

# **Intake Staff Job Action Sheet**

**The objective of the Intake Staff is to help maintain order and provide the initial screening at the point of entry. The Greeter will accomplish this task by welcoming the clients and assuring them that they will receive prophylaxis and/or vaccinations.**

**Qualifications:** None

**Reports To:** Intake Team Leader

## **Immediate Actions**

- Arrive at assigned site 1.5 hours prior to start time and check in.
- Receive briefing from Intake Team Leader.
- Wear proper ID/Vest.
- Review this Job Action Sheet.
- Learn site surroundings for work stations, offices, lavatories, first aid and break rooms, and understand role.
- Review dispensing site organizational chart. Supervise no more than seven (7) staff members at a time.
- Assist in setting up dispensing site operation.
- Ensure a sufficient number of clipboard packets are prepared and available.
- Ensure that all supplies and equipment are appropriate for your area at the beginning and end of each shift, if not inform the Intake Team Leader.
- Read and understand the educational materials which include the script and patient disease fact sheet. Also read and understand how to complete the Head of Household Form.

## **Continuous Actions**

- Welcome clients.
- Conduct initial triage.
- Give each person entering a pen, disease fact sheets, and appropriate medical screening.
- Conduct initial orientation of dispensing functions: distribute info, outline process, and explain documents.
- Provide basic information about medication and dispensing process; refer medical questions to Forms Review Staff.
- Identify need for special accommodations (wheelchair, interpreter/translator, etc.).
- Assist with completing documents.
- Direct client to Forms Review Area.
- Observe clients for signs and symptoms of specific disease according to handout.
- Observe clients for other signs and symptoms of illness.
- If a client exhibits any questionable signs or symptoms request a Clinic Flow Staff member to escort the client to the First Aid/Sick Area for evaluation.
- Notify Intake Team Leader regarding client special needs, concerns, problems or number of clients waiting.
- Provide constant and consistent patient education per the educational script.

- Report any security/safety issues immediately to your supervisor. Document any incidents appropriately.
- Keep waiting and work station areas clean and organized.

### **Final Actions**

- Assist with restocking and/or tearing down work stations at the end of shift.
- Identify issues for after action report and discuss with Intake Team Leader.
- Sign out and turn in all equipment in designated area.