

CLINICAL SUPPORT SERVICES TECHNICIAN

Mission: Organize and manage clinical support services. Assist in providing the optimal functioning of these services. Monitor the use and conservation of these resources.

Date: _____ Start: _____ End: _____ Position Assigned to: _____ Initial: _____
Position Reports to: Medical Care Branch Director Signature: _____
Incident Command Post (ICP) Location: _____ Telephone: _____
Fax: _____ Other Contact Info: _____ Radio Title: _____

Activation (Immediate)	Time	Initial
Receive appointment, briefing, and any appropriate materials from the Medical Care Branch Director.		
Read this entire Job Action Sheet and review incident management team chart (HICS Form 207). Put on position identification.		
Notify your usual supervisor of your HICS assignment.		
Document all key activities, actions, and decisions in an Operational Log (HICS Form 214) on a continual basis.		
<u>Laboratory Services</u>		
<ul style="list-style-type: none"> ○ In cooperation with the Public Health DOC Director, determine level of Laboratory Services to be provided; options may include: <ul style="list-style-type: none"> ● No laboratory services provided ● Waived tests only (i.e. tests performed by nursing staff on site at the ACS). Waived tests may include: <ul style="list-style-type: none"> ○ . ○ . ○ . ○ . ○ . ● Scheduled testing in cooperation with hospital laboratory ● Scheduled testing with a mobile contract laboratory ● Combination of above options ○ Ensure that adequate equipment and supplies are made available for ACS staff including: <ul style="list-style-type: none"> ● Specimen collection containers (blood, urine, sputum, stool, swabs, etc.) ● Laboratory order forms ● Other supplies / equipment as indicated ○ Establish laboratory procedure area for on-site testing <ul style="list-style-type: none"> ■ . ■ . ■ . ■ . ■ . ■ . ■ . ○ Establish specimen storage area(s) - Consider need for refrigeration. ○ Ensure bio-hazard waste disposal process is coordinated ○ Ensure ordering and reporting process is coordinated with laboratory. 		

Activation (Immediate)	Time	Initial
<u>Radiology Services</u> <ul style="list-style-type: none"> ○ Determine level of radiology services to be provided within the parameters established by Public Health DOC. Levels may include: <ul style="list-style-type: none"> ● No radiology services ● Radiology services provided by mobile contract Radiology service ● Radiology services provided at MTSJ Radiology Department ● Radiology services provided at an alternate Radiology Services site. ● Radiology services provided by MTSJ Radiology staff at ACS ○ Ensure adequate supply of Radiology Order forms ○ Ensure Diagnostics area is designated for on-site procedures, including lead-enforced partitions/panels as appropriate ○ Ensure radiology equipment/supplies are available, as appropriate ○ Secure transport ordering process for off-site procedures ○ Establish ordering/tracking process for Diagnostic Radiology Services ○ If radiology services are to be conducted off-site, ensure that: <ul style="list-style-type: none"> ▪ Arrangements have been made with radiology service ▪ Adequate supply of Radiology Order forms are made available ▪ Transportation process is established/coordinated 		
<u>Pharmacy Services</u> <ul style="list-style-type: none"> ○ Ensure State Pharmacy Board waiver has been issued. ○ Establish a lockable pharmacy area. Consider alarms and cameras. ○ Establish a medication ordering and delivery process with the hospital pharmacist. ○ Establish a medication tracking process and log at the ACS. 		
<u>Medical Records</u> <ul style="list-style-type: none"> ○ Ensure that adequate ACS Medical Record forms are made available for ACS staff. ○ Ensure the process for recording patient supplies and charges are captured (Patient Charge Capture form). ○ Determine process regarding storage of patient records. Options include: <ul style="list-style-type: none"> ● Public health officer retains all records; ● Treating facility or provider retains copies of all records; ● Incident command center retains all records; ● Patient retains all records. 		
<p>Establish ordering/coordination process with food services for patient meals/diets.</p>		
<p>Establish coordination process with environmental services, including:</p> <ul style="list-style-type: none"> ○ Clean/soiled linen services ○ Standard and bio-hazard waste storage/services ○ Housekeeping services 		
<p>Assist in maximizing capability of service areas to meet work demands.</p>		
<p>Evaluate on-hand equipment, supply, medication inventories and staff needs; report status to Medical Care Branch Director, Logistics Section's Supply Unit Leader and Planning Section's Materiel Tracking Manager.</p>		
<p>Assess critical issues and needs in each clinical support services areas; coordinate resource management.</p>		
<p>Meet with Medical Care Branch Director to discuss plan of action/cancellation of routine services and staffing in all clinical support areas.</p>		
<p>Receive, coordinate, and forward requests for personnel and supplies to the Medical</p>		

