During the Mission

NPH Experience

Nuestros Pequeños Hermanos (NPH, Spanish for "Our Little Brothers and Sisters") opened a home in the Dominican Republic in 2003. Designed to resemble a small town, Casa Santa Ana is about 40 miles east of Santo Domingo in San Pedro de Macoris. It is situated in the middle of two extremes: poor migrant sugar cane farmer settlements (bateys) and professional U.S. baseball leagues. The site features 50 acres of land, a school (kindergarten to 11th grade), farm, greenhouse, chapel, playgrounds, basketball court, baseball and soccer fields, and 12 homes that can accommodate a total of 200 - 300 children.

Safeguarding and upholding the rights of the NPH children are of utmost importance, and we will never neglect these duties to provide a volunteer with a "feel-good" experience. Please keep in mind that NPH frequently hosts visiting groups, and we want to integrate ourselves in a way that minimizes disruption to routines and the use of resources. For children who have experienced a traumatic or unstable upbringing before coming to NPH, strict routines help create feelings of security.

We are sensitive to the fact that creating bonds with many short-term visitors may impact attachment issues in the children, and we recognize that many jobs working with children are better suited for individuals who are trained, speak the local language, and understand the local culture. For all these reasons, there are limited, scheduled opportunities to interact with the children.

NPH Policies

- NPH children are not allowed in volunteer bedrooms under any circumstances and are only permitted in the Visitor Center when approved by the child's caregiver and a member of One World Surgery's hospitality team.



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- Please dress modestly, as cultural standards in the Dominican Republic are different than those in
- the U.S. Skirts, dresses, and shorts should come at least to mid-thigh, and tank top or dress straps should be at least 3 inches wide. Please cover any visible tattoos, and remove piercings, except for the ears if possible. **Shorts are not allowed at mass.**
- Do not exchange email addresses or become Facebook friends with the NPH children.
- Keep the children with their hogar (home) during group activities. If you are at an activity which includes more than just one hogar, please stay close to the group of children and do not take anybody away.
- Due to living in a community with other children, pequeños have very little privacy. NPH wants to give them as much privacy as possible and teach them modesty. Do not enter the children's homes while the children are showering and changing.

Safety

NPH Dominican Republic is located between Santo Domingo (57 miles) and Punta Cana (69 miles). Visitors travel to and from the airport by NPH's private vehicles, which are operated by One World Surgery's licensed drivers. OWS DR is a gated property patrolled 24/7 by a team of guards.

Primary care field clinics will involve trips off the NPH property to provide services in the bateys (settlements of sugarcane workers and their families). Missions also usually include an off-site dinner. Transportation will be provided in private vehicles, and visitors will be accompanied by OWS staff members during all medical mission activities. Staff will share additional safety advice with visitors prior to leaving the site, and visitors should follow staff guidance and instructions at all times.

While we have never experienced a security incident during a medical mission in over 10 years of operation, the safety of participants remains a top priority. We have safety policies and procedures in place as well as detailed emergency response plans. We meet regularly with the NPH security team to assess risks and discuss safety practices, and we receive security updates from the U.S. State Department, the U.S. Embassy in Santo Domingo, and our travel insurance provider. All visitors are registered with the U.S. Embassy in Santo Domingo through STEP (Smart Traveler Enrollment Program), which facilitates contact with the Embassy in the event of an emergency. Volunteers must take personal responsibility for their own safety by following our safety policies, as well as common travel security advice, particularly if travelling on their own before or after a medical mission.

Emergency Medical and Evacuation Insurance

One World Surgery purchases emergency medical and evacuation insurance for all volunteers for the duration of the medical mission. Volunteers are personally responsible for any deductibles or coverage for travel outside of the medical mission. A policy summary can be provided upon request.



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Travel Security Advice

- Always carry some form of communication equipment, such as a cell phone programmed with emergency contact numbers.
- Always keep your passport in a safe, but accessible place and keep a copy on your person.
- Adhere to rules regarding appropriate dress codes and common courtesies to avoid drawing attention to yourself.
- Maintain a low profile. Dress as inconspicuously as possible and avoid ostentatious displays of wealth. Avoid displaying money, wearing jewelry, or carrying valuables such as laptop computers, cameras, or cellphones.
- Carry cash in more than one pocket and keep a small amount in a top pocket to hand over to a criminal who confronts you. A dummy wallet - with a small amount of local currency, an expired credit card and some useless receipts - will usually satisfy a mugger.
- Maintain a high level of information security. Do not give out personal information. Do not discuss your plans with strangers. Do not carry unnecessary amounts of information, either in hard copy or on laptops, removable drives etc.
- Practice "what would I do if" scenarios in your head. If travelling with family, let them in on your thoughts and the roles they play in the scenario.
- Keep a "go pack" handy at all times. You do not have to carry it, but at least have one that is ready to go, and grab should you have to quickly evacuate the ranch. Include your necessary prescriptions, hygiene items, and charger for your phone.

