

PATIENT REGISTRATION UNIT LEADER

Mission: Coordinate registration of all patients received at the ACS.

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).		
Appoint Patient Registration Unit members as appropriate.		
Brief Unit staff on current situation, incident objectives and strategy; outline Unit action plan; and designate time for next briefing.		
Establish the Patient Admission/Registration post for the ACS including: <ul style="list-style-type: none"> • Patient Registration Forms (Registration, Treatment Consent, Discharge, etc.) • Medical Record Number (or unique identifier) assignment process • ACS Patient Tracking Log (HICS Form 254 – Disaster Victim/Patient Tracking Form) • System for producing patient labels (or card stamp) • Patient identification bracelet system 		
Advise the Medical Care Branch Director immediately of any operational issue you are not able to correct or resolve.		
Identify need for assistance or equipment/supplies, and report to the Medical Care Branch Director.		
Complete the Branch Assignment List (HICS Form 204) for the next shift or operational period.		

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.		
Document all key activities, actions, and decisions in an Operational Log (HICS Form 214) on a continual basis.		
In coordination with the Patient Tracking Manager, track ACS admissions and discharges.		
Work with the Situation Unit Leader to document, and track all incoming and outgoing patients.		
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.		
Meet regularly with the Medical Care Branch Director for status reports, and relay important information to Unit members.		

Operations (Intermediate/Extended)	Time	Initial
Maintain regular communications and provide patient registration information and updates to the Planning Section's Patient Tracking Manager.		
Ensure all documentation and patient registration information is completed to ensure timely payment of patient bills.		
Identify need for assistance or equipment and report to the Medical Care Branch Director.		
Advise the Medical Care Branch Director immediately of any operational issue you are not able to correct or resolve.		
Continue to update the Medical Care Branch Director regularly on current condition of all operations; communicate needs in advance.		
Complete the Branch Assignment List (HICS Form 204) for the next shift or operational period.		
Ensure your physical readiness through proper nutrition, water intake, rest, and stress management techniques.		
Observe all staff and volunteers for signs of stress and inappropriate behavior. Report concerns to the Employee Health & Well-Being Unit Leader. Provide for staff rest periods and relief.		
Upon shift change, brief your replacement on the status of all ongoing operations, issues, and other relevant incident information.		

Demobilization/System Recovery	Time	Initial
As needs for the Unit's staff decrease, combine or deactivate positions in a phased manner.		
Ensure return/retrieval of equipment and supplies and return all assigned incident command equipment.		
Upon deactivation of your position, brief the Staging Manager 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.		
Debrief staff on lessons learned and procedural/equipment changes needed.		
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 • Recommendations for procedure 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 List • HICS Form 207 – ACS Organization Chart • HICS Form 213 – Incident Message Form 	<ul style="list-style-type: none"> • ACS & Hospital telephone directory • Telephone/Radio • Patient Label maker (or card stamp system) • Patient ID Bracelets

Documents/Tools	
<ul style="list-style-type: none">• HICS Form 214 – Operational Log• HICS Form 254 – Disaster Victim/Patient Tracking Form• Computer (as appropriate)	<ul style="list-style-type: none">• Multi-function Machine (print/fax/copy/scan)