FLOATER RESPONSIBILITIES

OVERALL GOAL: help maintain smooth clinic flow

- **Prior to patients arriving:**
  1. Collect any student paperwork and file it in blue Student Paperwork Binder *(alphabetized by last name)*
  2. Have brief meeting with student teams to remind them of:
     - keeping attending check-ins brief (5 min. or less)
     - finishing documentation in a timely manner
     - educating patients on importance of HEP & appointment compliance
     - showing patients the value of their therapy through outcome measure scores/other tests & measures
  3. Help CBC staff assemble patient clipboards with appropriate blank forms *(located in bottom drawer of filing cabinet)*
     - For INITIAL EVALUATIONS:
       - Intake Form (for patient)
       - Region-specific outcome measure (for patient)
       - Paper copy of region-specific evaluation form (for students to use if desired)
     - For RETURN VISITS:
       - Region-specific outcome measure (for patient)
       - Paper copy of daily note (for students to use if desired)
  4. Set up printer *(see “How To” section of Clinic Reference Manual)*
  5. Be on-hand to help with remainder of clinic set-up if needed

- **As patients arrive:**
  1. Greet patients, have them sign in, and help them begin filling out the necessary paperwork *(recruit interpreter if/when necessary)*- *sign-in sheet located in bottom drawer of filing cabinet*
     - Keep an eye out for literacy issues (if patient is taking longer than ~10 min to fill out paperwork, offer assistance)
  2. Help tally patient outcome measure scores- *scoring “cheat sheets” located on front of respective folders in filing cabinet*
  3. Pass completed paperwork along to treating student teams

- **During patient care:**
  1. Provide treatment teams with “time checks”
     - INITIAL EVALUATION: at 30 min, 1 hour, and 1.5 hours
     - RETURN VISIT: at 15 min, 30 min, and 45 min
     - ATTENDING CHECK-INS: try to keep it to 5 min!!
  2. Help students with “aide-like” or secretarial needs *(making copies of HEP, printing/uploading completed documentation, tracking*
FLOATER RESPONSIBILITIES

down supplies/personnel, cleaning tables/changing pillow cases

3. help CBC staff to make sure patient satisfaction surveys are distributed, collected & filed at end of each visit
4. make sure students complete documentation (and record billable units) for one patient before moving onto the next patient
5. keep track of any incidents, things that worked well, things that need adjustment, etc. that come up during the day for a “recap report” (see below)

- After patient care:
  1. send a “recap” email to BOTH Clinic Directors and Student Liaisons (ally.armstrong@utah.edu; katey.blumenthal@utah.edu; erica.peterich@utah.edu; preston.ward@utah.edu) with the following information (ideally by the end of the shift but by the end of the day at the latest):
    *If there’s nothing to report on a given matter please state it explicitly!
    - Any major issues with regards to:
      - Students?
      - Attending PTs?
      - CBC staff?
    - Any supplies that need re-stocking?
    - Any technology, building, or equipment issues?
    - Any incidents that occurred?
    - Any feedback on things that worked well or things that need adjustment (from your point of view or that of students, attending PTs, CBC staff, patients, etc.)?
  2. help with clean-up as needed

TROUBLESHOOTING

- If more than 4 patients show up: do your best to fit the additional patient(s) in (ex: while one student from each team is finishing documenting, the other two team members can start treating the next patient OR the floater can jump in to treat); if unable to fit them in for whatever reason, then have them re-schedule with Maria

- If the printer is not working: just do handwritten copies of HEP & save an electronic copy of your initial eval/daily note and report the printing issue in your “recap report”- we can take care of printing out paper copies next time

- When in doubt: call one of the Directors (see contact list on front cover)