Activation (Immediate)	Time	Initial
Care Branch Director.		
Complete the Branch Assignment List (HICS Form 204) for next shift or operational period.		
Document all communications (internal and external) on an Incident Message Form (HICS Form 213). Provide a copy of the Incident Message Form to the Documentation Unit.		

Operations (Intermediate/Extended)	Time	Initial
Receive appointment, briefing, and any appropriate materials from the Medical Care Branch Director.		
Read this entire Job Action Sheet and review incident management team chart (HICS Form 207). Put on position identification.		
Notify your usual supervisor of your HICS assignment.		
Document all key activities, actions, and decisions in an Operational Log (HICS Form 214) on a continual basis.		
Ensure ordering process and contact information is in place for clinical support and ancillary services, including: <ul style="list-style-type: none"> • Laboratory Services • Diagnostic Radiology Services • Pharmacy Services • Food Services 		
Ensure patient records are being prepared correctly and collected.		
Assist in maximizing capability of service areas to meet work demands.		
Evaluate on-hand equipment, supply, medication inventories and staff needs; report status to Medical Care Branch Director, Logistics Section's Supply Unit Leader and Planning Section's Materiel Tracking Manager.		
Ensure clinical support services are being prioritized effectively when austere conditions are implemented.		
Ensure your physical readiness through proper nutrition, water intake, rest, and stress management techniques.		
Advise Medical Care Branch Director immediately of any operational issue you are not able to correct or resolve.		
Assess environmental services (housekeeping) needs in all ancillary care areas; contact Environmental Services Unit Leader for assistance.		
Report equipment/supply needs to Medical Branch Director.		
Ensure staff health and safety issues are being addressed; resolve with Medical Care Branch Director when appropriate.		
Upon shift change, brief your replacement on the situation, ongoing operations, issues and other relevant incident information.		

Demobilization/System Recovery	Time	Initial
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Demobilization/System Recovery	Time	Initial
As needs for Clinical Support Services Unit staff decrease, combine or deactivate positions in a phased manner.		
Assist Medical Care Branch Director and Unit Leaders with restoring service areas to normal operations.		
Ensure return/retrieval of equipment and supplies and return all assigned incident command equipment.		
Upon deactivation of your position, brief the Medical Care Branch Director and Operations Section Chief, as appropriate, on current problems, outstanding issues, and follow-up requirements.		
Upon deactivation of your position, ensure all documentation and Operational Logs (HICS Form 214) are submitted to Medical Care Branch Director or Operations Section Chief, as appropriate.		
Submit comments to Medical Care Branch Director for discussion and possible inclusion in after action report. Comments should include: <ul style="list-style-type: none"> • Review of pertinent position descriptions and operational checklists • Procedures for recommended changes • Section accomplishments and issues 		
Participate in stress management and after-action debriefings. Participate in other briefings and meetings as required.		

Documents/Tools
<ul style="list-style-type: none"> • Incident Action Plan • HICS Form 204 – Branch Assignment Sheet • HICS Form 207 – Incident Management Team Chart • HICS Form 213 – Incident Message Form • HICS Form 214 – Operational Log • Hospital telephone directory • Radio/telephone