

Curbside Medication Dispensing: Staff Roles and Duties

Note: This list of roles and duties was developed by an urban Opioid Treatment Program as it incorporated social distancing during the COVID-19 crisis. OTPs with fewer staff members—including those in rural communities—may need to consider combining these roles as they assign them. One person can perform multiple functions.

Nursing Staff

Role	Duties
Dispensing Nurse	Checks all identifiers and dispenses medications
Back-Up Dispensing Nurse	Works in medication/dispensing room; available for verifying medications, reading PPDs, and assessing patients if needed
Dispensing Assistant	Can be either a nurse or counseling staff Verifies patient information before handing medication bag to courier Optional: Medication Packer: assists in making sure all bottles are securely capped, putting numbers on each bottle indicating the order they will be taken, and verifying patient identifiers
COVID Screener	Checks temperatures and asks COVID-19 screening questions when patients arrive by public transportation or cab

Clinical Staff

Role	Duties
Supervisor	Member of counseling team Responsible for making sure all staff members are present and at assigned posts prior to dispensing Responsible for distribution of PPE Monitors all positions and provides breaks for counseling staff
Coordinator	Members of counseling staff Monitors patients arriving by personal vehicle and foot traffic (patients arriving by bus or cab, or being dropped off) Communicates information for check-in and location of patient (numbered parking spot or tent spot) Optional: Have receptacle for discarding returning take-home bottles
Parking Spotter	OTP staff member Assigns parking spots to patients arriving by car, directing them into spots and instructing them to remain in vehicle
Parking Tracker	OTP staff member Tracks patients arriving by car

Role	Duties
Courier	Members of counseling and/or nursing staff Gets patient identification for check-in Assists with toxicology screen collection, if applicable Assists with BAC testing, if applicable Delivers medications to patients outside (to vehicle or behind privacy screen if patients are on foot) after confirming 2 patient identifiers

Providers

Role	Duties
MD/NP/PA	Assesses patients for added take homes per SAMHSA guidelines Available to medically assess patients, as needed for safety

Support Staff

Role	Duties
Check-in Clerk	Assists in checking patients into dispensing system Available for needed support

Public Safety Staff

Role	Duties
Public Safety/Security Officer	Directs traffic as needed Monitors patients waiting in tent Patrol car positioned to monitor all activities outside and keep view of staff exiting with medication in order to be available for support

Tips

- ✓ Staff must use PPE as required by federal, state, and local regulations.
- ✓ Utilize radios or cell phones to limit need to go back and forth into clinic. (*Note: Do not text protected health information.*)
- ✓ Have a tent or screen set up to give privacy to patients being dropped off or who are required to give a toxicology or BAC screen.
- ✓ Have 2 teams to manage patient arrivals:
 - Team 1: for patients arriving by individual vehicle (and remaining in vehicle)
 - Team 2: for patients arriving by public transportation or dropped off

Please refer to federal, state, and local regulatory agencies' guidance for the most up-to-date information.

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