



CHEKKER MEDICAL MOLD

Introduction

It is commonly said that

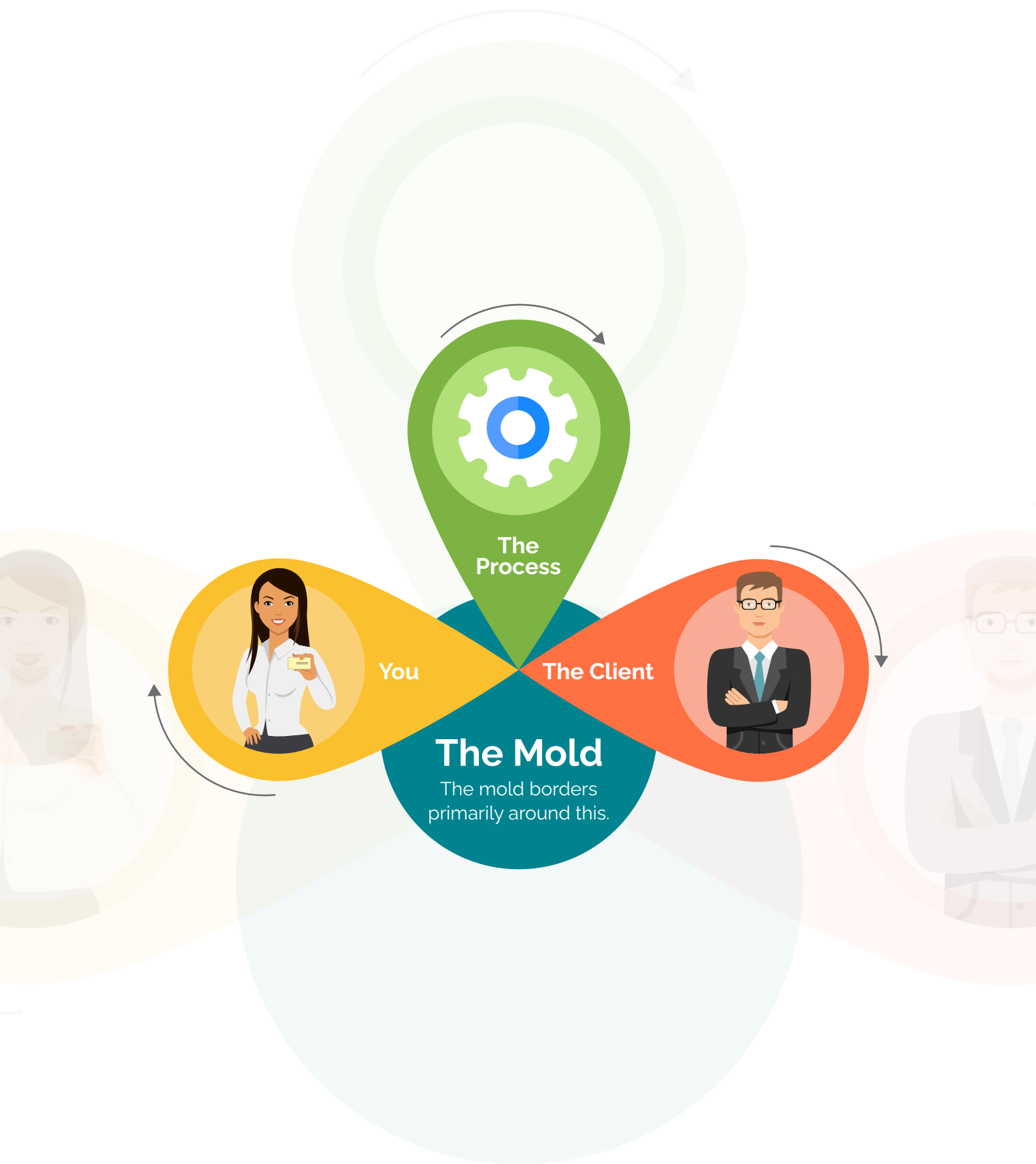
No great thing was accomplished alone.

So true!

To set a pace as an organization that places a high premium on ensuring standard practices are upheld, the Chekker medical mold has been designed to help you align with the procedures and bring you to par with the Chekker way.

If you have not watched our story, kindly click on this [link](#) to do so. You are highly significant to the Chekker story and we do not take it lightly that you have decided to embark on this journey with us.

Thank you!



You



Without you, there would be no service delivery as you are highly pivotal in the grand picture. It is however worthy of note that **you represent a brand on her way to making a global impact hence the need to appear in that manner.**

It is important that you look appealing at all times to the Patients/Clients being served as this makes it easy for the people being served to receive the service requested from you. For every collection process, you should be properly kitted, have the Chekker uniform on, your Identity card from Chekker, necessary kit (as distributed from Chekker - the bag), a warm smile and also good smell.

It is our desire that every one who is served by the Chekker team feels the Chekker touch whereby they know they are receiving quality care in a highly esteemed manner. At this point, it would suffice to mention that a major pillar that we go by is 'equality'.

