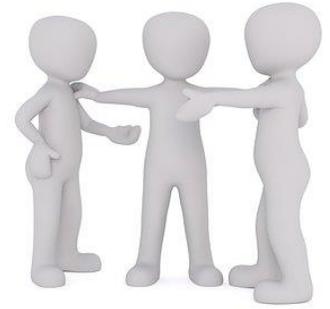


“Leadership is not about a title or a designation. It’s about impact, influence, and inspiration. Impact involves getting results, influence is about spreading the passion you have for your work, and you have to inspire team-mates and customers.” -Robin S. Sharma



Customer Service

Be kind and friendly, greet each teammate and each participant respectfully, and go the extra mile to exceed all expectations. Hold the team accountable to Triad Care Inc.’s core values and mission statement.

Huddle Responsibilities

Lead a huddle at the start of every event. This includes both biometric screening and immunization events.

For all immunization events, the following are mandatory reminders:

- Review insurance requirements for the event.
- Ensure the RN/LPN’s present have their emergency response kit (medical management of vaccine reactions protocol, epinephrine, and diphenhydramine).
- Remind providers that VAR forms must be legible and filled out completely.
- Non-par (not accepted by Triad Care, Inc.) insurance plans are in each provider’s flex file. Please call the Triad Care, Inc. office if there are insurance questions during a vaccination event.

For all biometric screening events, address screening protocol questions and review the following:

- Approach your colleagues and participants with a friendly greeting.
- When a screening is completed, step out and let the next participant know you are available.
- Blood pressure protocol: If the BP is >140/90 mm Hg, take the BP manually and document this.
- If a participant’s results are above normal, provide a handout. Handouts on the following topics are available: HDL, LDL, triglycerides, blood pressure, blood glucose, and metabolic syndrome.
- Always document each participant’s Cardiochek time.
- Sign your name at the bottom of all screening forms.
- Sign your name at the bottom of your surveys prior to providing them to participants.
- When setting up your screening station, only prepare for one participant at a time. For example, you should have one paper towel ready with all necessary supplies to complete one finger stick.
- Follow all applicable infection control policies and protocols.

Inform and Encourage Your Teammates

Remind all Triad Care, Inc. employees of event specific information to be shared with each participant. This information may not be the same for each event and can be found in each event’s folder.

Common examples include:

- Participant reminders to complete an HRA.
- Inform participants with full-service accounts they may receive a phone call from Triad Care, Inc. to schedule health coaching visit appointments.
- Provide a brief explanation of Triad Care, Inc.’s coaching program. Inquire about participant interest.
- For immunization clinics, review insurance requirements and the need to collect participant specific insurance information.

Inventory Disbursement Forms

At the conclusion of each onsite event, the team leader should submit a picture of the event's disbursement log to docs@triadcare.com. Pictures or scans of the event's disbursement form must be submitted via email within 24 hours of the event's conclusion. No exceptions. Cell phone pictures are acceptable.

- **Immunization Events:** Leaders are responsible for documenting beginning and ending vaccine products and quantities for each provider on the event's disbursement log.

Example: Jane arrives with 100 Fluarix[®] vaccines, but has no other product assigned to her.

Jane administers 15 Fluarix[®] vaccines from her supply & 7 FLUAD[®] from the lead's supply.

Jane's lead provider gives Jane 20 FLUAD[®] doses to take home and use at future clinics.

Jane's starting quantities: 100 Fluarix[®]; 0 FLUAD[®]

Jane's ending quantities: 85 Fluarix[®]; 20 FLUAD[®]

- **Biometric Screening Events:** Leaders are responsible for documenting beginning, ending and damaged PTS strip quantities for each provider.

Attendance and Staffing Changes

Team leaders are responsible for ensuring each provider records their arrival and departure time on the Event Overview document. A picture of the attendance page should be submitted, along with a picture of the event's disbursement log, to docs@triadcare.com.

Team leaders are responsible for contacting Triad Care, Inc. with unexpected event changes, including major workflow disruptions or changes in the number of event participants. Call the office with this information during business hours (9a-5p) or text Jeremy Patterson afterhours (336-324-0942). For non-urgent updates, you may use email (info@triadcare.com).

Common examples include:

- Lack of clean, safe, usable space.
- Decrease or increase in clinic participation of 25-50% or more.

If Triad Care, Inc. advises that staff members are expected to leave early, based on clinic flow or participant count, volunteers should be considered first. If there are no volunteers, clinicians living the furthest away should depart next.

- Of note, at least one RN or LPN must remain onsite during all vaccination clinics.
- All providers should check out with the team leader prior to departing the event. If the team leader leaves the event early, the Triad Care, Inc. office will designate another provider to send the completed disbursement log and event overview form to docs@triadcare.com at the end of the clinic.
- Please note, staffing changes should only be made at the discretion of the Triad Care, Inc. office. These changes will occur on an individualized event basis. Please contact the office, as detailed above, with any concerns.

Post-Event Survey Form

Complete the post-event survey, reporting all positive and negative feedback. Please return to Triad Care, Inc.