

## **Komen Tissue Bank--Tissue Collection Event**

### **Donor Check-in Job Description**

1. Donor arrives at the tissue collection event site and is escorted to the Donor Check-in area.
2. Ask the donor the time for her appointment.
  - a. 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. Direct her to the waiting area and ask her to please return closer to her appointment time.
  - b. If the donor arrives within 15 minutes of her appointment, note her arrival time on the donor check-in list and highlight.
  - c. 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.
3. 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).
4. If a donor's name does not appear on the list,
  - a. If she says she is 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.
  - b. If she is a walk-in, check with Kathi Ridley-Merriweather for approval before checking her in.
5. 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.
6. Give the donor a bottle of water and encourage her to start drinking now to keep hydrated as she goes through the donation process.
7. **Thank the donor for donating today.**
8. Notify Donor Escorts that the donor is ready to be escorted to the consent area.
9. 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, make a note. 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.
10. 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.
11. 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** notify the consent collector before she leaves the HIP 10 area.
4. Double check that the donor has an ice pack already in place in her bra. If it is in her hand,
  - a. Help her put it over her incision right away
  - b. Notify a KTB staff member so that we can make sure that surgeon asst. is reminded.
5. Check your appointment list for donor's t-shirt size **or** ask what size she would prefer.
6. Ask the donor if she needs a parking voucher and give her one.
7. If the donor needs materials in Spanish or Chinese, add these to her bag.
8. Give her the goody bag with t-shirt, breast health information, and Vera Bradley gift, lunch voucher, and parking/transportation.
9. Remind donor that there is an ice pack and the doctor contact information in case they have any post-procedure concerns. Remind her to read all the paperwork in the bag as soon as she can.
10. Mark the Tshirt size on the Donor Check Out list.
11. **Thank her again for donating today. Have a donor escort walk her as far as necessary toward her car.**

### **Materials needed:**

Two copies of donor's schedule

Highlighters

Pens

Parking passes

Magnets

### **Take home bags should include:**

gift items

additional ice packs

post-procedure instructions

breast health information

Pink take home copy of the consent