

Job-Aid: Check-in Assistant –Upon arrival check-in with Site Coordinator.
Put on identification, review job aid.

1. The tasks of a check-in assistant include the following tasks:
 - a. Assist the Patient Arrival Coordinator by writing the Registration ID and appointment time on the top of the Consent Form in clear, legible numbers.
 - b. Collect Screening attestation (if used) and assure signature
 - c. Direct vaccine clients to their next station in the vaccination process and address any delays in the line as needed.
 - d. Remind vaccine clients to wear their mask properly (securely covering both nose and mouth).
 - e. Advise vaccine clients of remaining properly distanced, and the need for frequent hand cleaning. (Family groups can be closer together)
 - f. Provide directions to restrooms, etc.
 - g. Maintain awareness of cross traffic and prevent routine mall foot traffic from using the dedicated vaccine clinic pathways.
 - h. Be alert for any vaccine clients who might need assistance (chair, wheelchair, etc.) while in line.
 - i. Exercise exceptional customer service with all vaccine clients, staff and mall patrons.
 - j. Advise site coordinator, security, or other designated staff of any incidents involving vaccine clients and escalate these incidents as needed
 - k. Be prepared to stand long periods of time during the shift