

## Protocols for Curbside Medication Dispensing: Patients Parking vs. Patients Arriving on Foot or Dropped off

**Note:** The tables below suggest workflows for two types of patient arrivals: 1) patients arriving by (and remaining in) an individual vehicle, and 2) patients arriving on foot, by public transportation, or dropped off. One staff member may perform multiple roles.

### For Patients Arriving by Individual Vehicle and Parking

Role	Staff Name	Responsibilities and Workflow
Supervisor		<ul style="list-style-type: none"> <li>✓ Assigns posts the day prior</li> <li>✓ Distributes PPE</li> <li>✓ Monitors flow/operations</li> <li>✓ Monitors breaks and rotates posts as needed</li> <li>✓ Makes sure staff are at assigned posts with visible ID badges</li> </ul>
Coordinator		<ul style="list-style-type: none"> <li>✓ Obtains patient identification</li> <li>✓ Obtains car description/color and make</li> <li>✓ Communicates information for check-in</li> </ul>
Parking Spotter		<ul style="list-style-type: none"> <li>✓ Directs patient into parking spot and instructs them to remain in vehicle</li> <li>✓ Communicates patient ID/car information/parking spot # (row and space)</li> </ul>
Check-In Clerk		<ul style="list-style-type: none"> <li>✓ Checks patient into dispensing system</li> <li>✓ Confirms patient information and states if patient needs toxicology screen/BAC</li> </ul>
Courier		<ul style="list-style-type: none"> <li>✓ Obtains patient ID and instructions from check-in clerk</li> <li>✓ Gets BAC or toxicology screen for patients (if applicable)</li> <li>✓ Collects medication from dispensing nurse and puts medication in bag</li> <li>✓ Returns to vehicle with medication and confirms patient ID and number of take-home bottles</li> <li>✓ Hands medication to patient after confirmation through vehicle window</li> </ul>
Dispensing Nurse		<ul style="list-style-type: none"> <li>✓ Checks identifiers and dispenses medication</li> </ul>
Back-Up Dispensing Nurse		<ul style="list-style-type: none"> <li>✓ Available to verify doses, read PPDs, and assess patients as needed</li> <li>✓ Backs up dispensing nurse for breaks</li> </ul>
Dispensing Assistant		<ul style="list-style-type: none"> <li>✓ Makes sure bottles are securely capped and places labels on bottles</li> <li>✓ Counts bottles, places them in bag, and uses extra label to seal bag</li> <li>✓ Verifies information and hands to courier</li> </ul>

### Tips:

- ✓ Staff must use PPE as required by federal, state, and local regulations.
- ✓ Patient identification could include government-issued, clinic-issued, or other form of photo ID.
- ✓ Use radios or cell phones to limit the need to go back and forth into the 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.

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

## For Patients Arriving on Foot, by Public Transportation, or Dropped off

Role	Staff Name	Responsibilities and Work Flow
Supervisor		<ul style="list-style-type: none"> <li>✓ Assigns posts the day prior</li> <li>✓ Monitors flow/operations</li> <li>✓ Monitors breaks and rotates posts as needed</li> <li>✓ Makes sure staff are at assigned posts with badges</li> </ul>
COVID-19 Screener		<ul style="list-style-type: none"> <li>✓ Asks COVID screening questions and takes temperatures</li> <li>✓ If positive screen, directs to isolation area and provides mask</li> <li>✓ If negative, directs to tent/privacy screen area</li> </ul>
Coordinator		<ul style="list-style-type: none"> <li>✓ Obtains patient identification</li> <li>✓ Seats patient in tent</li> <li>✓ Communicates spot number and patient information for check-in</li> </ul>
Check-In Clerk		<ul style="list-style-type: none"> <li>✓ Checks patient into dispensing system</li> <li>✓ Confirms patient information and states if patient needs toxicology screen/BAC</li> </ul>
Courier		<ul style="list-style-type: none"> <li>✓ Obtains patient ID and instructions from check-in clerk</li> <li>✓ Gets BAC or toxicology screen for patients (if applicable)</li> <li>✓ Collects medication from dispensing nurse and puts medication in bag</li> <li>✓ Returns to tent with medication and confirms patient ID and number of take-home bottles</li> <li>✓ Hands medication to patient after confirmation</li> </ul>
Dispensing Nurse		<ul style="list-style-type: none"> <li>✓ Checks identifiers and dispenses medication</li> </ul>
Back-Up Dispensing Nurse		<ul style="list-style-type: none"> <li>✓ Available to verify doses, read PPDS, and assess patients as needed</li> <li>✓ Backs up dispensing nurse for breaks</li> </ul>
Dispensing Assistant		<ul style="list-style-type: none"> <li>✓ Makes sure bottles are securely capped and places labels on bottles</li> <li>✓ Counts bottles, places them in bag, and uses extra label to seal bag</li> <li>✓ Verifies information and hands to courier</li> </ul>

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