



# MEDLIFE **VOLUNTEER** HANDBOOK

RIOBAMBA



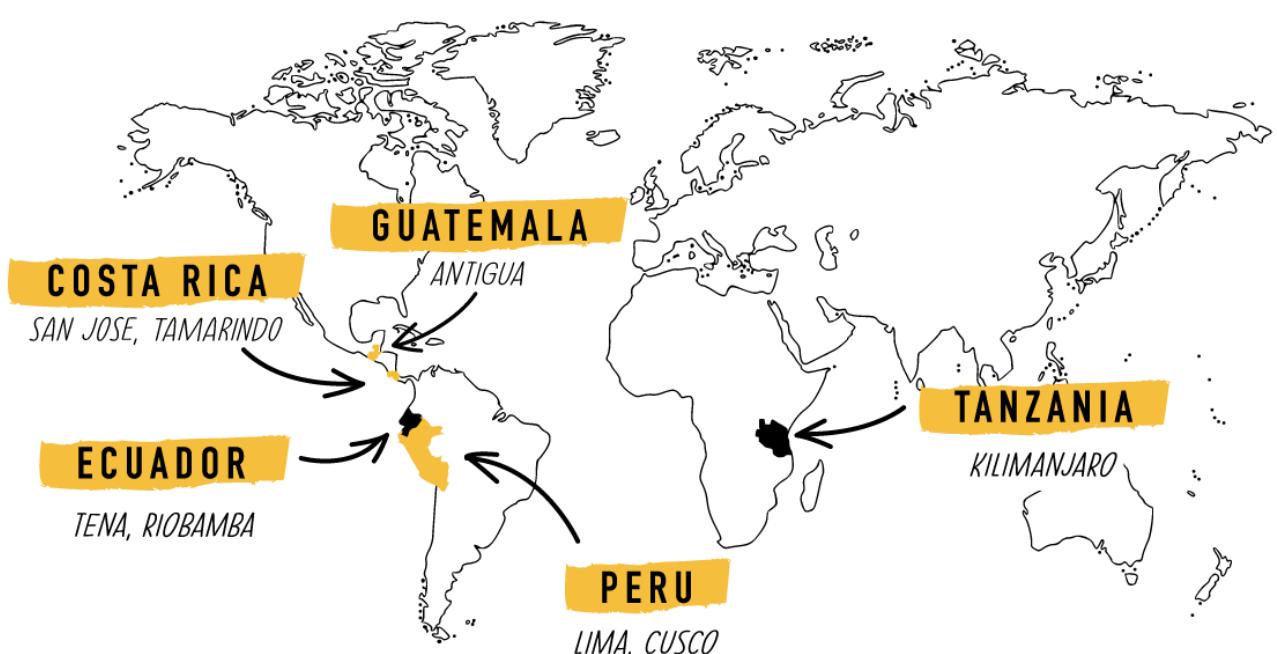
## Mission

To build a worldwide Movement empowering low-income individuals in their fight for equal access to healthcare, education, and a safe home.



## Vision

A world free from the constraints of poverty.



# Welcome to Ecuador!

Dear Friends,

MEDLIFE began with a simple belief I learned early in my life: that health, dignity, and opportunity are not privileges—they are rights owed to every human being.

As a student, I saw firsthand how poverty and inequality shape lives. But I also saw something else: that too many institutions teach about injustice from a distance, studying suffering without confronting or alleviating it.

I knew there had to be a better way.

My experiences in Panama and Ecuador taught me that true understanding comes only when you enter the systems that shape people's lives—when you listen to families, walk their paths, and witness both their struggles and their strength. Working with Paul Farmer's team taught me something equally important: that justice requires presence, humility, and persistence. You cannot serve people well if you do not walk with them for the long haul.



## **MEDLIFE was built at the intersection of these two truths.**

For more than two decades, MEDLIFE has worked alongside local leaders in low-income communities to expand access to healthcare, education, and safe housing. But that's only half of our mission. The other half is developing the next generation of leaders—students and emerging professionals—who will continue this work for decades to come.

## **Our Service Learning Trips are not charity.**

They are retreats where people disconnect from distraction, reconnect with purpose, and learn the mindset and skills required to serve ethically and sustainably. They are the beginning of a lifelong journey, not the end.

I have watched thousands of students discover their purpose in these communities. I have watched local leaders rise to address challenges that once seemed immovable. And I have watched families build safer, healthier lives for their children. These moments—and the relationships behind them—are the reason MEDLIFE exists.

## **Our mission is bold because the need is great.**

But I believe deeply that with understanding, humility, and sustained action, we can build a more just world for low-income families everywhere.

Thank you for being part of this movement.

Thank you for your presence, your service, and your belief in what we can build together.

With gratitude and hope,

**Nicolas Ellis, MD**

Founder, MEDLIFE

# The Service Learning Trip

## What will we do **this week?**

- **Experience engaged education during the Reality Tour**, where you'll learn directly from local leaders about the social, cultural, and systemic factors shaping their communities.
- **Shadow licensed local professionals** in MEDLIFE's Mobile Clinics, gaining real-world insight into community-centered healthcare.
- **Work alongside community members** on a sustainable development project designed and led by local partners.
- **Reflect and connect** through evening discussions that deepen understanding of global health, equity, and ethical service.
- **Explore and learn** on an optional Saturday cultural excursion, discovering the history, traditions, and beauty of the region.



## Key Pillars

**Service:** By volunteering on a Mobile Clinic and Development Project, you'll directly help bring accessible medical care, health education, and a safer home to the marginalized communities you visit.

