

JOB ACTION SHEET CLINICIAN CONSULTATION TEAM LEADER

Position title: Clinician Consultation Team Leader

Job classification code required: 2230, 2232

Required Job Skills: Knowledge of communicable diseases, medicine, pharmacology, ICS, role of SFDPH in an infectious disease emergency, computer skills including knowledge of MS (office, explorer), Lotus Notes and the internet; supervisory experience; communication skills

Module: Communicable Disease Information Branch

You report to: Content Creation Group Supervisor

You supervise (if activated): Clinician Consultation Team Member

Mission

The Clinician Consultation Team Leader will coordinate and manage all Clinician Consultation activities. This will include establishing and maintaining the Clinician Consultation site and equipment, ensuring protocols, playbooks, and informational documents and resources are available and support Clinician Consultation Team activities, ensuring San Francisco clinicians receive information, guidance and interpretation of guidance as requested, ensuring clinicians receive only approved information, and ensuring unanswered questions are forwarded to the CD Info Triage Group. The Clinician Consultation Team Leader will assign team responsibilities, will orient Clinician Consultation Team Members and will serve as a resource for all staff within the Clinician Consultation Team.

Initial Actions

- Sign-in to Staff Roster.
- Report to and receive assignment from your supervisor.
- Put on picture ID badge and vest (if provided).
- Read entire Job Action Sheet.
- Introduce self to all staff assigned to team.
- Alert supervisor if you are unable to perform any of the duties in the Job Action Sheet. Clarify any questions or concerns with assigned supervisor prior to starting work.
- Familiarize self with the work station and resources including:
 - Physical layout of the work space (e.g. emergency exits, bathrooms).
 - If assigned, check workstation phone and computer.
 - Obtain needed office supplies (paper, pens, etc.).
 - If assigned DPH 800 MHz radio, turn on radio to assigned channel.
 - If assigned, check pager and cell phone.
- Review message form instructions, if provided.

Specific Job Actions

- Review IDER Incident Action Plan, CD Info Branch Incident Action Plan, operational period organization chart and roster of staff assigned to the Clinician Consultation Team; briefly assess staff skills;
- Be familiar with roles and responsibilities, team functions, Job Action Sheets, and report schedules of teams and staff assigned to the Clinician Consultation Team;

- Be familiar with the technology, equipment and resources needed for CD info content creation activities (phone systems (e.g., STARS); computer programs (MS: word, excel, access, explorer; Adobe Acrobat; Lotus Notes); computer drives (e.g. IDER Emergency Drive); databases (e.g. CD Info Request Management Database), the internet including medical journal search programs and SFDPH websites;
- Be familiar with the CD Info Request Management Database for checking assignments and recording assignment fulfillment;
- Be familiar with instructions, protocols and playbooks;
- Establish command for the Clinician Consultation Team;
- Brief staff assigned to the Clinician Consultation Team on:
 - Staff name and roles
 - Mission and goals of the Clinician Consultation Team
 - Assignment of workspace
 - Important phone numbers
 - Equipment needed (phone, pen, paperwork, computers, programs (MS word, MS excel, MS access, Adobe Acrobat, Lotus Notes email, CD Info Request Management Database, MS explorer), bulletin board, fax, photocopy machine, 800 MHz radio)
- Distribute and/or review
 - Job Action Sheets
 - Information packets and guidance documents
- Assign responsibilities according to Team objectives and plans;
- Delegate staff to perform any necessary tasks not specifically assigned on the job action sheets of other ICS team members;
- Establish Team site and workstations;
- Request personnel, equipment and IT/IS support as needed to meet incident response needs;
- Ensure all Clinician Consultation Team members work together and coordinate well with other Content Creation Teams;
- Provide oversight and guidance to Clinician Consultation Team members (e.g., answer questions, address problems, make decisions per the Team operational objectives, and determine which problems, requests or questions need to be forwarded up the chain of command);
- Review approved informational and guidance documents;
- Identify information resources;
- Ensure clinician's inquiries (via direct phone calls, voice mail, email) for information receive responses (via phone, email or fax);
- Provide guidance and interpretation of guidance to clinicians;
- Recognize unanswered questions and forward those questions to CD Info Triage Group;
- Ensure a log of calls and questions is maintained;
- Attend Group meetings.
- Determine times for, convene and run Clinician Consultation Team meetings:
 - Share information from Incident Commander, Operations Section Chief, CD Info Branch Director and/or CD Info Content Creation Group Supervisor;
 - Obtain information for Clinician Consultation Team Situation Status Update;
 - Review and/or refine Clinician Consultation Team Objectives and strategies (for next operational period);

