**Mission:** Organize and manage inpatient and outpatient registration.

|  |  |  |
| --- | --- | --- |
| Position Reports to: **Medical Care Branch Director** Command Location: | | |
| Position Contact Information: Phone: ( ) - Radio Channel: | | |
| Hospital Command Center (HCC): Phone: ( ) - Fax: ( ) - | | |
| Position Assigned to: | Date:  **/ /** | Start: \_\_\_\_:\_\_\_\_ hrs. |
| Signature: | Initials: | End: \_\_\_\_:\_\_\_\_ hrs. |
| Position Assigned to: | Date:  **/ /** | Start: \_\_\_\_:\_\_\_\_ hrs. |
| Signature: | Initials: | End: \_\_\_\_:\_\_\_\_ hrs. |
| Position Assigned to: | Date:  **/ /** | Start: \_\_\_\_:\_\_\_\_ hrs. |
| Signature: | Initials: | End: \_\_\_\_:\_\_\_\_ hrs. |

|  |  |  |
| --- | --- | --- |
| **Immediate Response (0 – 2 hours)** | **Time** | **Initial** |
| **Receive appointment**   * Obtain briefing from the Medical Care Branch Director on: * Size and complexity of incident * Expectations of the Incident Commander * Incident objectives * Involvement of outside agencies, stakeholders, and organizations * The situation, incident activities, and any special concerns * Assume the role of Patient Registration Unit Leader * Review this Job Action Sheet * Put on position identification (e.g., position vest) * Notify your usual supervisor of your assignment |  |  |
| **Assess the operational situation**   * Determine the status of patient registration for inpatient and outpatient services * Assess current capabilities and project immediate and prolonged capacities to provide patient registration based on current data * Assess critical issues and needs in registration areas * Provide information to the Medical Care Branch Director on the status |  |  |
| **Determine the incident objectives, tactics, and assignments**   * Document unit objectives, tactics, and assignments on the HICS 204: Assignment List * Based on the incident objectives for the response period consider the issues and priorities: * Appoint Patient Registration Unit personnel in collaboration with the Medical Care Branch Director * Determine strategies and how the tactics will be accomplished * Determine needed resources * Brief unit personnel on the situation, strategies, and tactics, and designate time for next briefing |  |  |

|  |  |  |
| --- | --- | --- |
| **Activities**   * Assist in maximizing capability of service areas to quickly register inpatients and outpatients * Track inpatient and outpatient admissions and discharges in coordination with the Planning Section Patient Tracking Manager * Track and document all incoming and outgoing patients with the Planning Section Situation Unit Leader * Implement “downtime registration” procedure when needed * Consider development of a unit action plan; submit to the Medical Care Branch Director if requested |  |  |
| **Documentation**   * HICS 204: Document assignments and operational period objectives on Assignment List * HICS 213: Document all communications on a General Message Form * HICS 214: Document all key activities, actions, and decisions in an Activity Log on a continual basis * HICS 252: Distribute Section Personnel Time Sheet to section personnel; ensure time is recorded appropriately, and submit it to the Finance/Administration Section Time Unit Leader at the completion of a shift or end of each operational period * HICS 254: Ensure the Disaster Victim/Patient Tracking form is used to document triage, treatment, and disposition of incident victims |  |  |
| **Resources**   * Determine equipment and supply needs; request from the Logistics Section Supply Unit Leader and report to the Medical Care Branch Director * Assess issues and needs in unit areas; coordinate resource management |  |  |
| **Communication**  *Hospital to complete: Insert communications technology, instructions for use and protocols for interface with external partners* |  |  |
| **Safety and security**   * Ensure that all unit personnel comply with safety procedures and instructions * Ensure personal protective equipment (PPE) is available and utilized appropriately * Determine if communicable disease risk exists; implement appropriate response procedures; collaborate with appropriate Medical-Technical Specialists, if activated |  |  |

| **Intermediate Response (2 – 12 hours)** | **Time** | **Initial** |
| --- | --- | --- |
| **Activities**   * Transfer the Patient Registration Unit Leader role, if appropriate * Conduct a transition meeting to brief your replacement on the current situation, response actions, available resources, and the role of external agencies in support of the hospital * Address any health, medical, and safety concerns * Address political sensitivities, when appropriate * Instruct your replacement to complete the appropriate documentation and ensure that appropriate personnel are properly briefed on response issues and objectives (see HICS Forms 203, 204, 214, and 215A) * Continue coordination of rapid registration of inpatients and outpatients * Provide patient registration information and updates to the Medical Care Branch Director * Ensure all documentation and patient registration information is completed * Assess environmental services or housekeeping needs in all registration areas * Monitor “down time” registration process, if implemented, addressing any issues that arise; keep the Medical Care Branch Director informed |  |  |
| **Documentation**   * HICS 204: Document assignments and operational period objectives on Assignment List * HICS 213: Document all communications on a General Message Form * HICS 214: Document all key activities, actions, and decisions in an Activity Log on a continual basis |  |  |
| **Resources**   * Assess issues and needs in unit areas; coordinate resource management * Ensure equipment, supplies, and personal protective equipment (PPE) are replaced as needed |  |  |
| **Communication**  *Hospital to complete: Insert communications technology, instructions for use and protocols for interface with external partners* |  |  |
| **Safety and security**   * Ensure that all unit personnel comply with safety procedures and instructions * Ensure physical readiness through proper nutrition, water intake, rest, and stress management techniques * Ensure unit personnel health and safety issues are being addressed; report issues to the Safety Officer and the Logistics Section Employee Health and Well-Being Unit * Ensure personal protective equipment (PPE) is available and utilized appropriately |  |  |