**Environment:** Service Learning Trips are created with sustainability in mind. In Riobamba, you may have the opportunity to volunteer on a natural resource management project such as a well or water reservoir.

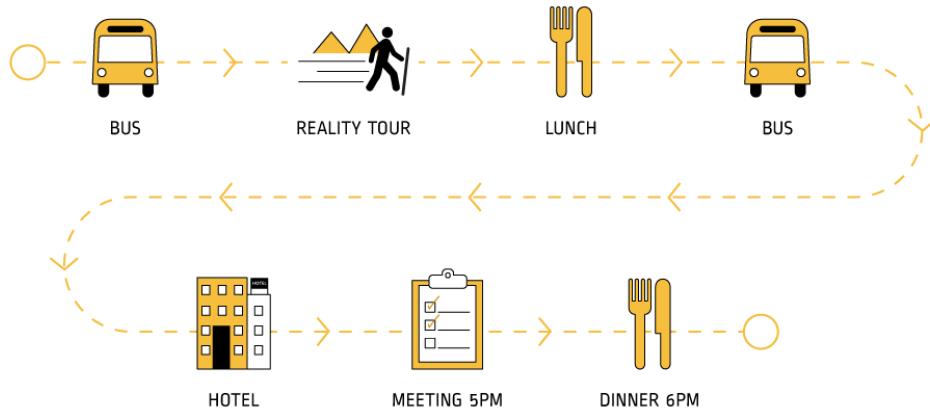
**Education:** Learn about the historical, political, and economic factors that have shaped the realities faced by families. Deepen your knowledge of global health by shadowing healthcare professionals.

**Life-changing experiences:** Through eye-opening experiences and building human connections, a Service Learning Trip will renew your passion for building a world free from the constraints of poverty.

## Sample Itinerary

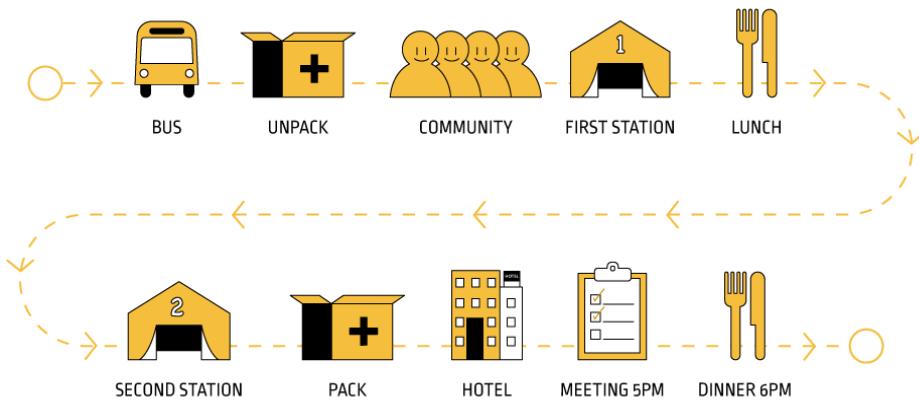
### ENGAGED EDUCATION REALITY TOUR DAY

BREAKFAST 7:00-8:00 AM



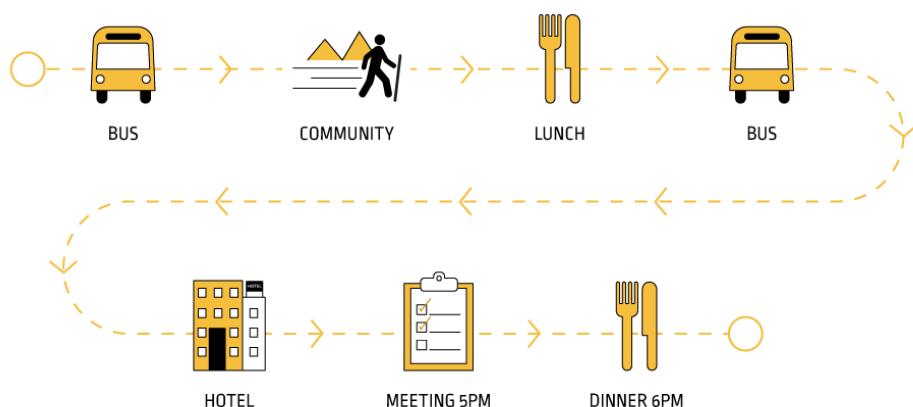
### MOBILE CLINIC DAY

BREAKFAST 6:00- 7:00 AM



### PROJECT DAY

BREAKFAST 6:30 AM - 7:30 AM



## Health Protocols & Requirements



**Face Masks:** In addition to complying with local laws and regulations, volunteers must also wear face masks during Mobile Clinics.



**Compulsory Safety Briefing:** Upon arrival, volunteers will attend an extensive safety briefing.

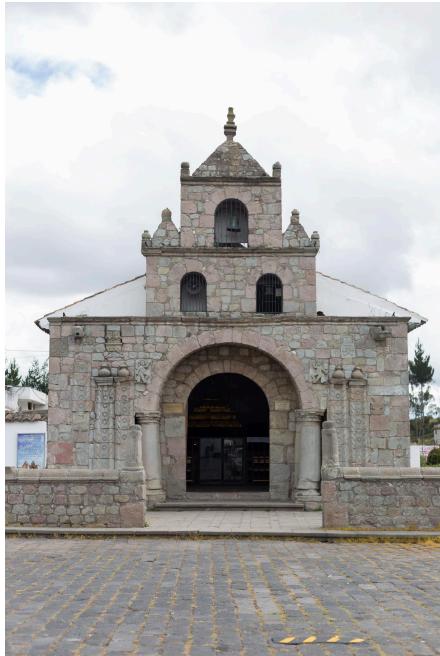


**Illness during trip:** If you are demonstrating symptoms of any illness or feeling unwell, please advise your Trip Leader immediately to get you medical care.



