# **Preparing Staff for Curbside Medication Dispensing**

## Implementation Meeting

Directors and management to discuss and develop:

- •Latest regulatory changes/exceptions
- •New plan and protocols for curbside
- •Assign teams and responsibilities
- Proposal is written and sent to administrator

### Feedback & Adjustment

Team leaders report to managers/directors to:

• Provide feedback from respective teams and recommend changes

•Agree on changes; amend plans and protocols

•Inform administration of changes and send amended proposals

• Revise processes based on team feedback and recommended changes

# Full Walk-through

All teams/responsibility holders and available staff should gather to:

•Set up staging, screening, and dispensing sites where possible

•Conduct start-to-finish walk-through to ensure protocols work together properly and equipment is set up/working properly

•Identify gaps in protocols and potential issues; report to team leaders

#### **Proactive Communication**

Staff with access to patient and staff information:

•Update emergency contact info for patients via CONTACT AUTHORIZATION FORM

•Inform patients, drivers, and public safety workers of switch to curbside; outline pick-up protocols in basic summary

•Ensure employee emergency information is updated in a readily available EMPLOYEE ROSTER

## **Breakout Meetings**

To be held for each team to implement new protocols based on individual responsibilities

- •Overview and assignment of team roles and responsibilities
- •Identify need for additional equipment and resources
- Prepare or procure equipment and resources

•Schedule daily team huddles to provide time for questions, feedback and suggestions

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