

Komen Tissue Bank--Tissue Collection Event

Date created/revised: 02/11/2014

Donor Check-in Job Description

1. Donor arrives at Women's Clinic and approaches the Donor Check-in area which is marked with signage.
2. Ask the donor the time for her appointment. If she is earlier than 15 minutes, explain to her that to keep our donation appointments on schedule she may check in 15 minutes before her scheduled time. Inform the donor that she may help herself to the coffee/smoothie cart while she waits and direct her to the waiting area. Donor Check-In may be required to check coats seasonally. Coat rack will be located adjacent to the Donor Check-In area.
3. If the donor arrives within 15 minutes of her appointment, note her arrival time on the donor check-in list and highlight. If the donor is a part of a special donation group and requires a special packet, give the packet to the donor and explain that this will be the only packet that she will receive.
4. After the donor has been checked in, give the donor her Height/Wt. card. If the donor has pre-registered, this card will be in your Height/Wt. box. Instruct donor to have this card available when she arrives in the Height/Weight area (The donor does not fill out this information).
5. If a donor's name does not appear on the list, but she insists she registered, add her name to the donor list and write her name on a generic Height/Wt. card which can be found at the back of the Height/Wt. box.
6. If the donor has a mammogram disk in her possession, instruct her to keep with her until it is asked for during the consent process.
7. Give the donor a bottle of water and encourage her to drink water to keep hydrated as she goes through the donation process.
8. Thank the donor for donating today.
9. Notify Donor Escorts that the donor is ready to be escorted to the consent area.
10. Periodically take stock of the reservation list and note any no shows. Call any donor who is over 30 minutes late. If she is lost, help her with directions and explain that she will be checked in as soon as she arrives. If there is no answer or you do reach her and she has a conflict, tell her of the next Indy donation day – if we have a set date – and tell her we hope to see her at that time. Highlight no shows. This makes it very helpful to know at the end of the day if there are openings for volunteers that would like to donate.
11. All donors must have a reservation—having said that, we try not to turn away walk-ins. If someone walks in with no appointment and wants to donate, please contact Kathi Ridley-Merriweather for approval.
12. We always get requests from volunteers who would like to donate. Start a waiting list with their name, cell phone number, and area where they are volunteering. Explain to them that we will need to see how many no shows we have to see how many spots are open at the end of the day. 12:00-12:30, check with Kathi on the number of donation spots open and begin contacting volunteers to let them know they may check in and begin the donation process.

Materials needed:

Two copies of the donor's schedule
Height/Wt. Card Boxes
Highlighters
Pens

Donor Check-out Job Description

1. Donor departs after tissue donation process and approaches Check-out desk.
2. Thank donor and check her off the appointment list.

3. If donor is still in possession of her plastic folder with the contents, please **immediately** have her escorted to the consent group leader before she leaves the building.
4. Check your appointment list for donor's t-shirt size or ask what size she would prefer.
5. Give her the goody bag with t-shirt, breast health information, and Vera Bradley gift.
6. Remind donor that there is an ice pack and the doctor contact information in case they have any post-procedure concerns.
7. Give the donor a parking pass for the Vermont Street parking garage and thank her again for donating today.

Materials needed:

Two copies of donor's schedule

Highlighters

Pens

Parking passes

Take home bags should include:

gift items

additional ice packs

post-procedure instructions

breast health information

Pink take home copy of the consent