**Wash and Sanitize Your Hands:** Hand-washing stations and hand sanitizer will be available at Mobile Clinics.

## The Engaged Education Reality Tour



- Experience a full-day Engaged Education Reality Tour to gain a better understanding of the geographical, political, and social realities of the region.
- With stops in historically significant sites, you'll learn about Spanish colonization, the influence of Catholicism, agrarian reform, the local economy, and more.
- Learn about the history of MEDLIFE

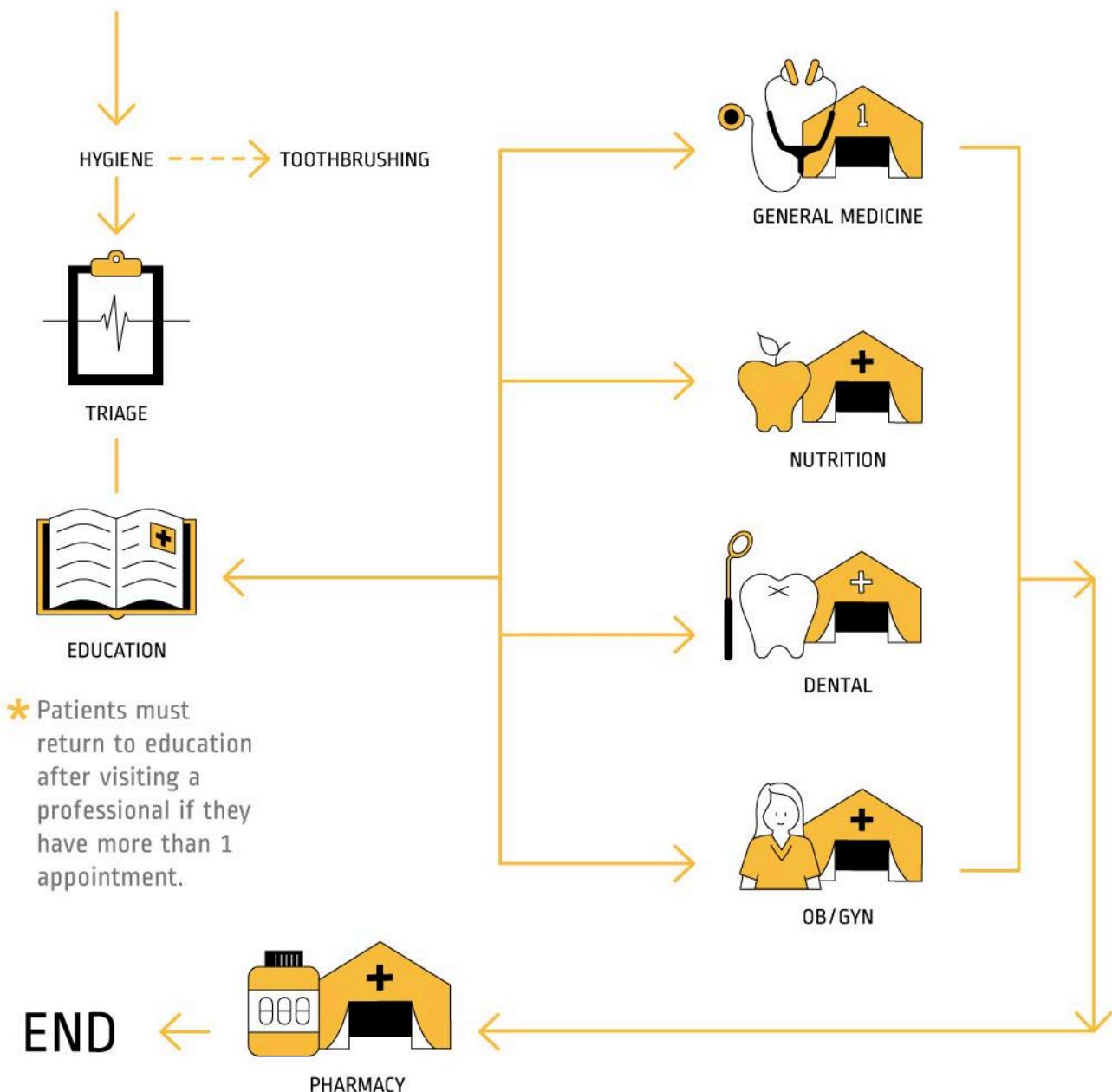
## The Project

- We will complete a development project during the week to improve the infrastructure and create a safer environment for the community.
- Common projects in Riobamba include constructing infrastructure for improved sanitation and clean water access as well as helping with renovations at disadvantaged schools.
- Projects may vary, depending on the specific needs of the local community we will work with throughout the week.



## Sample Mobile Clinic Flow Chart\*

### PATIENT ARRIVAL



\*Mobile Clinic Stations and flow may vary depending on community needs and volunteers group size.

