

# Crosstown Clinic: Clinic Roles and Expectations

## Site Applicability

Crosstown Clinic

## Practice Level

Basic Skill: LPN, RN, RPN, CAS, MOA, Outreach worker

## Need to Know

- This document defines the nursing (RN, RPN, LPN), clinic assistant support worker (CASW), medical office assistant (MOA) and outreach support worker roles and expectations at Crosstown Clinic. Nurses rotate through different positions: provision, assessment, medication and float nurse during the shift as needed.
- One of the above nurses will accept responsibility of Charge nurse position in addition to regular assignment.
- Roles are rotated to help with the flow of the clinic and are not fixed. There are times when nurses will need to jump into other positions and cover nurses in other roles.
- Shift times are 07:00 to 15:00 and 14:50 to 22:50.
- Breaks are **11:35 to 12:35** for day shift and **19:00 to 20:00** for evening shift.
- **All Staff:**
  - Attend shift report.
    - 1) Help put clinic deliveries away.
    - 2) Ensure Injection Room (IR) and waiting areas are clean.
    - 3) Assist team with tasks, client follow up and care as needed.
    - 4) Help with orientation of new staff/students and clients.
- **All Nurses:**
  - 1) Sign ward stock key in and out of key lock box.
  - 2) Ensure site safety (maglocks are on, clinic key accountability, entry and exit of persons to and from the clinic).
  - 3) Communicate with prescribers using Situation, Background, Assessment, Recommendation (SBAR) format.
  - 4) Recognize a change in acuity of clients and delegate care as needed to RN or RPN.

## Roles

### Provision Nurse

- Read clinic history to check all doses and recent session attendance.

- Open Opiate Assisted Treatment (OAT) database and Electronic Medical Record (EMR) on provision computer.
- Receive shipment of injectable medications (patient specific and ward stock) from the pharmacy in the database. Check all syringes to ensure dosages are correct with pharmacist present and co-sign the narcotic count.
- Check prescription history
- With medication/float nurse, using independent double check, pre-waste and record all syringes marked for decreased dose. Do an independent double check and mark on Narcotic and Controlled Drug Record removal of iOAT wardstock syringe.
- Provide syringes to clients for self-administration using two-client identifier (two of either full name, DOB, knowing the client, facial recognition, PHN, recent photograph).
- Check that all empty syringes have been accounted for.
- Task prescriber group on Electronic Medical Record (EMR) to notify them each time a ward stock syringe is used.
- Check dose adjustment sheet.

**Provision nurse Shift Change duties after 15:00**

- On Friday and Saturday, receive shipment of injectable medications from the pharmacy in the database. Check all syringes to ensure dosages are correct with pharmacist present and co-sign the narcotic count.
- Gather unused syringes and prepare returns package for the next shift.
- After 2100 conduct glucometer quality check.

**Assessment Nurse:**

- Open Opiate Assisted Treatment (OAT) database and Electronic Medical Record (EMR) on assessment computer.
- Read dispensing notes and clinic history notes as needed and communicate pertinent information to team.
- Perform Pre/Post-assessments for all clients.
- Notify assistants when they can open the doors for clients to exit the clinic.
- Help organize flow into the injection room (IR).
- Supervise injections in IR once all pre assessments are completed.
- Document dose intolerances (if witnessed) or dose held results and other side effects in OAT and EMR.
- Update any clinical notes as needed.
- Check all duplicates (yellow Rx's) for accuracy in the database and file in prescription binder

**Medication Nurse:**

- Open EMR and OAT database on medication computer.
- Administer all regular and PRN meds using 7 "Rights" and two client identifier (two of either full name, DOB, knowing the client, facial recognition, PHN, recent photograph).
- Document all medication administration immediately after on the MAR and for PRNs in EMR using MADR\ or NN\ or AP\
- Administer and record all non-iOAT injectable medications (e.g. testosterone, vaccines).

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- When using ward stock oral narcotics, task Prescriber group when client is receiving a reduced dose as per missed days order to make them aware.
- When using ward stock oral narcotics, task Pharmacy group when client is requiring a restart of their full oral narcotic dose.
- Track due dates, expiry dates of all non-iOAT injectable medications.
- Check vital signs and weights on clients as indicated.
- Follow up with clients regarding health concerns.
- Keep medication records up to date i.e. if photograph is missing/out of date notify Charge Nurse.
- Update any clinical notes as needed.
- With provision nurse, use independent double check pre-waste and record all syringes marked for decreased dose.
- Restock applesauce, fruitlax, and PRN ward stock in medication cart.
- Perform patient-specific Slow-release Oral Morphine (SROM) count with oncoming nurse on evening shift.
- Perform ward stock Slow-release Oral Morphine (SROM) count with oncoming nurse on evening shift.
- Fill out ward stock SROM order form and bring to pharmacy when supply is running low.

