



HOW TO MANAGE A FLU CLINIC

9 Good Things to Know

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1. The Mass Dispensing Clinic model
2. Typical functions and flow
3. Typical clinic management
4. Staff roles
5. What you need to do
6. What to bring
7. Staff & Volunteer Questions
8. Psychological first aid
9. Reminders

1. The Mass Dispensing Clinic Model

- ◉ **Distributes medicines** to **healthy people** who could be exposed to an infectious agent
- ◉ Uses an efficient, effective, safe process
- ◉ Set up and run by the BPHC and volunteers
- ◉ Clinic size, location, and layout can **vary by situation**



1. The Mass Dispensing Clinic Model

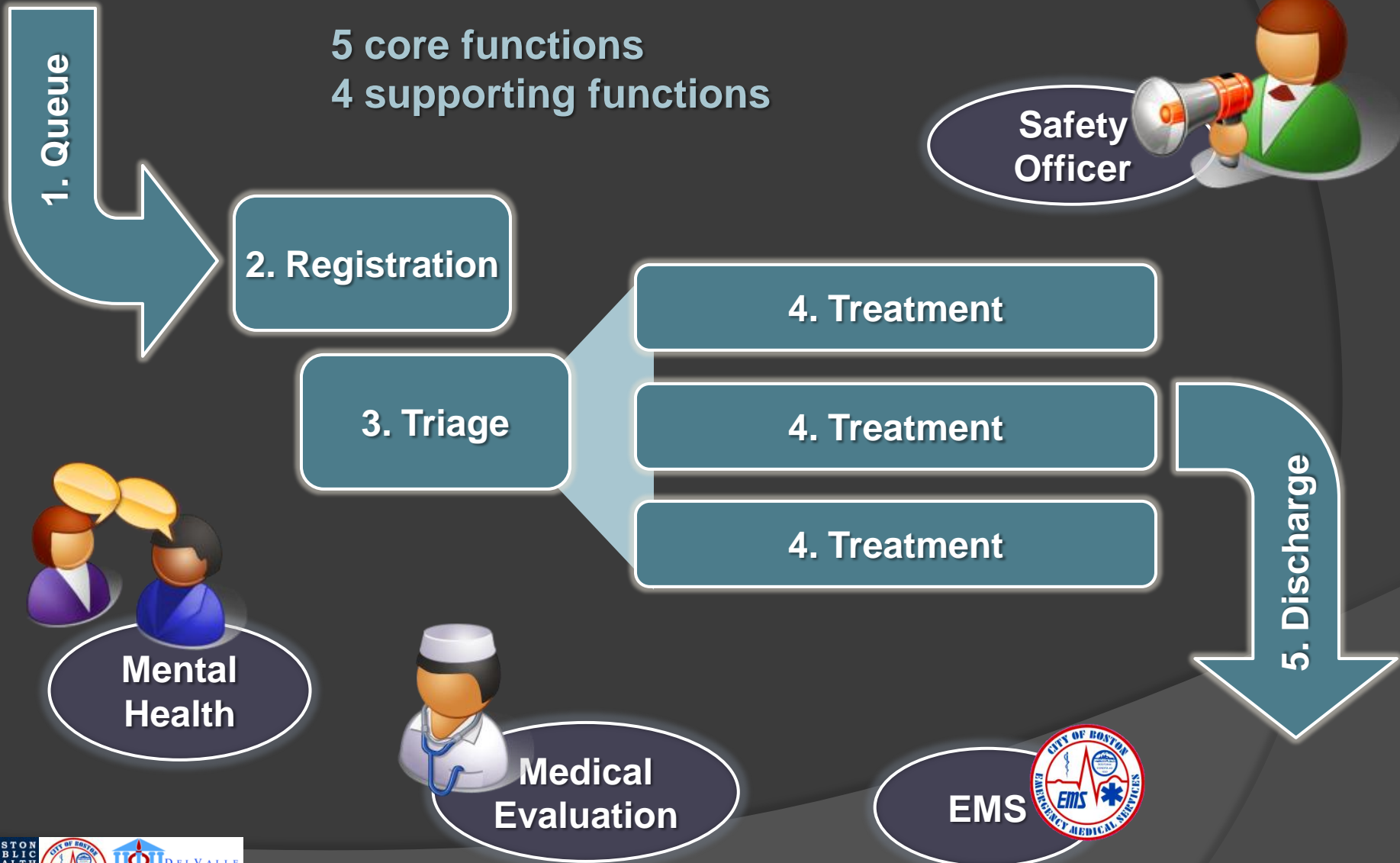
Clinic sites are:

- Located in schools, community centers and common areas throughout Boston
- Easily identifiable
- Accessible via public transportation

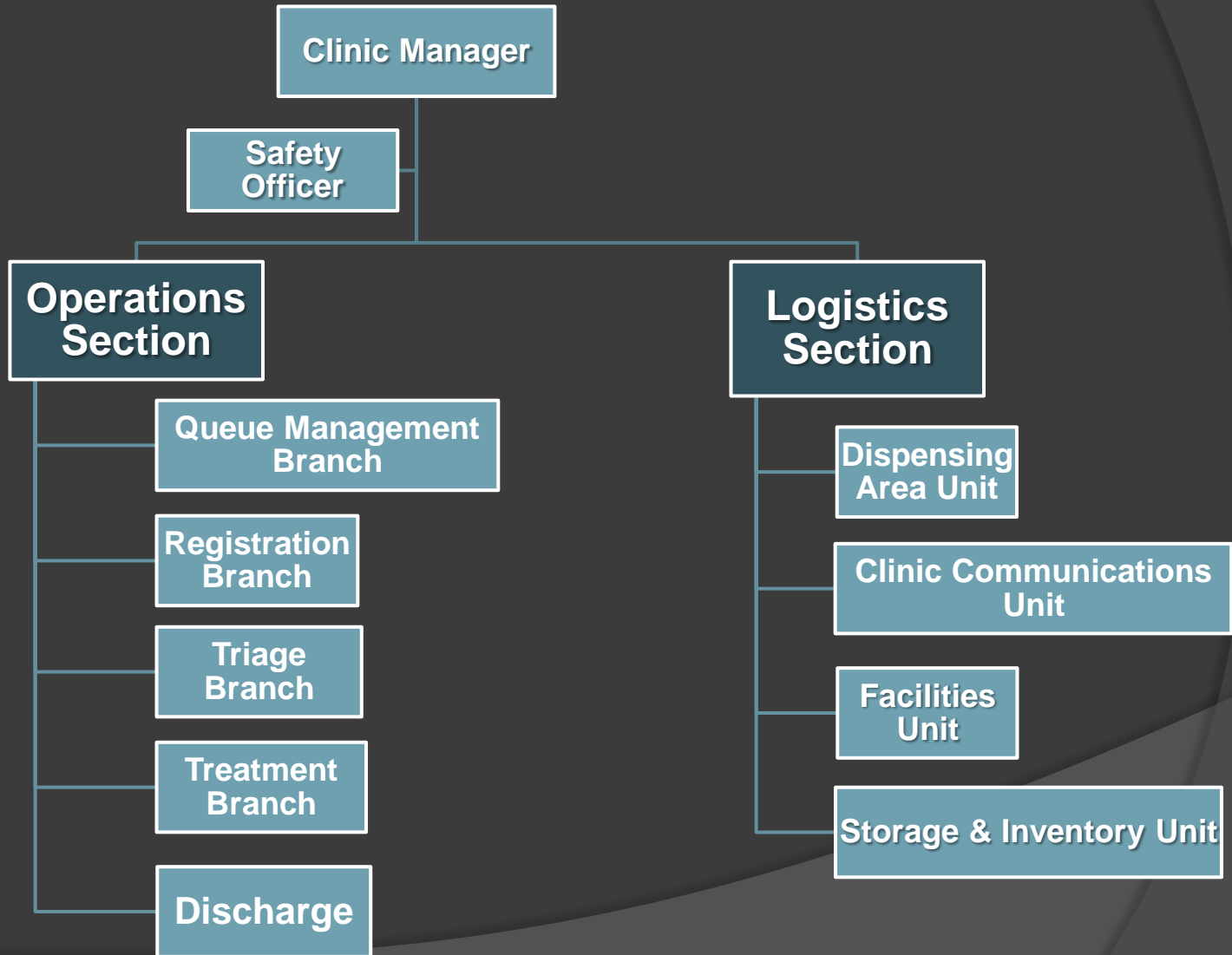


2. Typical Functions and Flow

5 core functions
4 supporting functions



3. Typical Clinic Management



4. Roles – Queue Management



- Screen out anyone who is feeling ill
- Direct patients to open seats at registration table