# Spanish and Quechua Useful Phrases

ENGLISH	SPANISH	QUECHUA
Hello!	Hola!	Ymaynalla/ Imanalla
Good morning!	Buenos días!	Allin P'unchay/ Alli Puncha
How are you?	Cómo estás?	Allillanchu/ Allillachukanki
I am fine	Yo estoy bien	Allillanmy/ Allillamikani
What is your name?	Cómo te llamas?	Iman Suti/ Ima shutikanki
My name is.....	Mi nombres es....	Noq'at Suti ( Maria)/ ~Nucashutimikan
How old are you?	Cuantos años tienes?	Hayk'a Yuatayqi/ Mashna Watatacharinki
I am from United States/Puerto Rico/Canada	Yo soy de Estados Unidos/Puerto Rico/Canada	Noq'a Kani/ ñukamikani
Please	Por favor	Ama Jinachu/ Paktataklla
Thank you / You are welcome	Gracias / De nada	Agradeseyki/ Yupaichani
I'm sorry	Lo siento	Pampachayway/ Kishpichiway
Yes / No	Sí / No	Ari/Mana
I don't know	No lo sé	Mana Yachanichu
I don't understand	No entiendo	Manan Entendinichu/ Mana Kamuktani
Do you speak English?	Usted habla inglés?	Manan Yachanichu Inlish Simita/ Mishu Shimita Rimanki
I don't speak Spanish/Quechua	Yo no hablo español/quechua	Manan Llachanichu Runasimita/ Mana Mishushimita Rimani
Can I take you a picture?	Puedo tomarte una foto?	Phutuykimanchu/ Pututallukchi Tucuni
I need help	Necesito ayuda	Yanapaysiwaychis/ Yanapaypak kankichik
Here / There	Aquí / Allá	Kaypi/Hakaypi/ Kaypi Chairman
Right / Left	Derecha / Izquierda	Pa~Na/Lloq'e/ Runa lado - Lluki lado
Above	Arriba	Wichay/ Hawapi
Below	Abajo	Uray/ Ukuman
Where is the bathroom?	Dónde está el baño?	Maypi Kan Hisp'akunapaq/ Maypitak Ishpanawasi
Follow me	Sígueme	Jamuy/ Katumuy
Wait a moment	Espere un momento	Suyai/ Shuyay
Please sit down	Siéntese por favor	Tiyakuy/ Kaypi Tiyari
Please stand up	Párese por favor	Sayariy/ Shayarichik
Please follow me	Sígame por favor	Jamuy/ Katimuychik
Bye	Adiós	Allin Punchai/ Mincha kama

# Mobile Clinic Stations

## Triage (Tr)

### What is the Triage Station?

The Triage Station is the first station patients visit. Here we obtain their contact information, basic medical history, and other data for the physicians to use during their consultations.

### What will I be doing?

1. Fill out the section below on each patient's medical history forms:

Presion/BP		FC/HR		TC/Temp	
Peso/WT		Talla/HT		IMC/BMI	

2. Measure height (Talla/HT), weight (Peso/WT), blood pressure (BP), heart rate (FC/HR) and temperature (TC/Temp)
  - Calculating BMI is optional.
  - BP does NOT need to be taken for kids (anyone with a *niño* history form).
  - For BP, the **systolic pressure goes above the diastolic pressure**.
  - Star the patients' information in the following cases:
    - ➔ If his/her diastolic pressure is higher than 90
    - ➔ If his/her temperature is higher than 38°C (100°F)
3. Guide patients to the waiting area (Education Station)
  - Remember, medical history forms stay with the patient.

### Useful phrases for the Triage Station:

ENGLISH	SPANISH	QUECHUA
Blood pressure	Presión arterial	Presionnekta
Arm	Brazo	Maki/ Rikra
Bag	Bolso	Mochila/ Shikra
Hat	Sombrero	Muchiku
Shoes	Zapatos	Sapathuykita/ Ushuta
Jacket	Chompa/ Poncho	Chompaykita/ Poncho

Scale	Balanza	Janp'ar Turajjchana/ Pisarina
Tape measure	Cinta Métrica	Tupu/ Midirina
Thermometer	Termómetro	-----
Alcohol	Alcohol	-----Alcohol
Cotton	Algodón	-----Algodon
Medical record for Adult / Child/ Dental / OBGYN	Ficha Médica de Adulto/Niño/Dental/OB	Unkushkapak Panka

## Education (Ed)

### What is the Education Station?

The Education Station is a space to provide health education on various topics such as nutrition, gender-based violence, breast and Pap screening, among other health themes. It also serves as a waiting room for patients before they visit other stations.

### What will I be doing?

- Distribute informational brochures.
- Assist the education nurse by keeping the patients and their history forms in order of arrival.
- Determine which volunteer will be monitoring each station (Medicine, OB/GYN) for openings. When a station is open, inform the education nurse and direct patients to the station.
- Redirect patients who come back from General Medicine or other specialty stations and have consultations at different stations.

### Recommendations:

- Be sure to maintain the order of patients by number of arrival. This number will be written on the top of each patient history form. Remain patient with the process to encourage patients to do the same.
- If a patient comes from the Triage Station with high blood pressure or a fever, they should be prioritized to see the doctor immediately.
- Do not send patients to the Pharmacy Station until they have visited every consultation as circled on their history form. Pharmacy is the last station a patient visits in the Mobile Clinic.
- We will treat families as a single unit. This means if a mother or father has come with their children and each one has consultation(s) with various specialists, they must all see the medical provider(s) circled on their patient history forms before proceeding to the Pharmacy Station.

## Useful phrases for the Education Station:

ENGLISH	SPANISH	QUECHUA
Educational brochures	Trípticos	-----
Stamp	Sello	Suñari/
Urine test	Examen de orina	Hispay Qawanapaq/ Ishpa muestra
Blood test	Examen de sangre	Yawar Qawanapaq/ Yawar Muestra

## General Medicine (Dr)

### What is the General Medicine Station?

The General Medicine Station is the major station where doctors address individual medical issues and identify patients who require follow up care.

