Overview of POD Flow

Below are the primary stations in a POD and the tools, forms, documents needed in each station within the POD. Page two contains additional recommendations for improving POD flow and functionality.

Step 1

Greeting:
(1) Provide Screening Form if they do not have Dispense Assist (DA) vouchers or have a voucher with a "X".

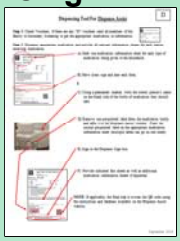
(2) Send to Dispensing if they have DA Vouchers with D,C, or C/D.

Form Area:
(1) Assist clients in filling out their forms, as needed.

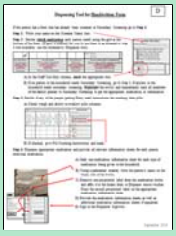
(2) Direct to Dispensing.

Step 2

Dispensing:



Voucher



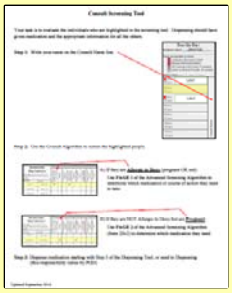
Forms

(1) Decide which medication to give.
(2) Identify more complex individuals and highlight.

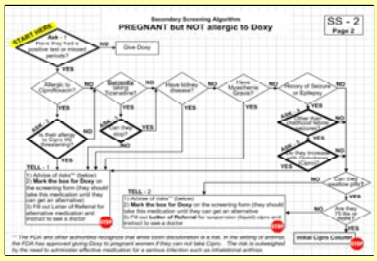
For all individuals not highlighted:
(3) Decide if pill crushing instructions are needed.
(4) Attach labels from medication bottle to Screening Form (or DA voucher) and info sheet.
(5) Write client name on medicine bottle.
(6) Give appropriate medications and Information Sheet.

If needed:
(7) Send any people with highlights on their form to Consult (keep families together).

Consult:
Screen the highlighted people



Consult Tool



Screening Algorithm

(1) Decide which medication to give or action to take.
(2) If needed, give Letter of Referral.

(3) Decide if pill-crushing instructions are needed.
(4) Attach labels from medication bottle to the Screening Form and Info Sheet.
(5) Write client name on medicine bottle .
(6) Give appropriate medications and Information Sheet.

EXIT

EXIT

Federally Approved Emergency Use Information sheets:

Cipro

Doxy

Pill Crushing

Updated 9/2019

POD Flow and Functionality Best Practices

Outside the POD

- Make use of time in line by distributing disease/medication information to those waiting.
- Ensure there are bathrooms and/or portable toilets inside and outside the POD.
- If resources or time are limited, establish a cutoff point for the line.
- Provide sufficient shelter from weather for those waiting outdoors.
- Provide chairs and ensure access for those with mobility needs.

Greeting

- Keep families together throughout the entire process.
- Speed up the line by fast-tracking those with Dispense Assist (DA) vouchers straight to dispensing.

Forms Area

- Ensure staff are available to help people fill out forms - including in-person or phone interpreters, as needed - check for completion, and send them Dispensing when complete.
- Utilize a numbering system to ensure people are served in an orderly manner and the Dispensing area remains clear of long lines.

Dispensing

- If space and staffing allow, create separate Dispensing stations for those with handwritten forms and those with Dispense Assist vouchers.

Consult

- Ensure there are dedicated Dispensing staff to work at the Consult station. This ensures clients do not have to move backward in line to receive their medication.

POD Floor Plan and Staffing

- Draw up your floor plan and then determine where staff are needed. Design your POD flow so that lines never cross each other.
- Always post staffing at decision points in the line and flow of the POD (flow monitors).
- Ensure there is appropriate and highly visible signage throughout the POD.
- Plan for staff breaks away from crowds and restrict food consumption to break areas.
- Plan ahead for clients with access and functional needs.
- Empower staff to adjust POD flow and fix issues as they arise.

Updated 9/2019