4. Roles – Registration

2. Registration

- Help patient complete **paperwork**
- **Direct patient to waiting area** where they will wait to be called by first name
- Give the **completed consent form** to queue management staff

4. Roles – Triage

3. Triage

- Call patients seated in waiting area **by first name**
- Direct them to available vaccine administration areas.

4. Roles – Treatment

4. Treatment

- Administer vaccine

4. Roles – Discharge



- Answer questions
- Educate patients
- Monitor patients for adverse reactions

****IF THIS IS AN EMERGENCY,
CALL 911 IMMEDIATELY****

5. What you need to do

- Create teams, each with a supervisor
- Assign each person to one team
- Assign each person a **specific set of tasks**



5. What you need to do

Tell staff & volunteers:

- What time to arrive (1 hour before clinic opens)
- Check in when you arrive. Be on time!
- Check out when you leave
- If you don't know - ask your supervisor



**Do your assignment -
Be accountable!**

5. What you need to do

- Avoid asking children to translate for family members
- Keep family members together
- Be re-assuring to ease stress (practice psychological first aid)

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6. What to Bring

- Take raisins or other **healthy snacks**
- Wear comfortable **clothing in layers** (to take on or off)
- Wear your most **comfortable shoes**
- Leave purse or other valuables at home; use a fanny pack

Other ideas?

7. Staff & Volunteer Questions

How will I know what to do?	Assignments will be provided ahead of time or when you arrive at clinic
Will I receive training?	JIT will be provided at clinic site if needed
What are the shift time periods?	Hours will be provided to you in advance
What about breaks?	Will be informed at JIT or from supervisor.
What if I can't make scheduled shift or need to leave early?	Let us know right away
What about lunch?	Lunch will be provided...BUT take nuts, raisins or breakfast bars to curb hunger pains
Can I wear a mask?	Under no circumstances

Record Keeping

- Must document
- Number of vaccines
- Patients
- Enough copies of VIS and sign up form for each patient
- Each person must fill out; collect
- Fill out overall clinic record form by age groups; zipcode

Receiving and Returning the Vaccine

- How to request
 - How to pick up
 - How to maintain cold chain
 - How to return vaccine
-
- Who is the ONE person in charge of this?

8. Psychological First Aid

Psychological 'Footprint'

Crowds, stress, time

'Medical Footprint'
The 'Needle'

Vulnerable Populations

- Immigrants
- Those with limited English
- Any child or adult with prior poor experiences with health care or distrust of authority
- Elderly and disabled
- Disenfranchised or low income



Just Be 'Human'

Be alert to clients' stress

- **Comfort**, console, soothe, reassure
- Take a few minutes to **listen and focus on the person**
- **Validate** – *flu clinics can be stressful*
- Apply **stress management** techniques – breathe!
- **Be calm** yourself to help others to be CALM



9. Reminders

- **Confidentiality** – of patient information and treatment communications (HIPAA)
- **Media** – ALL communication with the media goes through BPHC Communications
- **Be Prepared** – prepare your family

