

**Point of Dispensing Staff:
Social Workers**

Additional Handout Materials
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Faculty

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Service Worker-in-Charge

- Psychologist, LPC, PIP, LCSW, or LGSW
- Knowledge of SNS process, layout of POD, and supervisory experience in mental health field
- Familiar with needs of special populations

Service Worker-in-Charge

- Supervises service staff in all areas
- Consults with Family and Staff Support Specialists regarding individuals exhibiting extreme signs of distress and makes appropriate referrals

Service Worker-in-Charge

- Consults with Patient Flow Coordinator regarding site flow problems
- Provides assistance to Special Needs Coordinator on any situation he or she deems necessary

Service Worker-in-Charge

- Ensures adequate staff is stationed throughout the site
- Provides support to all staff under supervision

Greeter

- **LCSW, LGSW, LBSW, LPC, or mental health caseworker**
- **Knowledge of SNS process and layout of POD**
- **Well spoken, organized, able to maintain a calm environment**

Greeter

- **Greets patients as they arrive and answers initial questions**
- **Informs patients all technical questions will be answered as they proceed throughout the site**
- **Provides clipboard with Patient History and Consent Forms to adult patients**

Greeter

- **Refers unaccompanied children to Family Support Specialist to obtain consent**
- **Monitors patients for signs of distress**
- **Refers individuals with problems completing medical forms to Greeter in assistance area**

Greeter

- **Notifies Guides to escort individuals with special needs to Special Needs Coordinator**

Mass Counselor

- **LCSW, LGSW, LPC, or LBSW**
- **Knowledge of SNS process and layout of POD**
- **Well spoken, ability to maintain a calm environment**

Mass Counselor

- **Presents prepared script to patients in Mass Counseling Area**
 - **Operates television and video / DVD player as video is played**
- **Directs those with language barriers to Special Needs Coordinator**
- **Monitors patients in educational areas for signs of distress**

Mass Counselor

- Identifies those exhibiting extreme signs of stress and refers them to Family Support Specialist
- Assists Guides with site flow from educational areas to other areas of POD

Mass Counselor

- Refers individuals to pharmacists or nurses if they have additional questions about the information presented

Patient Flow Coordinator

- Knowledge of SNS process and layout of the POD
- Well spoken, organized, and able to maintain a calm environment
- Guides performing duties from entrance area to nurse triage and should be familiar with Medical Consent issues

Patient Flow Coordinator

- Maintains calm, steady flow through POD
- Floats through site to ensure Guides maintain a steady flow
- Assists Guides with flow problems
- Relieves Guides as needed
- Assists Greeters with traffic control in reception area, if needed

Guide

- Knowledge of SNS process and layout of POD
- Well spoken, organized, ability to maintain a calm environment
- Guides performing duties from entrance area to nurse triage area must be familiar with Medical Consent issues

Guide

- Guides patients from one area of site to another
- Serves as gatekeeper
 - Admits patients into dispensing area and directs them to appropriate dispensing tables as they become vacant

Guide

- **Monitors lines for congestion and reports problems to Patient Flow Coordinator**
- **Escorts those with special needs who request or appear to need assistance to appropriate area**

Guide

- **Monitors patients and staff for signs of fatigue or stress and reports concerns to Staff or Family Support Specialists**
- **Performs other duties as assigned by Patient Flow Coordinator**

Special Needs Coordinator

- **LCSW or LGSW**
- **Working knowledge of SNS process and layout of MPTS site**
- **Understands needs of special populations and be familiar with available local and state resources**
- **Maintains a calm environment**

Special Needs Coordinator

- **Greets patients with special needs and assists them with any barriers that may exist within the MPTS**
- **Recruits assistance of Guides to accompany those with special needs to appropriate areas, if assistance is needed**

Special Needs Coordinator

- **Refers those unable to speak English to translator or assists them with Tele-Interpreter procedures**
- **Assists those with other special needs as needed**
- **Informs Service Worker in Charge of any mobility barriers observed in the site and assists with correcting them**

Special Needs Coordinator

- **Monitors patients for signs of distress and refers them to Family Support Specialist if needed**
- **Makes appropriate resource referrals for those with special needs**

Translator / Interpreter

- **Fluent in English and knowledge of additional languages**
 - **Non-English, American Sign Language**
- **Maintains calm presence while interpreting or translating**

Translator / Interpreter

- **Assists patients with communication barriers (non-English speaking, deaf, etc.) so they understand patient history and other information provided at POD**
- **Informs dispenser of language needed for disease specific information sheets and prescription labels**

Translator / Interpreter

- **Must be available to all areas of site as needed**

Family Support Specialist

- **LCSW, LGSW, LBSW, Psychologist, or LPC**
- **General understanding of SNS process and layout of POD**
- **Experience in family intervention techniques and stress management**

Family Support Specialist

- **Floats through clinic to observe patients for stress and other problems**
- **Accompanies appropriate families / individuals to support areas and stays to ensure problems are resolved**

Family Support Specialist

- **Refers those exhibiting extreme signs of distress to the Service Worker in Charge**
- **Makes referrals to appropriate resources for other situations that arise**

Staff Support Specialist

- LCSW, LGSW, Psychologist, or LPC
- General understanding of SNS process and layout of POD
- Knowledge of interventions for fatigue and stress management
- Floats through the clinic to monitor staff members for signs of fatigue or stress

Staff Support Specialist

- Identifies any staff appearing to need a break and assesses their status and ability to continue
- Informs supervisors of staff who appear to need an intervention, accompanies them to Staff Support Area and stays with them to provide relaxation and stress management techniques, if needed

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