### What will I be doing?

- Listen and be observant to the patient's needs. Doctors will explain to you the patient's diagnosis and treatment plan. Don't be afraid to ask questions, but please wait until the appropriate time when the patient consultation is over. We want to respect the patient's time with the doctor.
- Remain attentive to the education area where patients are sent to wait until there is a doctor available for a consultation.
- Guide patients to the Education Station if they have other consultations.
- Guide patients to the Pharmacy Station ONLY if they have visited all medical consultations as circled on their medical history form.

### Recommendations:

- Please be patient and wait until the doctor finishes the medical consultation to ask questions.
- Be cordial and polite with every patient.
- Avoid side conversations with other volunteers.
- Please be mindful that these patients are receiving a private medical consultation. **No photos allowed.**

## Useful phrases for the General Medicine Station:

ENGLISH	SPANISH	QUECHUA
Tongue Depressor	Bajalengua	Kashupi Churana
Flashlight	Linterna	K'anchay/ Maki Puku
Stethoscope	Estetoscopio	-----/ Shunku Uyana
Pharmacy receipt	Recetario	-----/ Hampi Willak
Medicines	Medicinas	Hampi/ Hampi Kuna

## Nutrition

### What is the Nutrition Station?

At the Nutrition Station, the nutritionist reviews height and weight data collected at the Triage Station. If a bioimpedance scale is available, more precise measurements are taken, including body fat and muscle percentage. Using this information, the nutritionist provides personalized guidance on diet and healthy lifestyle habits tailored to the patient's health and socioeconomic situation.

### What will I be doing?

- Listen and be observant of the patient's needs. Most doctors speak English and will explain to you the patient's diagnosis and treatment plan. Don't be afraid to ask questions, but please wait until the appropriate time when the patient consultation is over. We want to respect the patient's time with the doctor.
- Help fill the nutrition form
- Remain attentive to the education area where patients are sent to wait until there is a doctor available for a consultation.
- Guide patients to the Education Station if they have other consultations.
- Guide patients to the Pharmacy Station ONLY if they have visited all medical consultations as circled on their medical history form.

### Useful phrases for the Nutrition Station:

ENGLISH	SPANISH
Weight	Peso
Size	Talla
Height	Altura
Nutritional recommendations	Recomendaciones nutricionales
Healthy eating	Alimentación saludable
Healthy lifestyle	Estilo de vida saludable

## Dental (Dn)

### What is the Dental Station?

The Dental Station offers filling and extraction services to our patients. Our dental professionals will ask you to assist with a range of hands-on duties.

### What will I be doing?

- Assist the dentist with organizing instruments, holding the flashlight/suction tube, mixing filling paste, and a variety of other tasks required.
- Complete odontograms and patient paperwork, following the dentist's instruction.
- Help the patient's preparation before consultations.

### Recommendations:

- **Take initiative.** In this station, it is vital to work quickly and communicate well with the dentist.
- If you are unsure of your tasks, ask the dentist what needs to be done and listen to his/her instruction

### Useful phrases for the Dental Station:

ENGLISH	SPANISH
Tooth/teeth	El diente/los dientes
Dentist	Dentista
To the left	A la izquierda
To the right	A la derecha
Flashlight	La linterna
To clean	Limpiar
Dental chair	Silla dental
Cavities	Caries
Fillings	Curaciones
Extraction	Extracción

## OB/GYN [Ob]

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### What is the OB/GYN Station?

The OB/GYN Station is responsible for addressing gynecological issues, including breast exams and cervical cancer screenings. Only female volunteers are permitted to be in this station.

### What will I be doing?

- Assist the gynecologist in setting up the consultation room, creating a private space and sanitizing the bed and general area.
- Direct the patients to the patient chair. Ensure their privacy and assist them with changing into their gown.
- Observe the gynecologist as they perform mammograms and Pap smears. Volunteers are not licensed professionals and will NEVER perform Pap smears.
- You may be asked to hold a flashlight for the physician as she performs the Pap smear.
- Be sure to alert the Education Station when the OB/GYN is ready for another patient.

### Recommendations:

- **Be polite and cordial with the patients.** Many of the women have never been to the gynecologist or received a Pap smear; they may feel very nervous or embarrassed.
- **Please keep a maximum of 2 volunteers inside the room at a time.** If there are three volunteers assigned to the station, create a rotation system for one person to wait outside and alert the Education Station when there is availability for another patient.
- **If the patient prefers a private consultation, all volunteers will need to wait outside the room during the consultation.**
- Check-ups can be graphic. Please be mindful of your reactions.
- **Always knock before entering the room.**

### Useful phrases for the OB/GYN Station:

ENGLISH	SPANISH	QUECHUA
Pap smear	Papanicolaou	-----
Breast exam	Examen de mamas	Qawasunki/ Ñuñukita/ Chuchukunata Rikuna
Speculum	Espéculo	-----

Spatula	Espátula	-----
Specimen / Sample	Muestra	Qawana/ Rikuchik
Fungus	Hongos	-----
Swab	Isopo	-----

## Pharmacy [Ph]

### What is the Pharmacy Station?

After the patient has visited every station indicated on their patient medical history form, they will be directed to the Pharmacy Station to fill their prescription(s). We will collect data in this station that will help MEDLIFE understand the quantity prescribed by each specialist and the quantity received by our patients. We will also collect the patient medical history forms to analyze medical data and enroll patients into MEDLIFE's patient follow-up program.