Safety Policies

- For safety reasons, visitors are only permitted to leave the NPH site for official activities organized and led by One World Surgery. Any personal leisure or tourism activities must take place before or after your visit with One World Surgery.
- Visitors may not leave the NPH property to visit the neighboring batey (Batey Nuevo) without the presence of an OWS staff member.
- Always walk with at least one other person.
- Always carry your phone and a flashlight.
- You must return to the visitor center building by 9:30pm every evening. The security guards do not speak English, and we want to prevent confusing situations if they were to encounter you roaming around the property late at night.
- Swimming is only permitted if part of an official mission activity, led by a One World Surgery representative.
- Please use seatbelts when available and do not ride in the open rear compartment of any pick-up style vehicle.



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Accommodations

Volunteer housing is located on the OWS property and connected to the surgery center and primary care clinic. It has 23 bedrooms, a courtyard, visitor and catering kitchens, and a large conference room where group dinners and evening programming are held.

Bedrooms vary in size (2-6 beds) and layout. Each room has a private toilet area and a private shower stall. Each volunteer is provided with sheets, a pillow, and a towel (1 per week). Toilet paper, hand soap, and hand towels are also provided. There is no air conditioning in the visitor center.

We try to make room assignments according to roommate requests indicated on your registration form, but due to limited bedrooms it may not be possible to accommodate every request and you may share a room with people you do not know. Per NPH policy, unmarried couples are not permitted to room together.

It is not possible to flush toilet paper due to the poor plumbing systems. Toilet paper and all sanitary products must be thrown in small waste baskets next to the toilet.

Adapters are not needed for electrical outlets. Electricity at the home is donated by a local power company, and it is provided to NPH periodically throughout the day. Stored electricity provides limited power for common areas and lights (not outlets) when there is none from the city. Please help conserve power by turning off unused lights.

Internet Access

Wi-fi is available at our facilities, but service may be spotty or go out for periods of time. Wi-fi can best be accessed in the kitchen, Utah Room, Surgery Center/Clinic

Meals

- *Breakfast:* fruit, pancakes, scrambled eggs, yogurt, toast. For primary care missions, breakfast is typically served at 7am in the Utah room.
- *Lunch:* Dominican food (chicken, rice, beans), pasta, soup. Served around 12:30pm. During primary care missions in the bateys, lunch is a pre-made sandwich eaten out in the community.
- *Dinner:* Hearty Dominican and Italian meals. Group dinner in the Conference Center around 7 pm.

If you have strict dietary restrictions or are a picky eater, bring food items to supplement what is provided. We highly recommend packing your own protein bars/favorite snacks. Typically, we can accommodate vegetarian, vegan, and gluten-free diets. The protein for vegetarian meals is typically plantains, potatoes, eggplant, and lentils in addition to fruit and veggies. Snacks are always available in the Surgery Center and Visitor Center. Coffee and limited soda (Coke, Diet Coke,



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Sprite, sparkling water; enough for 1-2 cans per person per day) are provided. Visitors should not consume tap water. Filtered water and three meals a day are provided.

Alcohol Policy

Volunteers are not permitted to bring alcohol to the NPH home. Adults 21 and over may consume beer or wine provided by One World Surgery during dinner. One World Surgery will provide enough for 1-2 drinks per person. **Volunteers are not permitted to supply their own alcohol.** Alcohol must always remain inside the OWS grounds and cannot be carried to the NPH side. After consuming any alcohol, volunteers cannot interact with any NPH children. This is an NPH policy. Alcohol also cannot be consumed in front of NPH children. If any NPH children are present at dinner, we will not serve alcohol until they have departed. Many NPH children have had negative experiences with alcohol. For some children, seeing a beer can or smelling alcohol on someone's breath may trigger traumatic memories. Thank you for understanding and respecting this policy, even if it differs from your personal practices.

Smoking Policy

Smoking is not permitted on the property.

Clothing

Comfortable, broken-in walking shoes are a must! The days can be hot, so light clothing (shorts, slacks, cotton T-shirts, sandals and/or running shoes) is appropriate. Please dress modestly, as cultural standards in the Dominican Republic are different than those in the U.S., and the children copy the models they see. Please adhere to the following dress code when interacting with NPH children or patients:

On NPH property:

- Shorts and skirts should reach near to the knee
- Straps on shirts must be at least 3 fingers wide
- Torn, transparent, very tight or revealing clothing is not allowed.
- Earrings and piercings are not allowed for men. For women, one earring per ear is acceptable
- All large/highly visible tattoos should be covered when on the NPH property. We recommend bringing lightweight, sweat-wicking shirts and/or pants to cover tattoos while on the NPH property. You do not need to cover tattoos while on the OWS property. You are not required to go on the NPH property
- Visitors must remove visible face piercings and cover tattoos when around NPH children
- Flip flops are not allowed at mass

Primary care outreach clinics:

- Scrubs are recommended for clinicians while in the outreach clinic; the OWS internal clinic provides scrubs for volunteers to wear



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- Scrubs are not recommended – you may also choose to wear a tshirt and lightweight pants instead
- Shorts and skirts should reach near to the knee
- Straps on shirts must be at least 3 fingers wide

FMCI Medical education events:

- Wear business casual clothing (no jeans)

Providers should consider bringing the following:

