

KROGER HEALTH



ON-SITE CLINIC WELCOME PACKET

2024



Thank you for choosing Kroger Health as your trusted health and wellness services provider!

At Kroger Health, our vision is to help people live healthier lives, and our mission is to improve health outcomes with simplified solutions that combine health, wellness, and nutrition. These principles guide us in providing excellent healthcare to every patient, every time.

Contained in this document is information and guidance that will help you prepare for your upcoming on-site clinic.

We look forward to providing customized, quality healthcare that meets your employees' needs!



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Participant Scheduling



Utilize the Scheduling Roster on the last page of this document to assign a timeslot for each participant.

Hosting a clinic with a large number of participants? Ask your Kroger Health contact about the option of an online scheduler.

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Day of Event - Set Up

The Kroger Health team may arrive and require up to 30 mins to set up the area and materials they need to provide service. Please direct them to the designated area.

Ensure they have access to the following items:

- Lunchroom/Conference Room or designated space to perform services
- Adequate number of table and chairs
- Trash cans/bags
- Wi-Fi Connection
- Pre-printed vaccine consent form and pens



What to Expect: Before, During & After the Vaccination Event

Participants are encouraged to fill out consent form prior to the event. If they have not, they will be required to do so during check in/prior to receiving their vaccine(s).

We encourage all participants to arrive to the designated area approximately **5 minutes** prior to their scheduled appointment. This allows for traffic/crowd control, and also keeps things on schedule.

Those receiving a vaccine should bring with them:

- **their government issued ID**
- **insurance card (if billing patient's insurance)**
- **vaccination consent form.**

At larger events, a Kroger Health team member will collect consent forms and documents as participants are checked in. At smaller events, the Kroger Health team member who is administering the vaccine may collect the required paperwork during patient's scheduled appointment.



What to Expect: Before, During & After the Vaccination Event

(Continued)

At smaller events, the Kroger Health team member who is administering the vaccine will collect all required documentation.

At the completion of the event, Kroger Health team members will adhere to strict cleaning protocols. Team members will ensure the workstation is sanitized thoroughly, as well as remove and properly dispose of medical waste.

Regular and open communication in the days and weeks leading up to the event is expected and encouraged. This ensures all event details are confirmed ahead of time – and provides the opportunity to discuss any needs or situations unique to the participating organization.

Kroger Health is committed to providing a safe, comfortable, and efficient experience for everyone and looks forward to working with you!

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Frequently Asked Questions



Q: When must we notify Kroger Health of final headcount?

A: Please notify Kroger Health of final headcount no less than 3 business days prior to the scheduled event day.



Q: How many forms are required by participants and can they be filled out ahead of time?

A: Each participant is required to fill out and sign a vaccination consent form. This form will be provided to the participating organization prior to the clinic so that it can be distributed to employees.



Q: How will I be charged for my services?

A: Depending on the contracted organization's billing preference, which is confirmed during the contracting phase, Kroger Health will do one or both of the following:

- bill the customer for each participant's service via invoice (typically sent one week following the close of Kroger's period schedule)
- submit a claim through the participant's third-party insurance provider

Frequently Asked Questions

(Continued)



Q: What should the participant bring with them the day of the event?

A: Completed consent form, government issued ID, and insurance card (if insurance being billed)



Q: Will there be extra doses that could be distributed to walk-ups?

A: The contracted organization will provide the number of participants ahead of the event. Kroger Health will bring the proper number of vaccines to service that headcount. If a participant is unable to make their appointment, another participant is able to take their place. Those unable to receive service at the on-site clinic can use a voucher in our pharmacies/clinics with approval of the contracted organization.



Q: What happens if a Participants misses the clinic?

A: With the approval of the contracted organization, Kroger Health can provide a voucher for the participant to use at their local Kroger Co. Family of Pharmacies or Clinic location.

Frequently Asked Questions

(Continued)



Q: Will Kroger Health provide EpiPens?

A: As required by our medical emergency plan, the Kroger Health team will bring an emergency kit with supplies (including EpiPens) in case they are needed.

Our licensed healthcare professionals are trained to address side effects that may arise after a patient receives a vaccine.

It is important for each participant to remain in the observation area for the required amount of time to ensure the Kroger Health team is available should an adverse event occur.



Q: Will Kroger Health remove and properly dispose of medical waste from the event?

A: Yes.



Q: Is it safe to get a flu vaccine and COVID-19 vaccine at the same time?

A: Yes. Our Kroger Health team follows the latest CDC guidelines, including the permission of receiving other vaccines at the same time as a flu vaccine.

[Read more here.](#)

Frequently Asked Questions

(Continued)



Q: What staff will Kroger Health provide?

A: Based on the anticipated number of participants, Kroger Health will provide staffing for registration, administration, and post-monitoring.



Q: Will Kroger Health Provide PPE?

A: Kroger Health will supply PPE for our staff.



Q: What staff will my organization provide for the event?

A: An on-site event coordinator and an associate for crowd control/directing would be helpful.

Frequently Asked Questions

(Continued)



Q: Will Kroger Health provide signs for the event?

A: Yes. Kroger Health provides signs for the event. Types of signs include arrows, station names and general event awareness.



Q: Which flu vaccine will you be administering?

A: Depending on availability of supply, our Health Care Providers will determine the best vaccine for each individual.

We offer:

Seasonal flu vaccine – suitable for most people.

High-Dose flu vaccine – suitable for people aged 65+.

Recombinant/Cell-Based Flu Vaccine – suitable for those with an egg-allergy.

[Learn more here.](#)



Please reach out to your Kroger Health point of contact at anytime to address any questions or concerns you might have:

www.krogerhealth.com