JOB BREAKDOWN INSTRUCTION SHEET

Unit: **Public Health- STD/Family Planning Clinic**   **Job:** Triage- Testing Together   **Date:** Jan-15

Elements: Safety, Quality, Cost, Satisfaction:

STEP	IMPORTANT STEPS *(WHAT)*	TIME	KEY POINTS *(HOW)*	REASONS FOR KEY POINTS *(WHY)*
1	Front desk- Greet with AIDET skills			
	1.1 Ask patient if they are here for testing or appointment			
	1.2 If patient responds "Here for testing together appointment", provide both individuals with green number			
	1.3 Provide both individuals with demographic/registration document			
	1.4 Direct individuals to the triage holding area			
2	Triage			
	2.1 Greet patients with AIDET skills			
	2.2 Provide each individual with an patient questionaire			
	2.3 Take individual #1 into triage room and allow them to			
	2.4 Ask Triage standard work questions (BP, pulse, respirations, basic risk assessment).			
	2.5 Place on counselor's schedule (1 hr appointment)			
	2.6 Ask individual #1 to step out and bring individual #2 into triage room.			
	2.7 Triage individual #2 and schedule. Check for completeness of patient questionaire.			
	2.8 Ask both patients to proceed to registration			
3	Registration- Greet patient with AIDET skills			
	3.1 Enter individual #1 into Electronic medical record			
	3.2 Enter individual #2 into Electronic medical record			
	3.3 Ask both individuals to proceed to phlebotomy area to provide			
4	Phlebotomy- Greet individual with AIDET skills			
	4.1 Identificaiton of individual #1 times 2			
	4.1.a Collect blood from individual #1			
	4.1.b Label all specimens			
	4.2 Identification of individual #2 times 2			
	4.2.a Collect blood from individual #2			
	4.2.b Label all specimens			
	4.3 Take all specimens to lab to be processed			
5	Notify counselor that individuals are ready for session			
6	Place patient questionaire in provider folder to be reviewed and			
7	Counselor takes couple back to counseling room to begin session			