- Stethoscope (highly recommended)
- Blood Pressure Cuff (optional but useful)
- Otoscope (optional but useful)
- Headlight (optional)
- Laptop/tablet (*it's helpful for a few volunteers to bring these to the outreach clinic for EMR access*)

Typical Medical Mission Schedule

Saturday

- Arrive at NPH/OWS and settle into housing
- Tour of NPH
- Dinner and speakers

Sunday

- Orientation
- Optional mass with NPH community
- Electronic Medical Record training
- Lunch
- Tour OWS facilities
- Sorting medications and supplies to prepare for outreach clinics (*primary care missions*)
- Dinner
- Evening Programming

Monday-Friday

- **Surgery (Does not apply to primary care volunteers):** Patients arrive at 5am. First cases begin at 7am. The goal is for the final patient to be out of the operating room by 4 pm. Local staff provides overnight care if needed. Non-clinical volunteers rotate among surgery center and clinic jobs and NPH workstations throughout the week.
- **Primary Care:** During days in our on-site clinic, patients will be seen from about 8am to 4pm. During outreach clinics in the bateys, the bus will depart NPH around 8am to set up the temporary field clinic by 9am and see patients until about 3pm, at which time we will pack up and return to NPH by 4-5pm.



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- Dinner, speakers, and activities in the evenings

Saturday

- Depart for airport.

Clinic Experience

The DR site includes an ambulatory surgery center with three operating rooms, a primary care clinic, eye clinic, and a visitor center. OWS has been hosting primary care missions in the nearby communities since 2019, and surgical missions began in 2024. Dr. Joice Morillo, an orthopedic surgeon, is the full-time, on-site Medical Director and Joanna Sun is the Administrative Director.

Outreach Primary Care clinics are hosted in the community (bateys) in various buildings including churches, schools, and other community buildings. Local community leaders' partner with OWS patient coordinators to identify patients for each mission. Medical missions typically visit 4-5 bateys each week. In 2025, primary care missions will also take place in the OWS onsite clinic 1-2 days each week.

FMCI volunteer providers treat patients of all ages with limited access to health care who present with both acute and chronic conditions, including uncontrolled chronic, non-communicable disease, such as hypertension, diabetes, asthma, autoimmune conditions, and others. These patients are also treated and educated by OWS's local healthcare team consisting of physicians, nurses, and community-based health promoters. The outreach clinics generally (but not always) are expected to be open from about 9 a.m. until 3 or 4 p.m. Transport from OWS facilities is usually less than 30 minutes each way. OWS packs sandwiches, beverages and a variety of snacks for lunch.

Medications and Labs in the Clinic

Clinics in both countries have a small formulary of medicines to treat chronic diseases and help optimize the patient before and after surgery. In addition, there are medications such as antibiotics available for acute diagnoses.

Labs are limited (pregnancy test, urine analysis via dip stick, glucometer).

Clinical Activities in OWS Clinic

In clinic, you will provide pre-operative clearance and surgical optimization. You may also confirm surgical diagnoses or assist patients with managing chronic diseases.

Preoperative Clearance: Please review the Pre-Operative Clearance Form linked in your welcome email and familiarize yourself with the GOLDMANS CRITERIA/SCORING. One World Surgery uses this model to assess cardiac risk during non-cardiac surgery. We also recommend reviewing the basics of reading a chest x-ray. Most patients will come with chest x-ray film and the radiologist reading, but on occasion, patients may only have the film. It may also be helpful to review reading a rhythm strip/EKG, as most patients will bring EKG results. Those who do not will



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have an EKG performed by one of our nurses. Most patients will also bring their labs values with them, and you will need to interpret accordingly.

Surgical Optimization: Often during the preoperative clearance, you may discover the patient is not appropriate/optimal for surgery due to uncontrolled diabetes, hypertension, or perhaps even a new diagnosis. You will use your clinical judgment to optimize the patient for surgery by treating/educating the patient and suggesting the appropriate follow-up exam(s). This is recorded in the appropriate section on the preoperative clearance form. Patients returning for a subsequent visit for surgical optimization will be documented through a Primary Care Form, which is also linked in your welcome email.

Diagnosis Confirmation: Patients are often referred to One World Surgery for surgery, but the diagnosis is unconfirmed, or surgery may not be an immediate option. Often, patients are referred by a nurse or other medical provider at their local government clinic without being evaluated by a physician. Essentially, you will determine if the patient is a potential surgical candidate and if the diagnosis is correct. Our local staff physicians and surgeons at OWS can assist in making a decision, if needed. They can also provide recommendations regarding interventions/treatments that are realistic for the patient.

For example, a patient on the otolaryngology surgery waiting list may be on your schedule for diagnosis confirmation. This patient was referred by a nurse at a local government clinic to OWS. This patient was referred for surgery evaluation for breathing problems and/or snoring. Through your consultation with the patient, you determine this is not a surgical issue. You diagnose the patient with sleep apnea and suggest weight loss and discuss sleep hygiene. More costly interventions such as CPAP are not available to this patient. You also decide his breathing problem is nasal congestion from allergic rhinitis and prescribe loratadine, which is easily available. You may also note hypertension in the patient. Please address this and anything you feel pertinent to the patient's wellbeing. Keep in mind resources may be limited, and patient education may be your best resource.