### What will I be doing?

- Maintain the line for the Pharmacy Station so only one patient is seen by the nurse at any given time.
- Collect the patient's medical history forms in order received.
- Record the quantity prescribed and the quantity received on the pharmacy accounting sheet, following the instructions from the pharmacy nurse.
- If there's a medication being prescribed in a different dose than being given, alert the nurse immediately to consult with the physicians.
- Make sure the patients take the hand-written prescription with the physician's instructions with them.

### Recommendations:

- Read through the data collection process as soon as you arrive to this station.
- Have one person writing down the data and another organizing patients and placing patient history forms in the folder.

### Useful phrases for the Pharmacy Station:

ENGLISH	SPANISH	QUECHUA
One patient at a time	Un paciente a la vez	Ch'ullach'ullamanta/ Shuk shuklla
Please give me your prescription and registration form	Por favor, deme su receta médica y su ficha de registro	Maymy Recetaiky/ Hampirishka Hampikullka Pankatarikuchi

These are your medicines	Estas son tus medicinas	Keymi Hampi Quna/Hampi/ Kaymi Kikimpak Hampi Kuna
Thank you for coming!	Gracias por venir!	Allinmy Jamuranku/ Llamushkamanta Yupaychani
Vitamins	Vitaminas	-----/ Hampi Kuna
Prescription	Receta médica	Hampi Papil/ Hampi Upiana Willak Panka
Syrup (liquid form of medication)	Jarabe	-----/ Hampi Upiana
Pill	Pastilla	-----/ Hampi Kuna
Paste / Creme	Pasta / Crema	-----/ Hampi Kuna
Bottle	Botella	Porongo/ Botella

## Toothbrushing [Tb]

### What is the Toothbrushing Station?

The goal of this station is to educate children from ages 3 and up about dental hygiene. The Toothbrushing Station is for children only, and children do not need a medical history form to participate. Please note, this is the only station without a medical professional, so you need to be proactive about setting up and running the station.

### What will I be doing?

- **Setting up:**
  - Request a table and a bucket filled with water from the Trip Leader.
  - Set up the table with toothbrushes, water cups, toothpaste, and fluoride.
  - Have an empty bucket of water to allow kids to spit into after brushing their teeth.
- **Once the station is ready and kids begin arriving:**
  - Register all kids on the recording sheet provided at the station, including name and age. Please do not worry about the correct spelling of names.
  - Hand each child a toothbrush with toothpaste and a water cup.
  - Demonstrate how to properly brush their teeth with the giant mouth and toothbrush props.
  - Ask if they want to apply fluoride. If they choose fluoride, advise them and their parents that they can't drink or eat for an hour and cannot drink milk for the rest of the day.

**IMPORTANT:** Do not apply fluoride to children younger than 3 years of age.

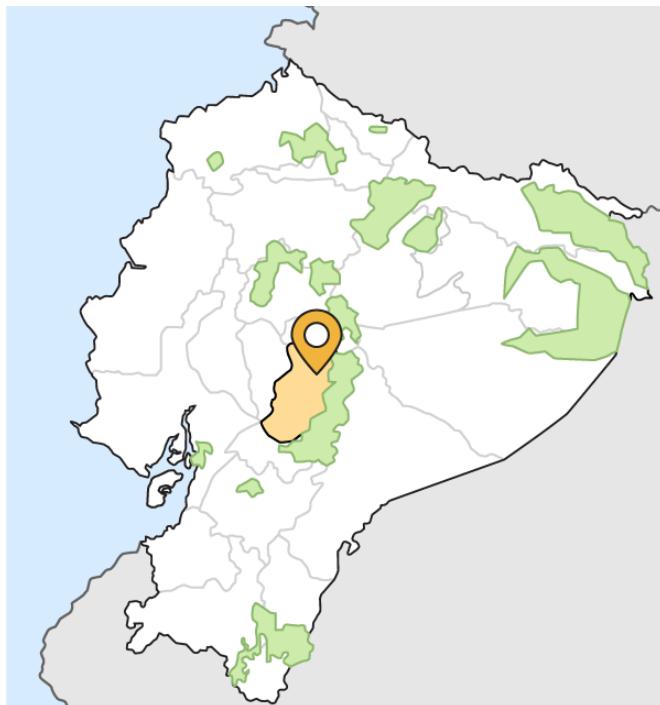
## Useful phrases for the Toothbrushing Station:

ENGLISH	SPANISH	QUECHUA
Toothbrush	Cepillo de dientes	Maqchey Kiruta/ Kiru Maillak
Toothpaste	Pasta dental	-----/ Liru Maillak
Cup	Vaso	Ukyana/ vaso
Water	Agua	Yaku
Fluoride	Flúor	-----/
What is your name?	Cómo te llamas?	Iman Sutiqy
How old are you?	Cuántos años tienes?	Jahik'a Huataiky/ Mashna Watata Charinki
Take a toothbrush and a cup	Toma un cepillo y un vaso	Japy'hi Cepilluta / Kerutayan/ Hayka vaso, cepillo
Brush your teeth in a circular form	Cepillate los dientes en forma circular	Kiruta Maylliy/ Bumbata Rurashpa Kiruta Maillay
Rinse your mouth	Enjuágate la boca	Muqch'iy Simikita/ Shimita Maillay
Don't drink the water	No tomes el agua	Ama Ñilpuyunquichu Unuta/ Yakuta ama upianki
Spit out here / there	Escupe aquí / ahí	Keypy Ttokaykuy/ Chukay Kaypi
Wash your toothbrush	Lava tu cepillo	Maqchey Cepilluikyta/ Cipilluta Maillay
Now we will place flouride in your teeth	Ahora pondremos flúor en tus dientes	Hampita Churasaiky/ Kirupi fluorta Churakrini
Open your mouth wide	Abre la boca bien grande	Kychay Simikyta H'atunta/ Hatun Shimita Paskay
Don't eat or drink anything for an hour	No comas ni tomes nada por una hora	Ama Mijunkychu/ Ama mikunki ni upianki Nimata Shuk Pachakama
Don't drink milk for a day	No tomar leche por un día	Ama Hujankychu Lechita/ Lechita ama Upianky Shuk Puncha Enterota