**Medication nurse Shift Change duties after 15:00**

- Receive next day's Slow-release Oral Morphine (SROM) from pharmacy and perform count.

**Float Nurse:**

- Provide support and feedback to staff especially with challenging client behaviour.
- Open EMR and OAT database on second computer in cage. Organize staff in the injection room (assign duties i.e. chairs 1 to 4).
- Supervise injections in the IR.
- Client teaching and vein care in IR.
- With provision nurse, using independent double check pre-waste and record all syringes marked for decreased dose.
- Follow up with clients regarding health concerns.
- Perform nursing care duties as needed.

**Charge Nurse:**

- Liaise with staffing if there are any issues on your shift
- Carry charge phone
- Check and create new missed days alerts (pop-ups) – task can be delegated
- Check and annotate lab results → create tasks if needed (weekend only)
- Have everyone sign the “end of shift questions form” and complete online PCAP form.
- All doors locked, building alarmed (evening shift)
- Provide support and feedback to staff
- Ensure shift report has been completed and printed for the next shift

**Other Nursing Tasks:**

Daily Tasks (when short staffed, the charge nurse will need to prioritize these tasks and assign them):

- Check accuracy of communication sheet and update as needed.
- Liaise with Clinic Coordinator or charge nurse to update shift report as needed.
- Ensure next shift's pop-up's in OAT are in place.
- Connect with pharmacy staff throughout the day as needed and ensure hold list is completed.
- Support coworkers with client behavioural health challenges
- Help initiate behaviour support plans as needed with the Clinic Coordinator.
- Liaise with Clinic Coordinator or charge nurse regarding staffing, clients and any other issues or concerns during the shift.
- Coordinate communication between PCC Physician and Hospital or Jail:
  - Confirm the client is actively attending the program and explain to the jail or hospital physician about our program if they are unaware.
  - Provide the clients opioid prescription information (including Slow Release Oral Morphine or other opioids) for the last 3 to 5 days.
  - Alert the on-call physician of the communication provided. If the community or hospital physician requires a dose conversion or treatment recommendation, contact the on-call physician and provide the Jail or Hospital physicians contact information and the clients opioid prescription information.
- Liaise with community partners about mutual clients, as appropriate.
- If appropriate, speak with clients about consequences for behaviours and follow up with client when they return from missed sessions due to incidents.

Weekly tasks:

- Monday: Print a copy of injection list from the shift report and give to pharmacy
- Monday or Tuesday: Check weekly MARs: see MAR checklist in additional nursing tasks binder to make sure they are checked in a consistent manner.
- Tuesday: Print Narcotic Books: See shared drive for instructions
- Sunday: Perform Nursing Stock order

Monthly Tasks

- Monthly MARs: to be checked 3 to 4 days prior to end of month

**Clinic Assistant Support Worker Role**

- Performs reception duties such as meeting and greeting clients and establishing rapport with clients, taking and relaying telephone messages, allowing entry/exit from clinic, reminding clients of appointments and coordinating transportation to appointments.
- Performs general word processing and data entry functions such as inputting client information into relevant computerized systems, maintaining relevant registers.
- Works with clinic team members to manage the clinic environment by directing the flow of clients in and out of the clinic, diffusing hostile clients and assisting with performing client searches. Notifies appropriate personnel of escalating situations.
- Observes clients in the injection room, watching for diversion and adverse side effects of injection.

- Provides support in the injection room and waiting room by performing duties such as setting up and dismantling rooms and general tidying according to cleaning schedules, including cleaning cupboards and shelves.
- Delivers and disposes of supplies, biological materials and equipment by performing duties such as packaging, making arrangements for pickup and delivery and transporting in accordance with established procedures.
- Maintains inventories of clinic supplies and equipment by performing duties such as monitoring inventory levels, identifying requirements, processing requisitions, and receiving, verifying, documenting, distributing, and storing shipments. Shared duty with MOA.
- Monitor basement safety for floods or leaks throughout the shift.
- Monitor and top up all basement toilets with water once a week to ensure it does not run dry.
- Bag up the recycling at the end of the night.
- Provides general information and literature (e.g., pamphlets) to clients in relation to harm reduction supports available (e.g., needle exchange, sexual health screening) and provides information regarding available clinic services.
- Order health promotion materials and ensures that health promotion materials are stocked and replenished. Shared duty with MOA.
- Assists with security functions for site, checks that doors are locked and maglocks are working at start of shift, after break and after emergency services have left the building, escorts unwelcome visitors out of the building, reports incidents to appropriate staff or authorities as needed.
- Takes a photo of the clinic visit screen of the OAT database when there is a fire alarm or evacuation of the building to assist with tracking of clients.
- Partners as a member of team by attending quality improvement meetings, supports the completion of quality improvement initiatives by taking minutes and gathering and compiling basic data.
- Work collaboratively with the interdisciplinary team to provide general health system navigation.
- Complete missed days calls to clients who are absent for more than 48 hours.
- Provide emotional support for client during overdose recovery.
- Provide emotional support and support orientation for a patient initiating treatment.
- Provide reflective listening and compassion.
- Liaise with recovery service providers to ensure member access to services.
- Comply with Providence Health policies and procedures.
- Performs other related duties as assigned.