Diagnoses confirmations are commonly needed for the following conditions/ surgical specialties:

General Surgery

- Inguinal Hernia
- Umbilical Hernia (surgery vs observation)
- Diastasis Recti
- Cholecystitis/Cholelithiasis

Orthopedics

- Chronic Osteoarthritis of Knees (replacement vs injections)

Gynecology

- Uterine fibroids
- Ovarian Cyst



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ENT

- Chronic/Repeated Tonsillitis
- Suspicious Thyroid Mass
- Thyroid Adenocarcinoma

Urology

- BPH (surgical vs nonsurgical)
- Prostate Cancer (we will refer if diagnosis is obtained with pathology)

Clinical Scope

Common Chronic Diseases

Some diseases or conditions are more prevalent in the clinics. These diagnoses are not much different from common diagnoses in the US. The main difference is that management options in terms of medications, testing, and specialty referrals are grossly limited in comparison. However, One World Surgery has an onsite social worker who can meet with patients, and in some cases, may be able to provide financial assistance to help patients access these options.

Common diseases you will encounter are:

- Type 2 Diabetes
- Hypertension
- Obesity and its sequelae.... gall stones, sleep apnea, CAD etc
- GERD
- BPH
- Osteoarthritis
- Rashes (contact, fungal)
- Chronic Cough (COPD, Asthma)

Infectious Illnesses

Certain infectious illnesses are prevalent in this part of the world including:

- Zika
- TB (immediate referral to public health clinic)
- Malaria (*not prevalent in San Pedro Sula, Dominican Republic - prevalent in coastal/low altitude areas*)
- Pin Worms
- Dengue
- Parasites
- Chikungunya

Supplies, Equipment, Medications

The center is stocked with basic medical-surgical and primary care supplies and specialty packs for every procedure. Most supplies are purchased in the U.S. and transported via shipping containers a few times a year. You may also wish to bring your preferred surgical gloves and masks.



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Clinic Policies

One World Surgery provides high-quality surgical and primary care adhering to best practice standards. Among these standards are protecting patients from harm and ensuring that patient care is provided by trained medical professionals. We will never sacrifice patient safety in order to provide a volunteer with an experience. Volunteers are not permitted to exceed their level of experience or training. Patient safety and care are our number one priority.

Media Policy

One World Surgery believes that capturing and sharing images from developing countries must be approached thoughtfully to affirm the dignity and privacy of all those encountered. This is particularly important in vulnerable settings such as when interacting with patients and at the NPH children's home. In addition to the specific media policies outlined below, we ask that volunteers consider the following when capturing and sharing images:

- **Avoid spectacle mode:** Be careful not to treat people or communities as tourist attractions. You should always ask for permission, even from a child or his/her caregiver, before taking someone's photo. Follow guidance from the One World Surgery staff and long-term volunteers regarding whether it is an appropriate time or place for a photo. Certain spaces, like the children's living quarters, require an extra level of privacy.
- **Do unto others:** Before capturing an image or posting, ask yourself how you would feel if the roles were reversed. Would you want to be portrayed in the same manner? Would it be an acceptable time or place for a photo in your own country?
- **Tell the whole story:** Peoples' lives and poverty are complex. Instead of sharing oversimplified and sweeping generalizations like, "They have absolutely nothing," or "They are so happy all the time," provide a more nuanced story, and use the opportunity to challenge assumptions or stereotypes.
- **Question your intentions:** Ask yourself why you are capturing the image or sharing it.

One World Surgery Media Policies

- The designated medical mission photographer, who will be identified, is permitted to capture images for general purposes. This includes "temporary" images such as Snapchats. These photos will be shared with all volunteers after the mission.
- Other volunteers or staff members may be permitted to take photos if the patients consent. Photos may be used for clinical or educational purposes and may be posted online if they adhere to the OWS media policy
- Capturing the following images is prohibited:
 - Bloody or graphic photos (unless requested by a physician for clinical or educational purposes)
 - Patient faces
 - Patients with exposed genitals or breasts
 - Images that show sterile technique unintentionally being broken



- Materials removed from patients' bodies (i.e., mass on a tray, amputated limb)
- **All volunteers may take photos or videos (referred to hereafter as "images") in the primary care clinics/outreach clinics with verbal consent from the patient or their guardian. Use an interpreter to obtain consent if you are not proficient in Spanish/Creole.** Consider whether a patient is fully able to consent at that moment. If you have any doubt whether the patient can fully consent or is comfortable with the image being taken, do not take it.
- Images of patients accompanied by identifying information (real name or other demographic information; diagnosis or prognosis; past, current, or future medical treatment) may not be posted online or otherwise circulated.
- All images and accompanying captions posted online or shared publicly should accurately represent One World Surgery's work and a volunteer's role on the mission. One World Surgery has the right to request that volunteers remove images or captions that violate our media policies or misrepresent One World Surgery or a volunteer's role on the mission.
- When out in the outreach clinics (in the bateys) or the primary care clinic, if you want to take pictures, ask for permission from the patient or his/her guardian. Always take our Media Policies into consideration.
- All visiting professional journalists, videographers, and photographers who intend to conduct interviews or capture footage for external use must obtain approval from One World Surgery at least 30 days in advance.

