Form, Tools & Flow Through a POD

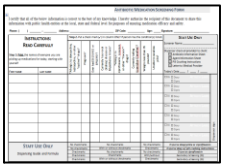
Below are the primary stations and the tools, forms, documents needed in each. On page two there are additional recommendations for improved POD functionality.

Step 1

Greeting:
1) If they do not have Dispense Assist (DA) vouchers or have a voucher with an "X", provide Screening Form and send to Forms Area

2) If they have DA Vouchers with only D,C, or D/C, send to Dispensing

Form Area:
1) If needed, assist clients fill out their forms



2) Direct to Dispensing

Step 2

Dispensing:

Voucher

Forms

1) Decide which medication to give
2) Identify more complex individuals and highlight

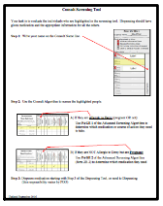
For all individuals not highlighted:

3) Decide if pill-crushing instructions are needed (below)
4) Attach label from medication bottle to the Screening Form
5) Write client name on medicine bottle
6) Give appropriate medications and information (below)

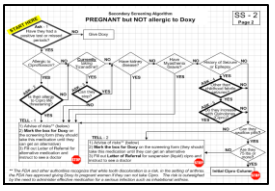
If needed:

7) Send any people with highlights on their form to Consult (keep families together)

Consultation:
Screen the highlighted people



Consult Tool



Screening Algorithm

1) Decide which medication to give or action to take.
2) If needed, give Letter of Referral
3) Decide if pill-crushing instructions are needed (below)
4) Attach label from medication bottle to the Screening Form
5) Write client name on medicine bottle
6) Give appropriate medications and information (below)

EXIT

EXIT

Federally Approved Emergency Use <u>Information sheets</u>:

Cipro Doxy Pill Crushing

This document with forms/tools imbedded can be found at www.crinorthwest.org/pod-tools

Updated 3/2017

Recommendations
for improved POD functionality

Outside the POD:

- Have Health Educators handing out information to those waiting in line. It is critical that these staff have the most up-to-date information! Use approved, time-stamped, bulleted messages to accomplish this.
- Make sure there is access to bathrooms and/or portable toilets, both inside and outside.
- IF RESOURCES/TIME ARE LIMITED establish a cutoff point for the line so people do not wait needlessly.
- **Design the POD so that the maximum number of people can be sheltered indoors/out of the weather:** Take advantage of long halls and use stanchions to create 'snaking' lines. Cones and caution tape can also be used. This compacts people in an area, and allows them to keep moving.

Greeting:

- If families arrive together, keep them together. If one needs to go to the Forms Area send all together.
- If there is a long line, one greeter can move up the line to identify:
  - People who can be fast tracked due to having only Dispense Assist (DA) Vouchers with C, D or C/D
  - People who need to fill out a form because they do not have a DA voucher or have a DA voucher with an "X". Forms could be filled out in line or they can be ushered to fill out the Forms Area

Forms Area:

This area will expand and contract depending on how much you are utilizing Dispense Assist.

- Have a staff designated for people to take their completed forms to. After checking that the form is complete and signed, this person will direct them on to Dispensing.
- If the forms area has a lot of people then using a number system limits the time people have to stand in line. As people enter the forms area put a number on their form (1-100) then as you have space or the dispensing lines shorten call them up "now serving numbers 1-20".
- If your POD is primarily using Dispense assist. This entire function can be moved to the POD entrance line. Have a staff walk the line to identify people without a Dispense Assist Voucher or with a Voucher that has an "X". These people can be given a screening form on a clipboard so they are ready for dispensing when they get to the front of the line. If you have computers in your Forms Area direct people without vouchers there (in this case, only people with "X" vouchers need to fill out a paper form).

Dispensing:

Dispensing could be completed by stations that handle both handwritten and Dispense Assist Vouchers or you can separate your dispensers into separate stations so you have designated HANDWRITTEN and DISPENSE ASSIST stations. This keeps the Dispenser's job simple.

Consultation:

If possible, have dedicated Dispensing staff to work at the Consultation station. This way they can work as a team and Consult doesn't need to also do the Dispensing job.

POD Staffing:

- Will be heavily influenced by the design of the specific POD. Draw up the floor plan, and then determine what staff are needed where (Flow staff are particularly dependent on this).
- Wherever there is a choice of direction for people in line to go, have a flow staff posted to direct them.
- Ensure that staff receive appropriate breaks away from the crowds, and restrict staff consumption of food to break areas (away from those waiting in line)
- Plan for special needs access