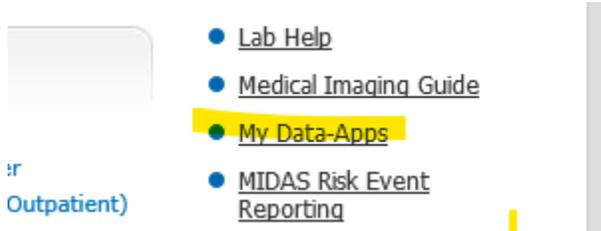


## Job Aide – Patient Arrival Coordinator

1. Upon arrival check-in with Site Coordinator. Put on identification, Review job aide.
2. Set up Check-in area. Vaccine consent and permission to treat forms (one form - double sided), laptop, pens, cleaning supplies, signage, clipboard with “please call if extra vaccine is available” sheet.
3. Retrieve Daily list of Vaccine Clients from Clinic Coordinator.
4. Sign on to Check-in Application



5. Open Clinic Check-in



- 6.
7. Open and filter for date, location Auburn Mall, type of clinic and Checked-In = NO

A screenshot of the 'Central Maine Healthcare' 'Covid-19 Vaccination Schedule' application. The page title is 'Covid-19 Vaccination Schedule' and the sub-page is 'Clinic Check-In'. The breadcrumb trail is 'Home / Clinic Check-In'. On the left, there are filter panels for 'Schedule Date' (03/17/2021), 'Full Name', 'Location' (Auburn Mall), 'Appointment Type' (Public First Vaccine (300)), and 'Checked-In' (No (300)). An 'Export results' button is visible above the table. The table contains the following data:

|   | ID   | Location    | Schedule Date ↑           | Appointment T |
|---|------|-------------|---------------------------|---------------|
| ✓ | 4507 | Auburn Mall | Wednesday, March 17, 2021 | 11:00:00      |
| ✓ | 4509 | Auburn Mall | Wednesday, March 17, 2021 | 11:00:00      |
| ✓ | 4513 | Auburn Mall | Wednesday, March 17, 2021 | 11:00:00      |
| ✓ | 4506 | Auburn Mall | Wednesday, March 17, 2021 | 11:00:00      |
| ✓ | 4521 | Auburn Mall | Wednesday, March 17, 2021 | 11:00:00      |
| ✓ | 4522 | Auburn Mall | Wednesday, March 17, 2021 | 11:00:00      |

- 8.

9. As each vaccine client arrives, determine if 1<sup>st</sup> or 2<sup>nd</sup> shot to be sure they are in proper line.
  - a. Ask for their name and appointment time
  - b. Locate their name, appointment time and Registration ID Number
  - c. Write or have your assistant write the registration number and appointment time on the top of the consent form. *No appointment time is needed for 2<sup>nd</sup> shot.*
  - d. Confirm ID as needed - confirm specific demographic information as required by current CDC requirements. Check with Site Coordinator or Clinical Coordinator if questions or problem.
  - e. Check in each client as they arrive Click the Green Check Box – The name and appointment information will disappear. (accuracy is important to assure proper amounts of vaccine).
  - f. If a person's name is not on the list, write their name and appointment time on list and check with Site Coordinator or Vaccine Coordinator. Sometimes there are computer registration issues.
  - g. You should see the overall count go down. It may be necessary to "refresh" periodically.
  - h. If client does not have an appointment, provide card on how to call or go to website to schedule an appointment. Consider adding him or her to extra dose list.
10. Direct vaccine client to next step.
11. Update the Site Coordinator and Clinical Coordinator on no shows, cancelations, etc.
12. Direct vaccine clients to their next station in the vaccination process and address any delays in the line as needed.
13. Remind vaccine clients to wear their mask properly (securely covering both nose and mouth).
14. Advise vaccine clients of remaining properly distanced, and the need for frequent hand cleaning. (Family groups can be closer together)
15. Provide directions to restrooms, etc.
16. Maintain awareness of cross traffic and prevent routine mall foot traffic from using the dedicated vaccine clinic pathways.
17. Be alert for any vaccine clients who might need assistance (chair, wheelchair, etc.) while in line.
18. Exercise exceptional customer service with all vaccine clients, staff and mall patrons.
19. Advise site coordinator, security, or other designated staff of any incidents involving vaccine clients and escalate these incidents as needed
20. Be prepared to stand long periods of time during the shift
21. At the end of shift, orient replacement to responsibilities, check out with site coordinator.