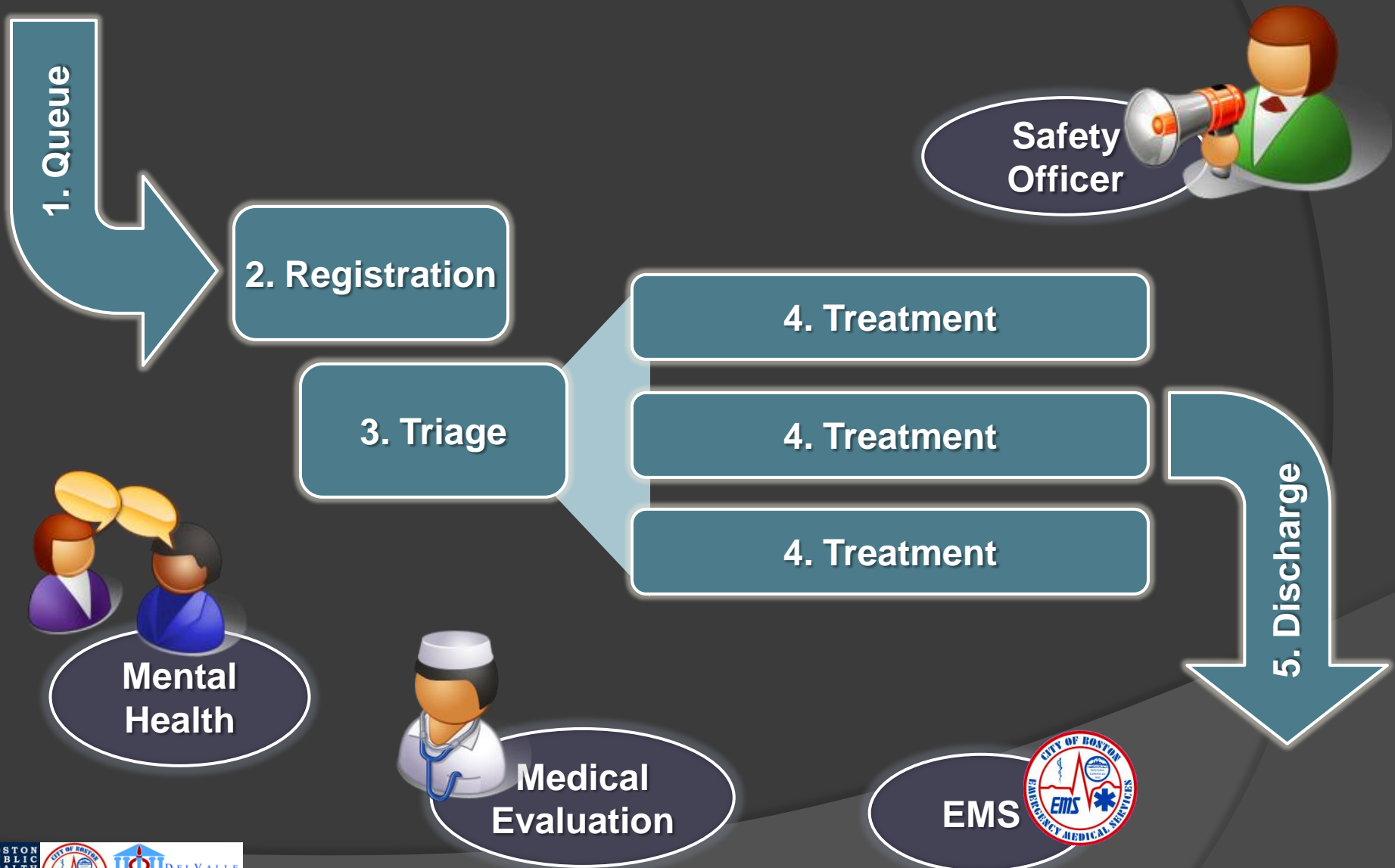
Summary

- A Mass Dispensing Clinic dispenses a medication **quickly to large groups of people**
- Clinic flow is intended to get people through **safely, fast and efficiently**
- Clinic structure and management are **common sense**
- Each clinic worker is **assigned to a specific role and tasks** – and no more!
- **Be accountable!** People are counting on you!



**It's here.
Wash your
hands!**

Using the Mass Dispensing Model



Using the Mass Dispensing Model

1. How will you **include each of the 5 clinic functions** in your clinic flow?
 - Queue management
 - Registration
 - Triage
 - Treatment
 - Discharge
2. How will you need to **adapt the model** to work in your organization?
3. What are your **key challenges** to organize each function?

Summary

- **Screening questions** are very important!
- Make sure that every patient receives a copy of the **VIS**
- **Accountability**
- **Follow-up** and evaluation