

Check-in Volunteers

Must be COVax trained

Description: Check in patients using COVax and directs them to the vaccination area

Location: Check-in stations

Required PPE: Level 2 medical mask and face shield

Required Materials: Laptop, monitor, mouse, laminated health care sheet, laminated consent statement, laminated list of required fields for check-in, disinfectant wipes, hand sanitizer

Roles and Responsibilities:

- Coordinates with check-in traffic volunteer to direct patients to their empty check-in station
- Greets patient when they arrive to their check-in station
- Asks patient to place their health card or alternative ID (accepted IDs listed in COVax) on designated sheet and slide it across table to prevent contact with patient
- Remind patient to stand on the marker (if necessary) during check-in
- Confirms that patient is by cross-referencing appointment list
- Searches patient in COVax and confirms that all patient information is correct including:
 - First Name, Last Name
 - Health Card Number or Alternative ID
 - Date of Birth
 - Gender - recommended verbiage: "Please confirm your date of birth and gender. I want to confirm that I found the correct person in our system"
 - Address - use Google search function
 - Vaccination Event: WDG, Linamar@Skyjack, Guelph
 - Reason for Immunization
 - Email
 - Phone Number
- If the patient is not in the system, a new profile is created using the "Search HCN in Provincial Registry" and saved in COVax
 - If no health card, then create new profile using "New Client" button
- Completes the COVax check-in process including:
 - 1) Consent for electronic data collection in COVax
 - Consent statement laminated and available for patient to read
 - If patient does not consent, flag the COVax lead
 - 2) Record preferred method of follow-up communication (email is suggested as this communication will include their receipt of vaccination)
 - 3) Record preferred method of contact if patient wants to be contacted about research studies for the COVID-19 vaccine
- Directs patient to the line for vaccination area
- Wipe down health card sheet with disinfectant wipes between patients
- Wipe down table and computer with disinfectant wipes when leaving for breaks, returning from breaks, and leaving after shift is completed
- No food or drink is allowed at stations