# Where We Work



ECUADOR



Ecuador Map and Communities we work with

1. Riobamba (Cebadas)
2. Alausí
3. Chambo
4. Colta
5. Cumandá
6. Guamote
7. Guano
8. Pallatanga
9. Penipe

## Country Overview:



**Capital:** Quito



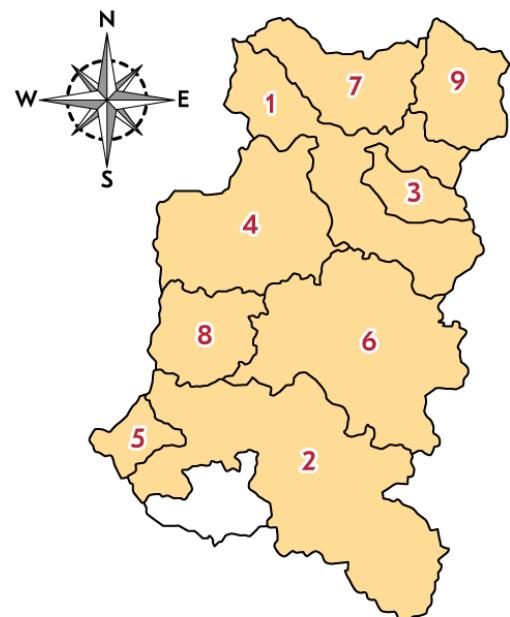
**Population:** 17.5 million



**Language:** Spanish and Quechua



**Currency:** US Dollar (\$)



## Weather & Climate

- Riobamba is located in the Andes region and has a relatively constant cool temperature year round.
- Temperatures range from 55-70°F (14-22°C )
- Riobamba experiences rain year round August is the wettest month and February is considered the driest

## Issues Communities Face

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Riobamba, a small city in the Andes mountains of Ecuador, is where it all started. This is the original MEDLIFE home, where Dr. Ellis first was inspired to start the Movement. Though the area is rich in natural beauty, it is one of the poorest provinces in Ecuador and it lacks many basic services. The city of Riobamba is surrounded by many smaller Indigenous villages where realities of everyday life can include malnutrition, lack of healthcare, and no sanitation infrastructure. These challenges can be attributed to a variety of factors, but as the agricultural goods upon which the economy relies continue to decline in value, residents fall deeper into poverty. To make matters worse, recent volcanic eruptions resulted in severe damage to the crops that communities depended on.

## Common Health Issues

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- **Intestinal Parasite Infections:** Parasites infect the gastrointestinal tract of people, living in their intestinal walls. This condition affects mostly children, and it is commonly caused by drinking unclean water, fecal-oral transmission, and through skin absorption.
- **Osteoarthritis:** Is a degenerative and chronic disease that results from the breakdown of joint cartilage and underlying bone. It is common among elderly people.
- **Hypertension:** Hypertension or high blood pressure increases a person's risk of heart disease and stroke. Blood pressure refers to the force of a person's blood flow and the force this exerts against the walls of their arteries.
- **Common Cold:** Is a viral infectious disease of the upper respiratory tract that affects the nose, throat, sinuses and larynx. Colds are transmitted through direct contact with infected nasal secretions or contaminated objects. Transmission is common due to the proximity of people with little immunity and frequently poor hygiene. Some of the viruses are seasonal and occur more frequently during cold or wet weather.
- **Tuberculosis:** Tuberculosis (TB) is an airborne disease caused by bacteria (*Mycobacterium tuberculosis*) that affect the lungs. TB can be transmitted by breathing in air droplets that have been contaminated by a sneeze or cough from someone with TB.
- **Heart Disease:** Heart Disease is an umbrella term that includes a range of heart-related health issues, including heart failure, coronary artery disease, heart rhythm problems, and congenital heart defect

# Respectful Behavior in the Communities



- It is not permitted to take photos during medical care or in the clinic. Please be respectful with all patients, as they are receiving medical attention.



- Do not leave your station. If you need to use the restroom or to grab a snack, please tell your Trip Leader so they are aware of where you are and can find a temporary replacement for your spot.
- The Trip Leader will alert volunteers when it's time to eat lunch and change stations.



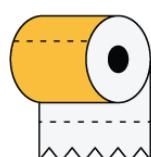
- Every student is responsible for reporting missing utensils or materials from each station.
- Do not pet or feed animals. We cannot determine if they have diseases, rashes, or a poor temperament.



## General Recommendations



- Do not drink tap water. It can make you sick!
- Exercise caution when eating street food-- especially meat
- Please throw your toilet paper in the trash instead of flushing it. Plumbing systems abroad cannot handle massive amounts of toilet paper. It will clog the pipes and risk flooding.



- The CDC recommends all travelers receive vaccinations for Hepatitis A, Typhoid and Yellow Fever before traveling to Ecuador.
- Altitude Sickness is common during the first couple of days in Riobamba. Symptoms include: headaches, nausea, bloating, fatigue, stomach illness, and shortness of breath. Hydration and rest help in most cases.