### **Outreach worker**

- Check email for DTES notification alert at the start of the shift, before leaving the clinic, and frequently throughout the day.
- Check EMR task list for tasks to be followed up with.
- Check EMR calendar for upcoming appointments.
- Check outreach worker wall file for laboratory or examination requisitions.
- Liaise with social workers, prescribers, and charge nurse for any outreach requests.

- E.g: missed days outreach, hospital admissions, areas of concern, accompaniment to the hospital or urgent care
- Liaise with clinic assistants to make them aware of who needs to see outreach assistant for the day.
- Connect with clients to make plans and arrangements for the appointments; confirm information needed for the appointment.
- Accompany clients to appointments on foot or using a taxi and/or public transit.
- If client is in hospital, contact unit to speak to primary nurse to see if it is appropriate to visit and if appropriate, set up a time for visit so that client is aware.
- For clients admitted into hospital, determine if client has any special requests for items to bring to them.
- Provide outreach to clients who are on missed days if safe and appropriate to facilitate their return to clinic.
- Connect with clients with upcoming appointments to make and confirm plans.
- Talk to clients after they've had a negative experience in the clinic so that clients feel heard and feel that they have an ally and share with the Clinic Supervisor.
- Accompanies Social Workers or nurses with home visits as necessary.
- Keep all receipts for items bought to submit for reimbursement, provided that approval was given by Clinical Coordinator or Manager.
- Work collaboratively with the interdisciplinary team to provide general health system navigation.
- Emotional support during overdose recovery.
- Provide emotional support and support orientation for a patient initiating treatment.
- Provide reflective listening and compassion.
- Liaise with recovery service providers to ensure member access to services.
- Comply with Providence Health policies and procedures.
- Performs other related duties as assigned.

### **Working Alone Protocol**

- Please refer to: [Working Alone or in Isolation Policy](#) Carry a phone provided by Crosstown Clinic.
- Staff to input their outreach appointments into EMR calendar and make charge nurse aware each time they leave from and return to the clinic for outreach.
- Staff to check-in with charge nurse indicating where they are and an estimated time of return to clinic via a phone call or text message to the clinic mobile phone.
- Staff to provide an update to the clinic mobile phone each time they change destinations or every hour when they are away from the clinic providing outreach, whichever occurs first.

- Liaise with other building staff members for a two-person visit to clients' rooms if there are staff concerns.
- Liaise with clinic staff for a two-person visit to clients' rooms if it is a non-staffed building and there are staff concerns re: safety.

**Emergency Response Protocol**

- Charge nurse to make Leader/Supervisor aware that a staff member has not checked-in.
- Charge nurse to call the contact numbers provided by the staff member.
- Leader/Supervisor or designate to perform a visual check for the staff member at the last known location as appropriate.
- Leader/Supervisor contacts the police to have them check the staff member's last known location as appropriate.

**Medical Office Assistant**

- Schedules and confirms client appointments by receiving appointment request or referral, entering client information into applicable computer system(s) and/or appointment scheduling system(s), booking a time slot, making follow up appointments and cancelling or adjusting appointments.
- Assists with client intake by obtaining urine drug screen, confirming contact information, taking client's photography for database and entering information into applicable database system.
- Directs client flow in and out of the clinician offices and maintains clinician schedule for the day.
- Maintains inventories of clinic supplies and equipment by performing duties such as monitoring inventory levels, identifying requirements, processing requisitions, and receiving, verifying, documenting, distributing, and storing shipments. Shared duty with Clinic Assistants.
- Orders health promotion materials and ensures that health promotion materials are stocked and replenished. Shared duty with Clinic Assistants.
- Maintains filing systems including filing, labelling, and ensuring appropriate documentation is maintained on file.

**Persons/Groups Consulted:**

Nursing group, Crosstown Clinic

**Developed By:**

Practice Consultant, Professional Practice  
Clinical Coordinator, Crosstown Clinic  
Patient Care Manager, Crosstown Clinic  
Charge Nurse, Crosstown Clinic  
General Nurse Educator, Professional Practice

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**Revised By**

Patient Care Manager. Crosstown Clinic

Clinical Coordinator. Crosstown Clinic

<b>Initial Effective Date:</b>	10-DEC -2019
<b>Posted Date:</b>	23-NOV-2021
<b>Last Revised:</b>	23-NOV-2021
<b>Last Reviewed:</b>	
<b>Approved By:</b>	PHC
	Professional Practice Standards Committee
<b>Owners:</b>	Urban Health/Crosstown



## APPENDIX A: Absent Algorithm

