

POSITION #24, TITLE: Registration/Educator

Direct Supervisor: Patient Flow Supervisor

Mission: Answer questions about registration forms and assist public in filling out these forms. Educate public about disease being treated.

Qualifications: Able to stand for extended periods; Articulate, patient person; attention to detail

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 registration form and educational handouts
- Familiarize self with AV equipment if showing video/DVD
- Familiarize self with disease and treatment

Primary Responsibilities During Site Operation

- SIGN IN FOR SHIFT
- Provide public with educational materials (and registration form if necessary)
- Assist public in filling out registration forms, stressing the importance of filling out forms completely and legibly
- Answer any questions concerning registration forms and answer basic questions about clinic process
- Review forms for completeness and legibility prior to person going to next station
- Direct public to next station
- 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.

Registration/Educator will be assigned to the registration area. They may be cross-trained with Greeters/Flow Maintenance staff.