



## Frequently Asked Questions for Site Coordinators

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### General questions

#### Who should I contact if I have questions?

For all questions relating to specifics of hosting your flu shot clinic, please contact our vendor:

Homeland Health Specialists, Inc.

email: [brenda@homelandhealth.biz](mailto:brenda@homelandhealth.biz)

Brenda Johnson: 763-746-8060

For general questions and updates to the flu clinic schedules on the MMB SEGIP flu webpage (times, dates, locations, contact people), please contact Dawn Cvengros, 651-259-3705, or [dawn.cvengros@state.mn.us](mailto:dawn.cvengros@state.mn.us).

#### How do the registrars help participants?

Registrars will check the consent form and health insurance information before the participant is able to get vaccinated.

#### What documentation do employees need to show to get a shot?

A current insurance card and completed consent form. We suggest participants complete their consent form ahead of time. It will minimize their time spent at the clinic.

## When do we start "advertising" the clinics?

We suggest you begin to advertise your clinic no later than two weeks before it is scheduled. Campaign posters and email templates are available for this purpose. You will find them in [Campaign Resources for Site Coordinators](#).

## Will there be more than one nurse visiting our site?

Depending on the estimated size of your clinic, there may be more than one nurse at your site. Each nurse will have an accompanying technician.

## What are the features of the campaign this year?

- **Clinic essentials:** The injectable (flu shot) vaccine, FluMist, and consent form. All flu vaccines administered at our worksite clinics are preservative-free and quadrivalent vaccines.
- **Promotional materials:** Including a poster, web graphics, template emails for you and your agency's leader, and template articles for your intranet or newsletter. Please work with your agency's Communications department to leverage these resources, which are found on the [Campaign Resources for Site Coordinators page](#).
- **Free for Advantage members:** The seasonal flu shot will be offered at no out-of-pocket costs to employees at our worksite clinics upon presentation of their Minnesota Advantage Health Plan ID card.

## What if the clinic information on the SEGIP website is incorrect?

Coordinators should visit the [MMB SEGIP flu webpage](#) to check the [clinic locator](#) and make sure your clinics are listed correctly. Discrepancies should be reported to Dawn Cvengros at 651-259-3705 or <mailto:dawn.cvengros@state.mn.us> immediately.

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## Site Coordinator expectations and materials

### What will be expected of me as site coordinator?

- Confirm time and date of your clinic and your contact information.
- Reserve room and set-up. Room should provide some privacy and social/physical distancing.
- Consider if the room provides one flow of traffic for participants. One way to enter; another to exit.
- Promote flu shots within your agency; please work with your agency's Communications Department to leverage template materials.

- Observe COVID-19 safety plans for your agency. Consider how you will assist Homeland Health staff and participants to adhere to your COVID-19 health screening/safety guidelines.
- Answer questions of participants.
- When appropriate, request volunteers to help (Note: the clinics will be staffed by visiting nurses and technicians; however, depending on the estimated number of participants at your clinic, you may wish to have additional volunteers to help with set-up and directing foot traffic and social distancing at the clinic.)
- Provide a map and/or directions to the room to visiting nurses
- Greet visiting nurses and technicians.

If your facility requires a parking permit or pass for the visitors, please mail them two weeks ahead of your scheduled clinic to:

Homeland Health Specialists, Inc.  
 1621 E Hennepin Ave, Ste. 230  
 Minneapolis, MN 55414

### **What material will I receive?**

You will receive material electronically:

- Information from Department of Minnesota Management and Budget (MMB) (updates) on an "as needed" basis.
- An email from Homeland Health with your scheduling link, if your clinic is scheduling appointments.

On the [Campaign Resources for Site Coordinators page](#) you will find:

- Posters to promote your clinics
- Email templates, including a draft message from your agency's leader
- Intranet or newsletter article template
- Web graphics
- Consent forms
- Links to flu information from the Minnesota Department of Health and Centers for Disease Control and Prevention

### **Will a consent form be provided?**

The consent form for flu shots is available on the [SEGIP website](#). We suggest participants complete the consent form ahead of time to minimize their time spent at the clinic. Consent forms will also be available at the clinic.

## **Does the consent form need to be completed before arriving at the clinic?**

During COVID-19 pandemic, we suggest participants complete it ahead of time to minimize their time spent at the clinic. Participants will also have the option to complete the consent form at the clinic.

## **How do I set-up the site?**

- Be sure you have the room reserved. Room should provide privacy and social/physical distancing.
- Set up one flow foot traffic for participants. One way to enter; another way to exit.
- Screens for privacy are not required; however, if a participant must disrobe for access to their upper arm, be prepared to direct the nurse to a restroom or private area to give of the vaccine.
- Reserve one table and two chairs for each visiting nurse; one for the nurse and one for the participant. (The nurses prefer swivel chairs, arms are not required.)
- Reserve a table and a chair for each technician and volunteer.
- If appropriate, schedule volunteers to help with registration and coordinating foot traffic during the clinic.

## **Who do I report room changes to?**

Dawn Cvengros at 651-259-3705 or <mailto:dawn.cvengros@state.mn.us>.