In addition to the above policies, the following images are explicitly prohibited:

- Images of NPH children without consent of guardian.
- Images that include any identifying patient information (i.e., patient's name on a whiteboard in the background)
- Patients in distress or pain
- Patients with a lot of skin exposed (i.e., surgical gown not fully closed)
- Photos that could give the impression that a child or someone without medical training was permitted to perform tasks for which he/she is not qualified.
- Volunteers violating any other One World Surgery policy.

NPH Media Policies

- Do not use the real name of any minor (under 18 years old) who is under the care of NPH when sharing or posting photos to social media.
- All children and adults in photos must be fully clothed, including shoes. Photos of children in diapers, bathing suits, shirtless, or dirty are not permitted.
- Do not take any photos of the bed or locker areas of the children's dormitories.



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- No hand symbols are permitted in any photos or video, as they can be perceived as gang signs in many countries.
- NPH has the right to request that any media used of a NPH home, child or program, be removed from any social media platform (website, Facebook, Instagram, blogs, etc.)

Code of Conduct

Protecting our patients, staff, the NPH children, volunteers, and organizational values is one of One World Surgery's highest priorities. To ensure that our medical missions are a positive and safe experience for all those involved, our volunteers are responsible for abiding by the following Code of Conduct. Volunteers should understand that violating the Code of Conduct is taken very seriously by One World Surgery, as violations may place volunteers, staff, NPH children, patients, and the future of our mission at risk.

Volunteers are expected to:

- interact respectfully with fellow volunteers, One World Surgery staff, patients, and NPH children and staff at all times. Harassment or discrimination of any kind will not be tolerated.
- truthfully represent their skills and perform duties only within their current level of training or licensure. This includes communicating medical information in Spanish only after passing a language screening with a One World Surgery staff member.
- prioritize the safety, privacy, and dignity of patients and NPH children over their own desires for experiences or photo opportunities.
- abide by all One World Surgery policies and procedures regarding observation of surgeries. Volunteers should not use their role or relationship to another volunteer to circumvent these policies and procedures.
- follow all One World Surgery safety policies and take personal responsibility for their own safety during the mission.
- follow all policies related to attending medical missions as a family including bringing a non-clinical adult to supervise children under 13, taking personal responsibility for the safety of their children, and ensuring their children follow all general volunteer policies.
- comply with One World Surgery's policies regarding alcohol consumption and tobacco use, recognizing that cultural norms in the Dominican Republic and our presence on a children's home require practices that may differ from volunteers' personal preferences.
- follow One World Surgery's policies and guidance as they pertain to taking photos and videos, interacting with the NPH children, appropriate attire on the NPH campus, and cultural norms.
- come prepared to participate fully in the service aspect of the trip, even if it means putting personal desires aside to be a valuable team member.



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- refrain from giving money (including tips) or gifts to One World Surgery staff or full-time volunteers for their personal benefit. Though the giver may have the best intentions, gifts can create feelings of jealousy or lead people to feel indebted to the giver. Small tokens of appreciation (under \$10 in value) such as cards or photos are permitted, as well as items that benefit the entire organization or team.
- refrain from asking One World Surgery or NPH staff to perform personal favors during the mission (i.e., going to the city to buy a souvenir). Staff work long, hard days alongside volunteers and may feel pressured to do favors in exchange for volunteers' service. Any urgent needs should be directed to the Hospitality Manager.
- remember that they are guests of Dominican Republic, NPH, and One World Surgery. Approach the experience with a positive and humble attitude and an open mind. Refrain from passing judgment on things that are different.
- be flexible, patient, and supportive while our team works through any challenges or sudden changes in plans. Working in a different culture and an under resourced country can present unexpected circumstances or different priorities, despite extensive planning.

Donations



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One World Surgery is required to register all medical donations with the local customs office by 45 days prior to the trip. This does not apply to NPH donations. **You will need to provide information to michael.fry@oneworldsurgery.org regarding all donations by 45 days prior to the trip.**

Bringing Medical Supplies to Dominican Republic

- We transport many supplies through volunteers and ask that you help by carrying down supplies that will be sent to you. The Supply Chain Team will contact you by email a few weeks prior to the mission if we need your assistance carrying supplies.
- One World Surgery cannot accept any expired medication or medical supplies.
- To ensure items can be used, One World Surgery requests the ability to approve all donations of goods. The Dominican government is extremely strict about medical supplies entering the country. All incoming supplies must obtain pre-approval at least 45 days prior to travel. Contact michael.fry@oneworldsurgery.org to obtain pre-approval. Please do not bring items that have not been approved.
- Medications and items that have been pre-approved will be included in the inventory with the customs permission form that you will need to be prepared to demonstrate to customs officials if they search your bag in the airport upon arrival.
- If you plan to solicit any donations on behalf of One World Surgery from medical supply or equipment companies, please contact michael.fry@oneworldsurgery.org
- Never attempt to transport donations of narcotics.
- Donations of high value medications, medical supplies, or equipment must be registered at least 45 days prior to the trip. There is an additional tax exemption process that must be completed by the Supply Chain Team.

