

Check-out Volunteers

Must be COVax trained

Description: Check out patients using COVax, provide them with proof of vaccination, and direct them leave the building

Location: Check-out stations

Required PPE: Level 2 medical mask and face shield

Required Materials: Laptop, printer, mouse, laminated health care sheet, disinfectant wipes, hand sanitizer

Roles and Responsibilities:

- Coordinates with recovery volunteer to direct patients to an empty check-out station
 - If no check-out station is available, recovery volunteer will direct patient to line or ask them to remain in recovery
- Greets patient when they arrive to their check-out station
- Ensures that patient has completed their designated waiting period in the recovery area
 - White sticker: 15-minute wait time
 - Red sticker: 30-minute wait time
- Remind patient to stand on the marker (if necessary) during check-out
- Ask patient how they are feeling
 - If patient is feeling faint/lightheaded/unwell, coordinate with recovery volunteer to find an EMS first responder from recovery area
 - DO NOT let patient leave building if they are feeling unwell
- Searches for patient in COVax and ask patient to confirm date of birth
 - Client status should be at “Dose 1 (or Dose 2) Administered”, if not flag COVax lead
- Open client profile and confirm their email address (ensure spelling is correct)
- Clicks the “Check-out” button on COVax and completes check-out procedure
 - 1) If an adverse event occurred (assume no adverse event unless patient or nurse notifies you)
 - 2) If box for email receipt is available, always check this box
- Ask the patient if they would like a physical receipt of their proof of vaccination
 - Download the PDF file from the “Files” section of the patient’s profile
 - Print the receipt and allow the patient to remove the file from the printer
- Direct the patient to the exit
- Wipe down table and computer with disinfectant wipes when leaving for breaks, returning from breaks, and leaving after shift is completed
- Make sure that no proof of vaccination PDF files are saved to the laptop at the end of your shift – delete these files if they have been saved
- No food or drink is allowed at stations