On equality, anyone you get to meet regardless of their social status or class should be treated respectfully as we know that every human life counts and should be valued.

To other pillars applicable in the medical practice and in the work we do, we would consider the following.

AUTONOMY

Every customer, patient or client has a right to determine the care or service they receive or do not receive from you. In some instances, they also choose whether or not you be allowed to serve them. At every point, the opinion or choice of every Client should be respected. On occasions where a procedure requires explanation before it is done, you are to offer such explanations as it pertains to the patient's benefit. However, a procedure should never be forced on a client/Patient even if it has been paid for. Such cases should be communicated to the support team after which it would be taken up.

Worthy to mention also that while consent has been obtained before the test is conducted, it is required that verbal consent be also gotten from the person being served before the samples are taken.

NON-MALEFICENCE

This principle relies on doing no harm to the Patient/Customer. This is applicable in different instances. However, one to be greatly highlighted is the number of times a patient is pricked before the samples are gotten. There should never be any deliberate intention to inflict harm on any patient. To inflict harm is to engage in pricking the patient repeatedly or practicing what is called 'blind entry' when performing venepuncture.

To do no harm to a Patient also means you turn down accepting a sample collection procedure that you are well aware you are unable to carry out. Clients of Chekker are not to be practiced or experimented on as this can cause grave consequences. Pricking a patient on repeated occasions more than three times

would be greatly frowned upon and can consequently lead to the termination of your service provision with Chekker.

Another thing to note is there should be no form of harassment of any client whether verbal, physical or as considered to be harassment. Such cases reported would be greatly investigated and the outcomes can go as far as the patient decides to go. Chekker would not be liable for such actions. However, such cases would be investigated and your record (in terms of character, feedback, and service) would be put into consideration on such accounts. Avoid engaging in anything capable of putting you in uncomfortable situations in the course of collecting samples.

For this, screening pertaining to private parts will be limited/restricted to same gender of the Chekker team as the Patients.

Again, inflict no harm on the person you are serving, you are being entrusted with their care and such trust should not be betrayed.

BENEFICENCE

Simply to do good to those whom you will be serving in the course of working with Chekker. Our work lies largely in the speedy and quality delivery of diagnostic healthcare. Good speed is integral to what we do. Hence, timely arrival to the point of service delivery is essential.

At Chekker, we believe in the African time.



However, 'African time at Chekker means at least 10 minutes ahead of the stipulated time'. This is the African time we adhere to and it is important you align with this as well.

A good example is for a collection slated for 8: 15 am, you aim to arrive there for 8: 05 am. It is always on the good side to be early than to be late. It shows you value the people you are serving and gives a lasting impression of excellence. As much as lies in your power, see to arrive order locations on time. There is always a reward for repeated excellent delivery.

Don't be the Chekker member arriving late to the venue of sample collection. Speed is the rule of the game. It is our aim that upon accepting an order, clients are reached in less than 30 minutes.

We know that this is possible.

The Process



Every procedure is an experience. At Chekker we believe in leaving each client with a memorable experience. The encounter with a Chekker health personnel is one that should leave each client feeling honored. Again, every team member regardless of class, status, age or location should be highly respected.

Our culture is to promote the need to see value on every human life.

Now, every process would have its dynamics. While the principles of collecting samples remain the same, peculiarities in terms of taking the samples would vary from time to time. These peculiarities may arise as a result of age differences e.g in the instance of children or aged people who sometimes have veins that are not so visible. Hence there is the need to address each situation appropriately to the best of your ability.

A typical flow is expressed thus;

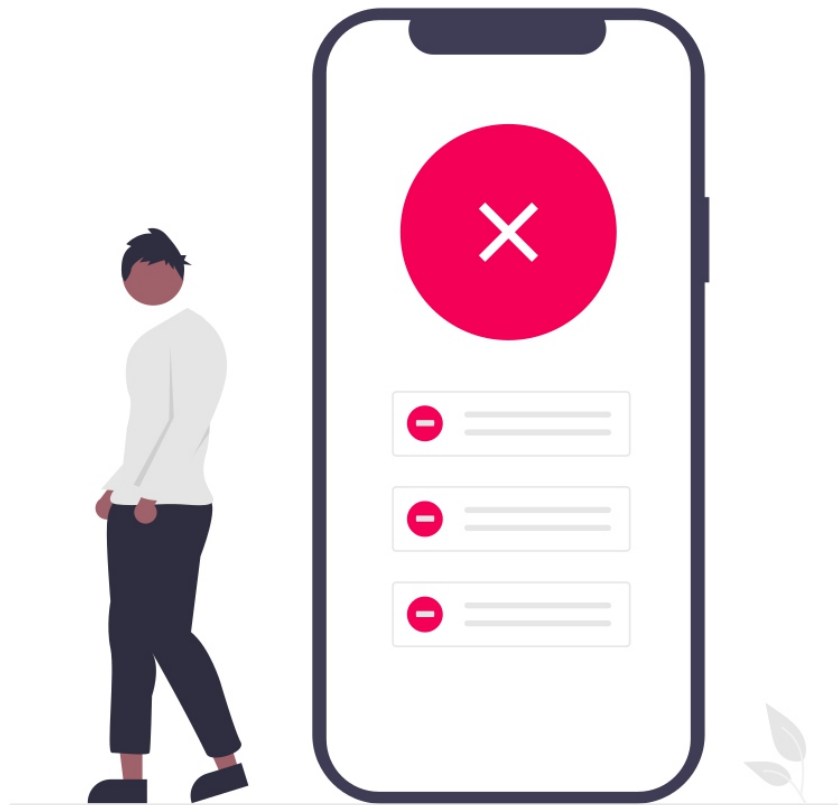
- The order is assigned to you or received. It is expected that by this time you have undergone the training on the use of the portal.
- Upon arrival, kindly introduce yourself, (gentle reminder that you are to be clad in the Chekker wear and also have the proper Identification form on you).