Donations for the NPH Children

- All donations must be transported as luggage. Common donations include sports equipment, hygiene products, school supplies, and clothing. Do not attempt to ship anything to the DR.
- **Please do not:**
 - Bring candy or small items to randomly pass out. This can result in hurt feelings among children who do not receive anything.
 - Bring expensive gifts such as music players, video games or jewelry. This may unintentionally create feelings of jealousy and cause problems for that child.
 - Give gifts directly to the children. They must be given to our local hospitality team who will distribute them to the children's caregivers.
 - Give money to anyone at the home. This can cause confusion about how it will be used and will not qualify for a tax deduction under U.S. law.

Recommended Packing List



- Ear plugs** (*basic ear plugs will be provided, but please bring your own if you would feel more comfortable; the nearby batey plays loud music at night!*)
- Primary Care Providers:** stethoscope, otoscope, laptop, other personal diagnostic equipment you plan to use.
- Passport and copy of passport in case it gets lost.
- Notarized letter of permission to travel for participants under 21 traveling without 1 or both parents.**
- Copy of customs letter (*only if carrying medical supplies or donations*)
- Pens (for use in surgery center or clinic)
- Hand sanitizer
- Reusable water bottle
- Reusable coffee thermos
- Phone charger (*same outlets as in the US*)
- Small amount of USD cash for NPH store/ice cream with NPH children
- Insect repellent with DEET and anti-itch cream
- Anti-diarrheal medication and antibiotics for traveler's diarrhea
- Sunscreen
- Toiletries (*including shampoo, conditioner, and body soap*)
- Routine medications for your personal use
- Towels (1 will be provided during the week, bring more if desired) *Past volunteers have recommended quick-dry towels.*
- Bathing suit
- Flashlight or headlamp (if you require more than the flashlight on your phone)
- Clothing for entire trip (*recommend packing at least 2 outfits per day*)
- Scrubs (external clinic)**
- At least one pair of clean closed-toe shoes to use in the internal clinic + an additional pair for external clinic
- Business casual clothing for education event
- A few nicer outfits for optional mass and any offsite dinners**
- Rain gear (i.e. poncho, umbrella)
- Light blanket (if desired – It can get chilly)
- Small personal battery-powered fan (portable)
- Hair dryer
- Electrolyte replacement powder or drops.
- Extra snacks (*protein bars, trail mix... note: healthy snack options may be limited*)
- Optional donations: games/cards, OTC meds (*e.g. Tylenol, gummy vitamins*)

Packing Tips

- **Always carry your passport. Do not put it in checked luggage.**



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- **Pack personal medications, toiletries, and at least one set of clothing in carry-on luggage.** If your checked bag does not make it onto your flight, it will likely arrive the next day.
- You may be contacted prior to the trip and asked to transport medical supplies. These items will be shipped to your home. Please pack medical supplies in a regular suitcase. Packing supplies in other containers (i.e., black bins) will draw attention and cause your items to be searched.
- **Do not bring items of value. We are not responsible for any lost or stolen items.**
- Make sure your luggage does not contain prohibited items. See <https://www.tsa.gov/travel/security-screening/whatcanibring/all> for more information. The tips below are based on common luggage issues among past participants.
 - Only plastic utensils may be packed in your carry-on luggage. Metal utensils must be packed in your checked luggage.
 - Any balls (i.e., soccer balls, footballs) must be deflated.
 - Other sports equipment (i.e., bats) must be packed in checked luggage.
 - In your carry-on luggage, only liquids (including gels, creams, pastes, aerosols) in containers less than 3.4 oz are allowed. All liquids must fit into a quart-sized Ziploc bag. Liquids over 3.4 oz must be in checked luggage.
 - Do not carry any fresh foods (i.e., fruits) internationally.
- Do not plan to buy any travel necessities in the Dominican Republic.

Weather

The Dominican Republic has a tropical climate with daily high temperatures around 90°F year-round. Hurricane season runs from June to late October. While the area where our facilities are located is typically safe from hurricanes, we can experience heavy rain during hurricane season.



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Travel Back Home

At the Santo Domingo Airport

1. You will need to fill out an additional e-ticket prior to departure, for which you will need your flight details, passport number, and address of lodging in DR (see above). Completing the form will generate a QR code that you will need to show at check-in.
2. Proceed to your airline's counter (downstairs) to check in and check any luggage.
3. Proceed upstairs to go through security, then through the immigration line.
4. At passport control you will need to show your passport and may be asked your final destination, airline, flight number, and e-ticket QR code.

If you experience any flight cancellations or other travel issues in Santo Domingo, contact our Hospitality Team via the designated WhatsApp Group. *Arriving Back in the U.S.*

Arriving Back in the U.S.

