

Job Action Sheet: Registration Clerk

Version: 11/11/2009

Position Summary

Will register eligible patients that arrive at the clinic wanting a flu vaccine who present without a registration form. Will pass out paper registration forms to persons seeking vaccinations and assist them in completing the forms as needed. Will interpret answers to registration questions to identify persons who are not eligible to be vaccinated at the clinic and direct them to the exit. Will assist persons eligible to be vaccinated in making an initial selection of the type of vaccine they prefer, provide a Vaccine Information Statement for them to review, and direct them to the next station.

Supervised by

Registration/Check-in Leader

Qualifications

Able to communicate clearly verbally and read written documents. Able to follow directions and communicate instructions and directions to others.

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. [Registration Flowchart](#)
 - c. Vaccine Information Statements, English ([H1N1 Inactivated](#), [H1N1 Live/attenuated](#))
 - d. Vaccine Information Statements, Spanish ([H1N1 Inactivated-Spanish](#), [H1N1 Live/attenuated-Spanish](#))
 - e. [Registration Form](#)
2. Other useful background information:
 - a. Clinic Layout ([The Ranch](#), [Lincoln Middle School](#), [Thompson Valley High School](#))
 - b. [CDC's Q & A: 2009 H1N1 Influenza Vaccine](#)
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.

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During clinic

1. Receive on-site briefing from supervisor.
2. Assist with set-up of Registration Area and other areas as requested.
3. Ensure crowd control system (signs, cones, ropes, etc.) are set up by Set-up Staff.
4. Greet persons as they arrive, and ask to see their IDs (driver's license, student or work ID). Check IDs to determine if the individual resides, goes to school or is a health care worker/caretaker in Larimer County.
5. Have them sign in and determine whether or not their name is on the registration roster and that the date and time are correct. Your supervisor will tell you what to do if someone comes in on the wrong date or time. If a person's name is not on the registration roster, 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 and if so, how to schedule a "slot" for them in today's clinic).
6. Assure that all persons less than 18 years old are accompanied by a parent or guardian.
7. Provide each potential recipient or their parent/guardian with a Registration Form to fill out. On each form write the down the location, date and time slot recorded for their name in the registration roster. If walk-ins are being fit in at this clinic, write "walk-in" below the time field for those that did not preregister. Tell them to complete all fields on the form except e-mail address and to carefully answer all applicable questions.
8. Offer assistance to them if they need help filling out the form. Accommodate patients who may have low literacy levels by reading over the questions and answers with them. Protect the person's privacy to the extent possible. Translators are available to accompany Spanish-speaking patients and families through the clinic (royal blue vests). We may also have telephone support for other languages. To secure a translator, talk to your supervisor.
9. Assess answers to questions on Registration Form to determine if the individual is eligible to be vaccinated at the clinic.
 - a. If a person marks or states "YES" for any of the first four questions, #1 through #4, they will be unable to get a vaccination in this setting and should talk with their doctor. Inform them of this, file their Registration Form face down in the Ineligible Tray and direct them to the exit.
 - b. Questions #5 through #13 (and #16 for children/adolescents) ask about care-taking responsibilities and health conditions that place people in top priority groups to get the

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H1N1 vaccine. In addition, a person's age may also place them in a top priority group. At your briefing you will be given a worksheet identifying groups of people who are eligible to receive vaccinations at this clinic.

- c. If the person is not in an eligible age or priority group, inform them that they are not eligible for vaccine today but that they will be able to get vaccinated later in the season as more vaccine becomes available.
 - d. Hand them a Vaccine Information Statement based on the vaccine type printed in the upper right margin of the form and ask them to read it carefully. Inform them that someone will be available at the next station to answer any questions they have.
 - e. Direct them to a screening station:
 - i. Direct the following people to the Medical Screening station:
 1. Allergies listed in "Allergies" field
 2. Persons who are ill today (Question #17 is circled "YES"). You should ask or note if they have a cough. If they are coughing, give them a surgical mask to put on.
 3. Persons registered for or requesting the nasal spray vaccine (FluMist) who are:
 - a. Children 2 to 4 years old.
 - b. Anyone who received another vaccine in the past 30 days (Question #14, second part marked "yes").
 - ii. Send everyone else to the General Screeners station.
10. Identify special needs clients and offer or direct them to appropriate assistance. Wheel chairs are available for those who need them. To call for a wheelchair, ask your supervisor.
 11. Report any security/safety issues immediately to your supervisor or security staff. Document incidents appropriately.
 12. Inform your supervisor if you need additional forms or other supplies.
 13. Your supervisor will provide rest periods and relief for you and other staff.

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After clinic

Return your vest, name badge and equipment or materials you were issued and check out at the staffing check-in/check-out area before leaving the clinic.