COVID Staffing Summary – Testing Site Positions

Testing Site Managers: Mike Giles and Peter Cruz

Role Summaries:

Call Center Representative (3 full-time equivalency positions):

Phone queue management; patient appointments

The role of call center representative is primarily to receive incoming phone calls and schedule appointments for testing.

Call center representatives triage phone calls arriving to the Johnny’s testing site. Those that require medical and/or detailed response are transferred to Thelen Student Health Center (TSHC). Call center representatives will review daily testing schedules, managing schedules during peak volumes to quickly identify no shows and reopen testing slots to reduce appointment waste.

Call center representatives can perform this work either remotely or onsite at the testing location. Individuals on AWA can hold this role.

- Jenni Winter and Diane Maxwell from FIN ISD managed this at Johnny’s in the fall.

Line Managers (3 full-time equivalency positions):

A line manager greets patients as they enter; issues patients a disposable face covering if they do not have a cloth one; directs traffic; ensures social distancing. The line manager also inquires whether the patient has completed the pre-test questionnaire. If they have not, they are taken out of the line and directed to do so before going to Registration.

- This was primarily staffed in the fall with Finance ISD employees as well as a few reassigned ISU and temp agency employees

Registration Desk (4-6 full-time equivalency positions):

Checks people in using ISU-created registration system; ensures pre-testing questionnaire was completed; validates patient information (symptomatic, known contact, athlete, etc.); prints labels and prepares test kits; supplies materials to patients (what to do while awaiting results, blood bank information)

- This was primarily staffed in the fall with Finance ISD employees as well as a few reassigned ISU and temp agency employees.

Staffing/Scheduling Commitment

- The employee commitment is for the duration of the spring semester.
A consistent and stable staff (vs. new people each time) is the foundation to creating stability in a changing environment.

COVID-19 has been anything but predictable, so staff would need to be understanding with last-minute changes (Unit Managers work to minimize that).

The Unit Manager may consider exceptions to full-time staff commitments.

- Testing site operations in the fall were Monday/Tuesday/Thursday/Friday: 8AM – 4PM; Wednesday: 9AM-4PM; Saturday: 9AM-noon
  - Hours were occasionally adjusted to accommodate surges in cases and testing strategies
  - Provided periods of support to Athletics for their testing during fall semester: 7:30AM-4PM M-F and on Wednesday mornings from 7:30-9.
  - End of fall semester pre-departure testing operated for 6 days from 8AM– 6PM.

- Some weekend availability is expected.
  - Staff sizes are typically smaller on the weekends.
  - Weekends are typically staffed on a rotating schedule.
  - May consider alternative weekend staffing to allow weekday coverage to remain intact.

- Base schedules will be set in order to allow for better planning. Deviations to the set schedules require Unit Manager approval.