1. After exiting the plane, follow the signs to passport control. At most U.S. airports, you can now complete the customs form at an electronic kiosk. Once you complete the form, you will receive a receipt. Proceed through the passport control lanes.
2. At passport control, you will show your passport and will most likely be asked where you traveled to, your length of stay, and the purpose of your travel.
3. If you have a connecting flight, you will need to pick up your baggage and re-check it. Follow the signs to pick up any checked luggage (if applicable).
4. Follow the signs to connecting flights and recheck any checked luggage onto your connecting flight (if applicable). The customer service agents will scan your luggage tag and direct you to place your luggage onto the appropriate conveyor belt.
5. Follow the signs to security and go through security (if applicable).
6. Exit security and find the gate for your connecting flight (if applicable).

Additional Information

U.S. Contact

If your family needs to reach you and cannot get in touch with you, they can contact the medical missions team at 1-847-607-1095 or medicalmissions@oneworldsurgery.org

Online Store

Stock up on One World Surgery gear to be delivered to your home before or after your trip by visiting our [online store](#). A portion of every purchase supports One World Surgery.

Pop Up Store

One World Surgery now hosts a pop-up gift shop with One World Surgery merchandise in the visitor center. Items can be purchased by credit card, and proceeds benefit One World Surgery.



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Money

There are opportunities to purchase small souvenirs from airport gift shops and on site, but it is not necessary to bring large amounts of cash or exchange money at the airport. The shops at the airport and visitor center pop-up store will accept US cards. The gift shop at NPH accepts US dollars. Do not bring travelers checks; there is not an opportunity to cash them.

Tips

Please do not give any tips to NPH or OWS staff. To ensure fairness, all tips for One World Surgery will go into a fund for team events and professional development, to benefit the entire OWS local team. Please put tips in the designated donation box or give to the DR Programs Manager to ensure funds are appropriately recorded and managed.

Social Media

We hope you will stay in touch and follow:

One World Surgery on Facebook (facebook.com/oneworldsurgery) and Instagram ([@oneworldsurgery](https://instagram.com/oneworldsurgery))!

AAFP Foundation:

[Facebook](#)

[Twitter](#)

[LinkedIn](#)

Instagram: handle is @aafpfoundation



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Permission to Travel in a Foreign Country (Volunteers under 21 years old)

We, the parents/guardians of the minor child named below, hereby give permission for our child to travel in the country of Honduras with One World Surgery under the supervision of

_____ from _____.

(name of chaperone)

(place of travel origin).

Minor Child's Information

Name as Appears on Passport: _____

Date of Birth: _____

Place of Birth: _____

Passport Number: _____

Both parents/legal guardians must sign below unless one parent/legal guardian has sole custody of the minor child.

Father/Legal Guardian

Name (please print): _____

Signature: _____

Date: _____

Mother/Legal Guardian

Name (please print): _____

Signature: _____

Date: _____

Notary Public

Seal:

Name (please print): _____

Signature: _____

Date: _____



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Recommended Reading and Viewing List

Articles

- "How Surgery Can Fight Global Poverty"
 - https://www.nytimes.com/2015/09/26/opinion/how-surgery-can-fight-global-poverty.html?_r=0
- "Global Surgery 2030: Report Overview"
 - http://docs.wixstatic.com/ugd/346076_713dd3f8bb594739810d84c1928ef61a.pdf
- "Global Surgery 2030: Investing in Surgical and Anesthesia Care."
 - http://docs.wixstatic.com/ugd/346076_23b4c3a24c594888a8f0e077195dc5d8.pdf
- "Ethical Obligations Regarding Short-Term Global Health Clinical Experiences: An American College of Physicians Position Paper"
 - <https://www.acpjournals.org/doi/10.7326/M17-3361>
- "Common Assumptions Underlying Volunteer Travel"
 - <https://www.altoglobalconsulting.com/altjournal/common-assumptions-underlying-volunteer-travel>

Primary Care and Global Health Articles recommended by AAFP Foundation

- [Ethical Obligations Regarding Short-Term Global Health Clinical Experiences](#)
- [Global Health Educational Trips: Ethical, Equitable, Environmental?](#)
- [Pragmatic Approach to Equitable Global Health](#)
- [Beyond Medical "Missions" to Impact-Driven Short-Term Experiences in Global Health \(STEGHs\):](#)
- [AAFP Foundation and OWS Presentation: Expanding the capacity for long-term local community benefit through Rapid Cycle Quality Improvement in the context of a short-term experience in global health-local partnership](#)

Books

- *Mountains Beyond Mountains* by Tracy Kidder. Traces the life of physician and anthropologist Paul Farmer with particular focus on his work fighting tuberculosis in Haiti, Russia, and Peru.
- *Learning Service: The essential guide to volunteering abroad* by Claire Bennett, Daniela Papi-Thornton, Joseph Collins, Zahara Heckscher. Invites volunteers to learn from host communities before trying to help.
- *Don't Be Afraid, Gringo* by Elvia Alvarado. The history of a Honduran woman in the 1980s who advocate for national land reform in Honduras.
- *Working Hard, Drinking Hard: On Violence and Survival in Honduras* by Adeienne Pine
- *Banana Cultures: Agriculture, Consumption, and Environmental Change in Honduras and the United States* by John Sulori



