

## **POSITION #23, TITLE: Greeter**

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**Direct Supervisor: Patient Flow Supervisor**

**Mission: Welcome the public to the EDS, briefly orient them to the process and direct them to Triage.**

**Qualifications: Calm, reassuring manner but ability to be assertive. Able to stand and walk for extended periods. Good with all kinds of people.**

### **POSITION RESPONSIBILITIES**

#### **Initial Action/Planning Phase**

- Review your Position Checklist and check off tasks as they are completed.
- Sign In, obtain credentialing and put on ID badge.
- Attend overall staff briefing.
- Receive assignment-specific briefing from your supervisor.
- Familiarize self with clinic layout and process.
- Familiarize self with disease signs and symptoms
- Familiarize self with protocol for calling security

#### **Primary Responsibilities During Site Operation**

- SIGN IN FOR SHIFT
- Greet public as they approach the EDS and direct them to Triage
- Orient public to the EDS process (stations)
- Answer basic questions about illness and EDS process
- Identify individuals with language barriers and notify translators
- Identify individuals who may require medical or behavioral health consultation and direct them to Triage (notify Triage if dealing with communicable disease)
- Hand out Registration forms
- Brief incoming shift replacement
- SIGN OUT

#### **Deactivation Phase**

- Assist with the teardown and re-packing of the assigned area.
- Identify issues for After Action Report.
- Participate in de-briefing.

Greeters will be assigned to the Reception Area. Greeters will cross train with Flow Maintenance and Registration/Educators staff whenever possible.