# After Your Trip

Take your experiences from the field and put them into action at home by participating in MEDLIFE activities all year round. **Keep the momentum going!**

## Moving Mountains

- Moving Mountains is our fundraising campaign that supports our day-to-day work of bringing medicine, education, and development to communities.
- MEDLIFERS participate in Power Hours where they invite their contacts to donate, often completing some wild fundraising challenges!
- Learn more about our Moving Mountains campaign [here!](#)

## Grow the Movement

- If you have friends or acquaintances who attend a different school/university and would be interested in starting a MEDLIFE Chapter, refer them to us via our Grow the Movement campaign.
- Encourage others to get involved with MEDLIFE and travel on a Service Learning Trip.
- Recruit new members for your MEDLIFE Chapter.
- Learn more about Grow the Movement [here!](#)

## Leadership Activities

- Give back to your own community by participating in your Chapter's local volunteering activities.
- Running for an E-Board position at your Chapter.
- Become a MEDLIFE Ambassador or Active Member to unlock discounts on your next SLT.

## Keep in Touch

- Follow us on [Facebook](#), [Instagram](#), [LinkedIn](#), [TikTok](#), and [Twitter](#), and check out the latest updates from the field on our [blog](#).
- If you have photos or stories you'd like to share, send them to us at [media@medlifemovement.org](mailto:media@medlifemovement.org)
- Tell the stories of the people you met and things you saw on social media and tag us.

# Emergency Preparedness

In the unlikely event you have a travel or health emergency and there are no MEDLIFE staff to assist you, you can contact us via the following numbers.

When in-destination or in transit to destination	<b>ECUADOR EMERGENCY PHONE</b>	+593 99 565 6237 (whatsapp, call, or SMS)
When calling from within North America	<b>MEDLIFE HQ PHONE</b>	1-844-633-5433

## Emergency or Medical Assistance Procedure

### Before Your Trip

- Contact your local emergency authorities
- For non-urgent matters, contact your Chapter, MEDLIFE HQ Phone, or email [info@medlifemovement.org](mailto:info@medlifemovement.org).

### In Transit to Destination

- Contact our Ecuador Emergency phone

### At Your Accommodation

- Seek out your Trip Leader or a MEDLIFE Representative (there will be a MEDLIFE Representative at your hotel for the duration of your trip)
- Speak to reception
- Contact our Ecuador Emergency Phone

### During Mobile Clinics

- Seek out your Trip Leader
- Mobile Clinic nurses and doctors are available to attend

### During Excursions

- Seek out your MEDLIFE Trip Leader
- Contact our Ecuador Emergency Phone

### During Departure

- Contact our Ecuador Emergency Phone

## Insurance Coverage

MEDLIFE volunteers are covered with emergency medical and evacuation insurance up to \$250,000 USD with a \$250 USD deductible once on a trip.

## Medical Hotel Visits

In all MEDLIFE locations, a doctor's visit to your hotel can be arranged should you be feeling unwell. The costs vary from \$50 - \$100 USD though they are typically lower than paying the \$250 insurance deductible. Our staff or hotel reception can assist with coordinating a visit.

## Emergency Cash Recommendation

We recommend that you bring \$250 USD in cash (in addition to your spending money) to cover the insurance deductible in case you require medical attention. If you have access to a credit card that you can use in case of emergency, we would recommend that you bring that as well.

<b>National Emergency Numbers</b>	<b>Nearest Embassies</b>	<b>Ecuador Accommodation</b>
<b>Police:</b> 296 1913 <b>Fire Brigade:</b> 296 0333 <b>Medical Emergency:</b> 911 <b>Civil Defense:</b> 246 9009 in case of earthquakes or other natural disasters <b>Red Cross:</b> 296 0363	<b>Embassy of the United States of America in Quito</b> Address: Av. Avigiras, Av. Eloy Alfaro E12-170 y, Quito 170124, Ecuador Phone: +593 2 398 5000  <b>Canadian Embassy in Quito</b> Address: Av. Río Amazonas, Quito 170135, Ecuador Phone: +593 2-245-5499  <b>British Embassy in Quito</b> Address: Avenida de las Naciones Unidas 14th Floor Quito 17-17, 830, Ecuador Phone: +593 2 397 2200	<b>Hotel Ricks</b> Address: Jerónimo Carrión E7-26, Quito 170143, Ecuador Phone: +593 2-222-2522  <b>Hostería Bambú</b> Address: Pedro Vicente Maldonado y Saint Amand Montrond Riobamba 060150, Ecuador Phone: +593989190690  <b>HOSTEL VIAJEROS QUITO</b> Address: Rocafuerte OE3 – 97 y, Quito 170130, Ecuador Phone: +593 99 428 2375

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Quito Emergency	Riobamba Emergency	Insurance Provider
<p><b>Nearby Tourist Police</b>  Touristic Security and National Police - La Mariscal District  Dirección: Roca y Reina Victoria,  Edif. Relaciones Exteriores.  Teléfono: +593 2 2543 983</p> <p><b>Nearby Hospital</b>  Hospital Metropolitano  Address: Av. Mariana de Jesús s/n,  Quito 170521, Ecuador  Phone: +593 2 399 8000</p>	<p><b>Clínica Moderna</b>  Address: Juan Lavalle, Riobamba, Ecuador  Phone: +593 98 747 9097</p> <p><b>Police Station</b>  UPC Condamine  Address: Juan Lavalle &amp;, Riobamba, Ecuador</p>	<p><b>Trawick International</b>  Inside USA: 833-425-5101  Outside USA: 603-952-2686</p> <p>MEDLIFE Staff can assist with any claim in-destination</p>