Procedure C-6: Asset Management – Gift Card Distribution

I. Receiving Gift Cards at MDHFS

A. When gift cards are received, the Program Aide/SBC administrator will have the serial numbers of each card copied onto a Gift Card Acknowledgement Form.

B. The card(s) and the form will be clipped together and placed in an envelope.

C. A second copy of the Gift Card Acknowledgement Form will retained by the Program Aide/SBC administrator for tracking purposes.

D. The cards will be checked-in on the SBC Gift Card Tracking Form and locked up.

E. The cards will then be locked in the safe.

II. Requesting Gift Cards

A. The nurse/health educator is responsible for submitting gift card orders to the Program Aide using the Clinic Supply Order Form.

B. The nurse/health educator will order no more than an estimated two-week supply of gift cards. For security reasons, large quantities of gift cards will not be stored at clinic sites and gift cards will not remain at clinic sites for an extended period of time.

III. Distributing Gift Cards to the Clinics

A. The gift cards will be checked out via the SBC Gift Card Tracking Form.

B. The number of cards will also be checked-out to the clinic in AssetTrax.

C. The cards will immediately be placed in the locked clinic courier bin for transport.

IV. Receiving Gift Cards at the Clinics

A. When gift cards are received by the clinic, they are to be checked-in on the SBC Gift Card Tracking Form at the clinic.

B. Once checked-in they are to be locked in the chart filing cabinet. They are not to be stored in a provider's desk drawer whether it locks or not.

1. SupplyRequest_ClinicSupply_mmddyy.xml
2. SupplyRequest_MedsVaccines_mmddyy.xml

V. Distributing Gift Cards to the Patient

A. The nurse/health educator will request the number of gift cards needed from the locked chart filing cabinet.

B. The cards being taken will be checked-out on the SBC Gift Card Tracking Form.

C. The patient and the nurse/health educator will sign the Gift Card Acknowledgement Form.

D. The original Gift Card Acknowledgement Form will be sent back in the locked clinic courier bin to be placed on file. The form will then be paired with the copy retained by the Program Aide/administrator.

E. A copy of the Gift Card Acknowledgement Form will scanned/placed into the patient's file.

VI. Auditing of Gift Cards

A. The SSI and NRN coordinators will monitor the return of Gift Card Acknowledgement forms from all the clinic locations and ensuring prompt return.

B. Monthly audits will be performed by the Program Aide/SBC administrator to ensure that all cards can be accounted for and all procedures are being followed. Any discrepancies or concerns to be reported to the SBC manager for follow up action.