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- *Open Veins of Latin America* by Eduardo Galeano. Explores the historical context of current issues in Latin America.
- *“The Dominican Republic Reader: History, Culture, Politics”* by Eric Roorda, Lauren Derby, and Raymundo Gonzalez
- *“The Dominican Republic: A National History”* by Frank Moya Pons

Videos/Podcasts

- One World Surgery Videos <https://oneworldsurgery.org/category/videos/>
- A Cautionary Tale <https://vimeo.com/126307760>
- TED Talk with Sherry Wren, “Global Surgery Matters”
<https://www.youtube.com/watch?v=oGJyE5ytqD0>
- TED Talk with Vaness Kerry, “Global Healthcare Revolutionary”
<https://www.youtube.com/watch?v=5hYIqWfl0a4>
- Book by Carol Holtz, “Global Health Care: Issues and Policies”



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Useful Spanish Words and Phrases

Spanish	Pronunciation Key <i>stress on bolded syllable</i>	English
Buenos días	Buey -nos dee -as	Good morning
Buenas tardes	Buey -nas tar -days	Good afternoon
Buenas noches	Buey -nas no -chase	Good evening
Gracias	Grah -see-us	Thank you
Por favor	Poor fah- vor	Please
De nada	Day nah -duh	You're welcome
Hogar	Oh- gar	Home
Pequeño	Peh- cain -yo	Little one (child who grows up on the ranch)
Niño	Neen -yo	Child
Tío	Tee -oh	Uncle (male caregiver on the ranch)
Tía	Tee -ah	Aunt (female caregiver on the ranch)
¿Cómo está? ¿Cómo estás?	Co -mo es- ta Co -mo es- tas	How are you? <i>Formal</i> How are you? <i>Informal, to use with a child</i>
¿Cuántos años tienes?	Quan -tos ahn -yos tee- en -ehs	How old are you?
¿Cómo se llama? ¿Cómo te llamas?	Co -mo say ya -ma Co -mo tay ya -mas	What's your name? <i>formal</i> What's your name? <i>informal, to use with a child</i>
Me llamo...	May yamo ...	My name is...
¿Quieres jugar?	Key -air-ehs who- gar	Do you want to play?
¿Estás bien?	Eh- stahs bee- en	Are you ok?
Agua	Ah -gwa	Water
Comida	Co -me-duh	Food

In the Surgery Center

El quirófano	El key- row -fah-no	The surgery center
La cirugía	La sear-oo- he -uh	surgery
La operación	La oh-pear-ah-see- own	operation
La operación ha terminado y todo salió bien.	La oh-pear-ah-see- own ah tair-me- na -dough ee toedough sal-ee- oh bee- en	The operation has finished, and everything went well.
¿Tiene hambre?	Tee- en -eh ahm -bray	Are you hungry?



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¿Quiere algo de comer?	Key- air -eh ahl -go day comair	Do you want something to eat?
¿Tiene sed?	Tee- en -eh said	Are you thirsty?
¿Quiere algo de tomar?	Key- air -eh ahl -go day toemar	Do you want something to drink?
¿Tiene frío?	Tee- en -eh free -oh	Are you cold?
¿Quiere una cobija?	Key- air -eh oo -na co- bee -ha	Do you want a blanket?
¿Quiere una almohada?	Key- air -eh oo -na ahl- moa -da	Do you want a pillow?
¿Tiene dolor?	Tee- en -eh dough- lore	Are you in pain?
¿Dónde le duele?	Doughn -day lay dwell -eh	Where does it hurt?
¿Está mareado(a)?	Eh- sta mar-eh- ah -dough *to <i>male</i> Eh- sta mar-eh- ah -da *to <i>female</i>	Are you dizzy?
¿Tiene nausea?	Tee- en -eh now -see-uh	Are you nauseous?
¿Tiene ganas de vomitar?	Tee- en -eh gah -nas day vome- tar	Do you feel like you are going to vomit?
¿Tiene dificultad para respirar?	Tee- en -eh dee-fi-cool- tod pada res-pee- rar	Are you having difficulty breathing?
¿Necesita ir al baño?	Neh-seh- see -ta ear ahl bahnyo	Do you need to go to the bathroom?
¿Se siente list(a) para regresar a la casa?	Say see- en -tay lees-toe pada ray-gray-sar ah la ca -sa *to <i>male</i> Say see- en -tay lees-ta pa -da ray-gray-sar ah la ca -sa *to <i>female</i>	Do you feel ready to go home?
¿Quiere cambiar la ropa?	Key- air -eh cahm- bee -ar la row -pa	Do you want to change clothes?
Párese por favor.	Pa -day-say poor fah- vore	Please stand up.
Siéntese por favor.	See- eh -tay-say poor fah- vore	Please sit down.
Acuéstese por favor.	Ah- ques -tay-say poor fah vore	Lie down.
Mueve... los pies las manos los brazos la cabeza a la derecha a la izquierda	Muey -vay los pee -ehs las ma -nos los bra -sos la ca- bay -sa a la deh- ray -cha a la ease-key- air -da	Move... your feet your hands your arms your head To the right To the left
Abre los ojos.	Ah -bray los oh-hose	Open your eyes.



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¹ **References**

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