

CLINIC MANAGER-*WHITE VEST*

Operations Section

JOB DESCRIPTION: Supervise clinic staff and oversee all dispensing functions/problem solving

Position Assigned to: _____
Qualifications: Medical License Preferred
 You report to: _____ (Site Director)
 POD Site Location: _____ Phone # _____

Done ✓	Task Activation
<input type="checkbox"/>	Report to the Volunteer Check in Station
<input type="checkbox"/>	Sign in and get: <ul style="list-style-type: none"> ➤ your badge ➤ job assignment, ➤ job action sheet ➤ white vest ➤ clinic manager notebook and ➤ prophylaxis vaccination/medication
<input type="checkbox"/>	Report to the Communication Manager and : <ul style="list-style-type: none"> ➤ Sign out a two-way radio and /or walkie talkie at the beginning of each shift
<input type="checkbox"/>	Report to the Logistics Manager and : <ul style="list-style-type: none"> ➤ Sign out an AED for placement in the First Aid Station at the beginning of the first operating shift. ➤ Return AED at the end of the last operating shift
<input type="checkbox"/>	Receive briefing from the Site Director or previous shift's Site Director. Ensure knowledge of mission and communicate any concerns or problems prohibiting mission completion
<input type="checkbox"/>	Make sure you know who you report to, what you are doing (jobs), and where you are suppose to go
<input type="checkbox"/>	Review site security, medication storage, and clinic flow layout with Site Director. <i>The Site Director is the <u>only</u> person that has the authority to change any aspect of the pod site layout</i>
<input type="checkbox"/>	You will report to your assigned area and give just in time training and a briefing to your staff
<input type="checkbox"/>	The following positions are your staff : <ul style="list-style-type: none"> ➤ Greeter/Forms Lead ➤ Medical Screener /Vaccinator Lead ➤ Dispensing Lead ➤ Crisis Counselor Lead ➤ First Aid Station
Meet with your staff:	
<input type="checkbox"/>	<ul style="list-style-type: none"> • Establish chain of command and performance expectations – Your staff is to report ONLY to you – They work with other staff as assigned by you, but they DO NOT take instructions from or provide information to anyone other than you (or the Safety Officer if regarding a safety issue) – Any questions, problems, or incidents should be reported to you, NOT to anyone else – It is important that they DO NOT MAKE DECISIONS on their

	own, they will ask you for instruction
	– Instruct your staff not to leave their assigned area without authorization from you
	<u>Persons who fail to follow instructions from leads in their assigned area or alter their assignment without lead approval may be asked to leave the event. This decision will be at the discretion of the lead.</u>
<input type="checkbox"/>	<ul style="list-style-type: none"> Determine staffing needs and acquire appropriate staff resources
<input type="checkbox"/>	<ul style="list-style-type: none"> Schedule regular breaks for staff
<input type="checkbox"/>	<ul style="list-style-type: none"> Ensure that all clinic leads complete the training process specific for their job and have received prophylaxis.
<input type="checkbox"/>	<ul style="list-style-type: none"> Ensure that all clinic lead staff members receive instruction regarding client information confidentiality
<input type="checkbox"/>	<ul style="list-style-type: none"> Ensure that all clinic lead staff has been advised of appropriate personal protective equipment. And have received equipment and training if needed
<input type="checkbox"/>	Refer to the clinic layout sheet and assist with the set up of workstations and first aid station
<input type="checkbox"/>	Ensure that each clinic workstation is physically set-up, as shown below and ready for operation. Established clinic layout must not be altered without the prior approval of the site director
GREETER/FORMS WORKSTATION	
	Each GREETER/FORMS workstation will have the following supplies: <ul style="list-style-type: none"> ➤ Table ➤ Chairs-one for the greeter/forms person ➤ Health Assessment/Consent for Prophylaxis Forms ➤ Ink pens ➤ Clipboards ➤ A red flag
<input type="checkbox"/>	<p style="text-align: center;">Greeter/Forms Table Set-Up</p> <p style="text-align: center;">Place a consent form on top of the drug information sheet and attach to clip board with pen.</p> <p>The diagram illustrates the components of a Greeter/Forms workstation. At the top, a list of items is shown: a brown clip board, a purple vaccine information sheet, a stack of white consent forms, and a black pen. These items are separated by plus signs, followed by an equals sign and a completed workstation. Below this, a photograph shows a white folding table with two green folding chairs. On the table, there is a black trash can, a red flag, and several clipboards with forms attached. A brown cardboard box labeled 'forms' is on the floor next to the table.</p>
MEDICAL SCREENER/EVALUATOR WORKSTATION	
<input type="checkbox"/>	Each MEDICAL SCREENER/EVALUATOR workstation will have the following supplies: <ul style="list-style-type: none"> ➤ Table ➤ Chair-one for each screener ➤ Medication Information Sheets ➤ Screening Algorithm ➤ Pediatric dosage and administration sheets ➤ A red flag ➤ Ink pens