- Confirm details of the Patient/Customer.
- Having done that, confirm the tests that have been booked for, if there has been any form of mix-up, please communicate immediately with the support team and ensure all clarifications are done before proceeding.
- If there is a request for more samples to be taken, this can be done directly via the platform or again booked via the WhatsApp support.
- After samples have been confirmed ensure the bottles are well labeled (bottles should be labeled before samples are collected and the ziplocs as well).
- **As regards the bottles, it is essential to confirm that you have the appropriate bottles or tools in your kit required for the samples to be taken before leaving for the Patient's location. In the event that the required tool is unavailable, please see to get this before leaving for the location. (You are however required to document the items available to you on the sheet provided as this would aid in easy restocking of the items you require before they run out).** It is embarrassing to arrive at the place of assignment without having the necessary tools to work.
- For samples and required bottles, please find them in the document attached . Bottles should be used based on contents and not on colors as the same colored bottles may mean different things in varied situations. For example (while the green bottle is a Lithium heparin bottle in some settings, it may be an EDTA bottle in another setting). Hence the need to properly identify the bottles based on the **anticoagulants they contain** and not the **colors** alone. Errors with respect to this would not be pardoned.
- After all this has been confirmed, the right measures with respect to collections should be taken viz a viz wearing of gloves, cleaning the collection site for venepuncture with the alcohol swab, use of tourniquet, identifying the vein and the collection of sample. For other samples like the urine/stool collection, the

patient should be counselled on how to collect them. More often than not, urine samples are usually the mid-stream urine sample. For swabs, the appropriate collection site should be identified before proceeding.

- After samples are collected, the Patient should be thanked and used items be properly disposed in the hazard bags.
- (Please note that needles should not be recapped to prevent the risk of getting a needle prick). However, if you ever fall victim of a needle prick, kindly alert the support team so as to screen for viral markers and commence you on Post Exposure Prophylaxis (PEP) in case you have been pricked by a patient who is positive for HIV. To guard against preventable diseases, it is also highly recommended that you are fully vaccinated against Hepatitis B. If this has not been done, there is a provision with Chekker to get vaccinated. Details should be inquired of from the support team.
- After the procedure, see to wash your hands with water if available or make use of the sanitizers that have been provided in your kit. Never should a pair of gloves be used for two patients regardless of if they are a couple or siblings. It is not compliant with sanitary measures in health.
- The samples should be kept in the Chekker bag which should contain an ice pack for preserving the sample at the appropriate temperature.
- The sample will then be picked up by the laboratory dispatch team at your location.
- A completed order on your path is when the sample has been successfully delivered to the laboratory dispatch.

An order will be regarded as a failed procedure if;



The sample taken was inadequate

Wrong sample was taken

There was a spill out of sample before delivering to the lab dispatch.

The wrong bottle was used.

Sample was not preserved well leading to reduced viability of the sample.

Anything compromises the viability of the sample.

The Client



We exist because they exist.

The Clients/Patients of Chekker are people who have entrusted us with providing them the quality healthcare they deserve. Their expectation is that they be attended to swiftly and with great care. Anything less than that will lead to possible agitations from the Client being served. It is important to maintain your calm. In the event when a fault is from you or Chekker as a brand, kindly log on the complaint but seek to appeal to the client.

While we continuously aim at serving the best care, no client has the right whatsoever to assault you as a member of the Chekker team or make you uncomfortable in any manner. As such, unnecessary conversations should be avoided, extended stays at the location of the client or unprofessional acts of familiarity like waiting to be fed etc. should be avoided.

In the course of operations, some members of the team have been tipped to show appreciation, this can be accepted but should not be requested for. It is left to the discretion of the person being served to appreciate you if they deem fit.

The Clients are our priority. We would however reiterate it that acts of harassment in any form should be reported as we would fight such behaviors as a brand.

Conclusion

The journey to quality care delivery requires all hands be on deck and we believe that while these are principles to working at Chekker, they can also be inculcated at your respective work places.

Cheers to speedy innovative healthcare.

