

Tzu Chi Free Clinic

Supporting Volunteers & Strengthening Care

Chloe, Jolin Chua, Nikhil, Meible
Monash University Malaysia
Campus Community Engagement Program 2025-2026

Introduction

Tzu Chi started with small donations and grew into a UN-recognized global NGO operating in 101 countries, providing humanitarian aid through healthcare, education, charity, disaster relief, and community service to people in need worldwide.

As part of this mission, the Buddhist Tzu Chi Clinic was established in 2007 to provide free medical services for refugees. The clinic is staffed by dedicated doctors and clinic assistants who are passionate about helping refugees, and it is equipped with facilities that provide free treatment and checkups, particularly for eye and dental care.



Our Agency Experience

Registration Counter

- Patient flow
- Supported clinic operations
- Confidence in healthcare settings, practical empathy, stronger communication

Vital Signs Collection

- Measured heart rate, temp., blood pressure, and blood glucose
- Communicated despite language barriers
- Improved empathy and gratitude
- Increased interest in clinical settings

Dental

- Assisted dentists when treating patients
- Prepared Dental equipment before shifts
- Assisted CAs in maintaining Dental departments hygiene

Dispensary

- Dispensed medications accurately
- Explained dosages and functions of medications despite language barriers
- Gained exposure to various medications and their functions

Project Overview



Challenge

Training new volunteers and staff is time-consuming for Tzu Chi staff and may be confusing for newcomers. Small details may be overlooked.



Solution

Create a handbook that provides clear guidelines and step-by-step role-specific instructions for new volunteers and staff to shorten training process.

Handbook Contents

1. Clinic structure

- Workflow overview
- Clinic values and volunteer expectations
- Guides for each role (Registration counter, vitals collection, dispensary, dental department and ECG)

2. Communication and multilingual support

3. Resource etiquette and limitations

4. Volunteer FAQ

Learning Outcomes

- Centralised handbook to help new volunteers settle in and understand clinic processes
- Improved consistency across clinic workflow
- Greater confidence and preparedness among new volunteers

Sustainability

- Digital handbook allows easy updates by clinic staff
- Resource supports long-term volunteers beyond this cohort
- Strengthens continuity of care and clinic operations