Point of Dispensing Staff: Social Workers

Additional Handout Materials
Tuesday, February 26, 2013

Produced by the Alabama Department of Public Health
Video Communications and Distance Learning Division

Faculty
Maury West, LGSW
State Social Work Director
Alabama Department of Public Health

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
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<thead>
<tr>
<th>Translator / Interpreter</th>
<th>Translator / Interpreter</th>
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<tbody>
<tr>
<td>Fluent in English and knowledge of additional languages</td>
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<tr>
<td>– Non-English, American Sign Language</td>
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<tr>
<td>Maintains calm presence while interpreting or translating</td>
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<tr>
<td>Assists patients with communication barriers (non-English speaking, deaf, etc.) so they understand patient history and other information provided at POD</td>
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<td>Informs dispenser of language needed for disease specific information sheets and prescription labels</td>
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<thead>
<tr>
<th>Translator / Interpreter</th>
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<tr>
<td>Must be available to all areas of site as needed</td>
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<tr>
<td>LCSW, LGSW, LBSW, Psychologist, or LPC</td>
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<td>General understanding of SNS process and layout of POD</td>
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<td>Experience in family intervention techniques and stress management</td>
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<thead>
<tr>
<th>Family Support Specialist</th>
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<tr>
<td>Floats through clinic to observe patients for stress and other problems</td>
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<tr>
<td>Accompanies appropriate families / individuals to support areas and stays to ensure problems are resolved</td>
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<td>Refers those exhibiting extreme signs of distress to the Service Worker in Charge</td>
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<td>Makes referrals to appropriate resources for other situations that arise</td>
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**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

Produced by the
Video Communications
&
Distance Learning Division
Alabama Department of Public Health
(334) 206-5618
alphtn@adph.state.al.us
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