ORAL MEDICATION DISPENSING WORKSTATION

Each ORAL MEDICATION DISPENSING workstation will have the following supplies:

□

- Table
- Chair-one for each dispenser
- Medication
- A red flag
- Folder or box to store consent forms in
- Ink pens
- Small trash can

Oral Medication Dispensing Workstation Set-up





VACCINATION WORKSTATION

Each VACCINATION workstation will have the following supplies:

□

- Table
- Chairs-one for the vaccinator and one for the client
- Sharps containers-one for each vaccinator. Vaccinators **will not** share sharps containers
- Alcohol/Alcohol Swabs
- Cotton Balls
- Syringes with needles
- Bandages
- A red flag
- A cooler with ice packs to store vaccine
- Vaccine
- Folder or box to store consent forms in
- Ink pens
- Small trash can

	<p style="text-align: center;">Single Vaccinator Workstation Set-up</p> 
	<p style="text-align: center;">Two Vaccinator Workstation Set-up</p> 
<input type="checkbox"/>	<p>Assign a medical staff member to set up a dispensing/vaccination station in the Volunteer Check in Area to provide prophylaxis to individuals as they sign in for duty. Oral medication will be dispensed for staff's family members when individuals sign out at the end of their shift</p>
<input type="checkbox"/>	<p>Make sure staff has all equipment and supplies needed to carry out their functions</p>
<input type="checkbox"/>	<p>Instruct staff to use the red flags to alert runners that they need more supplies. Ensure your staff does not let their supplies get too low before they notify the runners that they need supplies</p>
<input type="checkbox"/>	<p>Clipboards will be stored in the large trash cans. Runners will keep the greeter/forms station supplied with clipboards at all times.</p>
<input type="checkbox"/>	<p>Coordinate with Logistics Manager to ensure re-supply needs are met.</p>
<input type="checkbox"/>	<p>Review medication/vaccine storage and handling instructions with appropriate staff before the beginning of each shift</p>
<input type="checkbox"/>	<p>Assist with emergency medical situations</p>
<input type="checkbox"/>	<p>Insure that Incident Reports are filled out as necessary for injuries or loss/damage to property</p>
<input type="checkbox"/>	<p>Send appropriate reports to the Site Director</p>
<input type="checkbox"/>	<p>Ensure that clinic flow is sustained and correct any congestion or flow problems</p>
<input type="checkbox"/>	<p>Communicate long wait times to the Site Director</p>
<input type="checkbox"/>	<p>In consultation with Site Director alter operations based on volume i.e., add stations, ect</p>
<input type="checkbox"/>	<p>Assist staff with medical questions, provide clinical expertise</p>
<input type="checkbox"/>	<p>Update the site director on your section's activities every 4 hours or sooner if necessary</p>
End of shift	
<input type="checkbox"/>	<p>Brief oncoming Clinic Manager that will be taking over your shift</p>
<input type="checkbox"/>	<p>Inform the Site Director if there is no one to replace you at the end of your shift. Do not leave your area without notifying the Site Director.</p>
<input type="checkbox"/>	<p>Return radios and /or walkie talkies to Communications Manager</p>
<input type="checkbox"/>	<p>Sign out at the Volunteer Check in Station. Return your vest and pick up your prophylaxis medication for your family members. You must complete a Health Assessment/Consent for Prophylaxis Form for family members for whom you are taking medication home.</p>

	Deactivation
<input type="checkbox"/>	Oversee breakdown and re-packing of material and equipment in clinic area.
<input type="checkbox"/>	Return AED to the Communications Manager
<input type="checkbox"/>	Perform inventory check and procedures to assure SNS asset return
<input type="checkbox"/>	Ensure that all records and reports are submitted to the Site Director and Managers
<input type="checkbox"/>	Participate in debriefing activities with TCPH

RADIO/WALKIE TALKIE MESSAGE INSTRUCTIONS

Radio messages will be short, concise, and begin with a sector identifier (ex. Greeting to Dispensing). Radios/cell phones shall be kept charged when not in use. Technical problems should be reported to the Communications Manager. It should be kept in mind that conversations can be monitored by persons not involved in the response effort (e.g. the media).