

# Job Action Sheet: Patient Movement

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## ***Position Summary***

Patient Movement staff will direct or escort patients from station to station and provide instructions or directions as needed. They will make sure that traffic moves efficiently and smoothly from one station to and will respond to the needs or questions of patients. There are two roles that workers will rotate between: Greeters and Clinic Flow Staff.

Greeters are the first point of contact for potential vaccine recipients. They must be able to outline the clinic process, quickly determine registration status, direct those with and without forms to the appropriate next station, inform those who did not register of that clinics walk-in policy, distribute Vaccine Information Statements based on each person's vaccine preference, explain the purpose of clinic documents to individuals and family groups and direct people to appropriate next station.

Clinic flow staff will be distributed throughout the clinic. They are responsible for continuously monitoring and directing client activity throughout the facility. They must be able to calmly manage and assist people who may be anxious and unable to follow directions. They are also responsible for feeding back information about the number and rate of "upstream" clients to the vaccination leaders to enable them to maximize use of all vaccine doses in opened vaccine vials or other vials. Flow controllers may be in a position to provide early alert of situations that that may require additional security personnel.

## ***Supervised by***

Patient Movement Leader

## ***Qualifications***

Able to follow directions and communicate instructions and directions to others verbally. Able to stand on feet or walk for extended periods of time.

## ***Responsibilities***

### **Prior to assigned clinic**

1. Review this Job Action Sheet and the following references prior to your first shift.
  - a. [Overview of Mass Vaccination Clinic](#)
  - b. Clinic Layout ([The Ranch](#), [Lincoln Middle School](#), [Thompson Valley High School](#))
  - c. Clinic [Registration Form](#)
2. Other background information that may be useful
  - a. CDC's "[Key Facts About 2009 H1N1 Flu Vaccine](#)"

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3. If unfamiliar with the Incident Command System, we recommend you take the on-line FEMA training course ICS 100.a (<http://training.fema.gov/emiweb/is/is100a.asp> ).
4. If you have to cancel or change your shift, contact Jen Ramsey at 530-2738.
5. Arrive at the clinic site on time. The first hour will include check-in and briefing by your supervisor.
6. Receive on-site briefing from supervisor.

## During clinic

### ***Greeter Role***

1. Assist with set-up of Check-in Area as requested.
2. Ensure crowd control system (signs, cones, ropes, etc.) are set up by Set-up Staff.
3. Greet persons as they first arrive and ask to see their registration form (Titled "H1N1 Influenza Vaccine Consent Form").
  - a. If they do not have a registration form (one for each person in their party seeking vaccination), ask if they (or all family members) were pre-registered for this clinic and time.
    1. If yes, explain to them that even though they registered on-line they will have to fill out a paper registration form at the Late Registration Area. Tell them they will need to show an ID (Driver's License or student ID, or if they are a health care worker, an employee ID) at the Late Registration station.
    2. If they did not register for this clinic, inform them of the walk-in policy and direct them accordingly. (Your supervisor will inform you whether there is enough vaccine on hand to fit walk-ins in or if they will be turned away).
    3. If they brought a Registration Form, ask to see it. Confirm that the date and time are correct. Your supervisor will tell you what to do if the date or time is not appropriate.
  - b. Give each individual or each parent/guardian a Vaccine Information Statement (VIS) corresponding to the type of vaccine they want and instruct them to read it carefully before the next station.

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- Look at the answer to Question #14 or ask them which type of vaccine they are planning to get—the “shot” and the “nasal spray”. If Question #14 is answered “YES”, or they say “nasal spray”, give them the “LIVE, ATTENUATED” VIS; if their answer is “NO”, or they say “the shot”, give them the “INACTIVATED (the shot)” VIS.
4. Tell them they will need to show an ID (Driver’s License or student ID, or if they are a health care worker, an employee ID) at next station. Direct those without forms to the Late Registration Station. Direct those with registration forms to the screening station. Let them know that their technical questions will be answered there.
  5. Identify special needs clients and offer or direct them to appropriate assistance. Translators (royal blue vests) are available to assist Spanish-speaking individuals. A language line may be available for those speaking other languages. To secure a translator, talk to your supervisor. Wheel chairs are available in the medical observation area for those who need them. Ask a runner (Kelly green vests) to bring one.
  6. Report any security/safety issues immediately to your supervisor or security staff. Document incidents appropriately. Two-way radio
  7. Inform your supervisor if you need additional forms or other supplies.
  8. At least one greeter will be assigned to carry a two-way radio to communicate with Patient Movement Leader when necessary.
  9. Your supervisor will provide rest periods and relief for you and other staff.

## ***Clinic Flow Staff Role***

1. Assist with set-up of your designated area as requested.
2. Ensure crowd control system (signs, cones, ropes, etc.) are set up by Set-up Staff.
3. Direct client activity in your designated area.
  - a. Establish and maintain orderly waiting lines. Rearrange crowd control system as needed.
  - b. Assist people who may be anxious and unable to follow directions.
  - c. Monitor flow and keep your supervisor informed of growing backlogs.

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- d. In the last hour of the clinic, provide information about the number and rate of “upstream” clients to the vaccination leaders to enable them to maximize use of all vaccine doses in opened vaccine vials or other vials.
  - e. Provide early alert of situations that that may require additional emergency medical or security personnel.
4. Some Client Flow Staff will be issued two-way radios to communicate with Patient Movement Leader. Know who is carrying a radio in your assigned area in the event radio communication is needed.

## **After clinic**

Check out at the staffing check-in/check-out area before leaving the clinic.