- Prepare (or delegate preparation of) the Clinician Consultation Team Situation Status Update, Clinician Consultation Team Objectives form and Clinician Consultation Team Log;
- Approve Clinician Consultation Team Situation Status Update and ensure it is sent to Plans Situation Status Team;
- Approve Clinician Consultation Team Objectives and ensure it is sent to Plans Situation Status Team for incorporation into the next Operational Period's Incident Action Plan;
- Approve Clinician Consultation Team Log and ensure it is sent to Plans Situation Status Team.

Conclusion of Work Shift Actions

- Complete all required forms, reports, and other documentation and give to supervisor.
- Sign out and log the hours worked during the response
- Clean up your work area before you leave
- Leave a phone number where you can be reached.
- Brief on-coming staff at shift change on specific job position duties. Ensure that ongoing activities are identified and that follow-up requirements are known before you leave your workstation.

D R A F T

**JOB ACTION SHEET
CLINICIAN CONSULTATION TEAM MEMBER**

Position title: Clinician Consultation Team Member

Job classification code required: 2230, 2454, 2322

Required Job Skills: Knowledge of communicable diseases, medicine, pharmacology, ICS, role of SFDPH in an infectious disease emergency, computer skills including knowledge of MS (office, explorer), Lotus Notes and the internet communication skills

Module: Communicable Disease Information Clinician Consultation Team

You report to: Clinician Consultation Team Leader

You supervise (if activated):

Mission

The Clinician Consultation Team Member will provide approved information, guidance and interpretation of guidance as requested by clinicians. Unanswered questions will be recognized and forwarded to the CD Info Triage Group.

Initial Actions

- Sign-in to Staff Roster.
- Report to and receive assignment from your supervisor.
- Put on picture ID badge and vest (if provided).
- Read entire Job Action Sheet.
- Introduce self to all staff assigned to team.
- Alert supervisor if you are unable to perform any of the duties in the Job Action Sheet. Clarify any questions or concerns with assigned supervisor prior to starting work.
- Familiarize self with the work station and resources including:
 - Physical layout of the work space (e.g. emergency exits, bathrooms).
 - If assigned, check workstation phone and computer.
 - Obtain needed office supplies (paper, pens, etc.).
 - If assigned DPH 800 MHz radio, turn on radio to assigned channel.
 - If assigned, check pager and cell phone.
- Review message form instructions, if provided.

Specific Job Actions

- Review IDER Incident Action Plan, CD Info Branch Incident Action Plan, operational period organization chart
- Be familiar with the technology, equipment and resources needed for CD info content creation activities (phone systems (e.g., STARS); computer programs (MS: word, excel, access, explorer; Adobe Acrobat; Lotus Notes); computer drives (e.g. IDER Emergency Drive); databases (e.g. CD Info Request Management Database), the internet including medical journal search programs and SFDPH websites;
- Be familiar with the CD Info Request Management Database for checking assignments and recording assignment fulfillment;
- Be familiar with instructions, protocols and playbooks;
- Assist with activation of Clinician Consultation site and workstations;

- Review approved informational and guidance documents;
- Identify additional information resources;
- Respond to clinician's inquiries (obtained via direct phone call, voicemail, email) for information via phone, email or fax;
- Provide guidance and interpretation of guidance to clinicians as requested;
- Recognize unanswered questions and forward those questions to CD Info Triage Group;
- Keep a log of calls and questions;
- Attend Team meetings.

Conclusion of Work Shift Actions

- Complete all required forms, reports, and other documentation and give to supervisor.
- Sign out and log the hours worked during the response
- Clean up your work area before you leave
- Leave a phone number where you can be reached.
- Brief on-coming staff at shift change on specific job position duties. Ensure that ongoing activities are identified and that follow-up requirements are known before you leave your workstation.