|  |  |  |
| --- | --- | --- |
| **Extended Response (greater than 12 hours)** | **Time** | **Initial** |
| **Activities**   * Transfer the Patient Registration Unit Leader role, if appropriate * Conduct a transition meeting to brief your replacement on the current situation, response actions, available resources, and the role of external agencies in support of the hospital * Address any health, medical, and safety concerns * Address political sensitivities, when appropriate * Instruct your replacement to complete the appropriate documentation and ensure that appropriate personnel are properly briefed on response issues and objectives (see HICS Forms 203, 204, 214, and 215A) * Continue patient registration supervision, including monitoring of documentation and safety practices |  |  |
| **Documentation**   * HICS 204: Document assignments and operational period objectives on Assignment List * HICS 213: Document all communications on a General Message Form * HICS 214: Document all key activities, actions, and decisions in an Activity Log on a continual basis |  |  |
| **Resources**   * Assess issues and needs in unit areas; coordinate resource management * Ensure equipment, supplies, and personal protective equipment (PPE) are replaced as needed |  |  |
| **Communication**  *Hospital to complete: Insert communications technology, instructions for use and protocols for interface with external partners* |  |  |
| **Safety and security**   * Ensure that all unit personnel continue to comply with safety procedures and instructions * Observe all staff and volunteers for signs of stress and inappropriate behavior and report concerns to the Safety Officer and the Logistics Section Employee Health and Well-Being Unit Leader * Provide for staff rest periods and relief * Ensure physical readiness through proper nutrition, water intake, rest, and stress management techniques * Ensure personal protective equipment (PPE) is available and utilized appropriately |  |  |

|  |  |  |
| --- | --- | --- |
| **Demobilization/System Recovery** | **Time** | **Initial** |
| **Activities**   * Transfer the Patient Registration Unit Leader role, if appropriate * Conduct a transition meeting to brief your replacement on the current situation, response actions, available resources, and the role of external agencies in support of the hospital * Address any health, medical, and safety concerns * Address political sensitivities, when appropriate * Instruct your replacement to complete the appropriate documentation and ensure that appropriate personnel are properly briefed on response issues and objectives (see HICS Forms 203, 204, 214, and 215A) * Ensure the return, retrieval, and restocking of equipment and supplies * As objectives are met and needs decrease, return unit personnel to their usual jobs and combine or deactivate positions in a phased manner in coordination with the Planning Section Demobilization Unit Leader * Notify the Medical Care Branch Director when demobilization and restoration is complete * Coordinate reimbursement issues with the Finance/Administration Section * Upon deactivation of your position, brief the Medical Care Branch Director on current problems, outstanding issues, and follow up requirements * Debrief unit personnel on issues, strengths, areas of improvement, lessons learned, and procedural or equipment changes as needed * Submit comments to the Planning Section Chief for discussion and possible inclusion in an After Action Report and Corrective Action and Improvement Plan. Topics include: * Review of pertinent position descriptions and operational checklists * Recommendations for procedure changes * Accomplishments and issues * Participate in stress management and after action debriefings |  |  |
| **Documentation**   * HICS 221: Demobilization Check-Out * Ensure all documentation is submitted to the Planning Section Documentation Unit |  |  |

|  |
| --- |
| **Documents and Tools** |
| * HICS 203 - Organization Assignment List * HICS 204 - Assignment List * HICS 213 - General Message Form * HICS 214 - Activity Log * HICS 215A - Incident Action Plan (IAP) Safety Analysis * HICS 221 - Demobilization Check-Out * HICS 252 - Section Personnel Time Sheet * HICS 254 - Disaster Victim/Patient Tracking * Hospital Emergency Operations Plan * Hospital Incident Specific Plans or Annexes * Hospital Surge Plan * Crisis Standards of Care Guidelines * Hospital policies and procedures * Hospital organization chart * Hospital telephone directory * Telephone/cell phone/satellite phone/internet/amateur radio/2-way radio for communication |