

A Day in the Life of a Center Medical Specialist (CMS)

A career at Grifols offers tremendous advantages, such as exceptionally meaningful work in an area of healthcare that ultimately saves the lives of patients with rare diseases. A single patient requires hundreds of donations to obtain enough protein to treat their disease for a single year. At Grifols, the work you do truly makes a difference every day. As part of helping you make an informed decision about becoming a Center Medical Specialist (CMS), we want you to better understand this dynamic role.

The CMS has a **VITAL ROLE** in center operations. Regulations mandate that any time a donor is present in the center for medical screening or donation, a CMS must be in the center as well. This means the CMS plays a crucial role in the plasma collection process. However, it also means that CMS hours and job tasks are often determined by unforeseen circumstances and the arrival patterns of donors. Staff schedules are prepared ahead of time to help promote work-life balance, but CMSs must also be flexible in order to respond to:



- Donor characteristics and flow, which affect the amount of time spent on medical and non-medical job tasks
- Adjustments to your training schedule, particularly in your first 90 days
- Morning, evening, and weekend hours may be required to meet the needs of donors

The **VARIETY** of CMS job tasks keeps the role interesting and often fast-paced. While not as hectic as some hospital environments, any given day could include:



- Ensuring eligibility, health, and safety of our donors and the plasma collected
- Operating as a medical professional, a pre-donation screener (donor center technician), and/or a phlebotomist
- Giving physical exams and taking medical history
- Handling mild donor adverse events and counseling donors who had a reactive blood test

The **INTELLECTUAL STIMULATION** of the position stems from its wide variety of responsibilities and the need to stay current on our protocols. Our strict protocols allow our plasma to be approved and used to treat patients all over the world. This makes the donor center staff, and especially the CMS, a key contributor to global health. Our protocols often involve:



- Inspections and observations from all staff
- CMS awareness of process changes
- Comfort with repetition and adherence to standard operating procedures

CONTINUAL LEARNING is a big part of this role—independently and through formal training. Building a lifelong career at Grifols is a real possibility. Development opportunities include:



- Multiple career paths and career progression in training, quality, compliance and operations management
- Self-taught and self-paced learning
- Access to courses at Grifols Academy that may meet the continuing education requirements for your license

CUSTOMER SERVICE is a vital part of the donor center experience. We count on donors becoming regular patrons with whom you can build relationships over time. Many of them arrive with a happy disposition and depart the same way, which is our goal. However, some donors may become frustrated if they're unable to donate due to failed tests or unfavorable health events during collection procedures. In all cases, donor staff need to exhibit respect and courtesy.

Be sure to ask questions about any of the unique aspects of the CMS role when you interview with us. We hope this information helps you come to an informed decision about this exciting opportunity to make a difference at Grifols every day!