

2023 PATIENT FLOW

Patient Numbers

- Friday and Saturday at 5:00 a.m. an announcement will be made that personal items should be returned to cars and restroom trips should be made in anticipation of patient registration opening at 5:30 a.m.
- No later than 5:15 a.m. each morning, each patient receiving treatment will be given a wristband with their initial patient number ensuring first-come, first-serve order.
- Green wristbands should be distributed on Friday, yellow on Saturday.
- If someone is accompanying a patient and they themselves are not receiving care, they should not receive a patient number.
- **The first 75 patients must have numbered wrist bands by 5:30 a.m. when the clinic doors open in order to fill the clinic floor by 6:00 a.m. when the clinicians are ready to go.**

Name Tags/Wristbands

- Friday and Saturday at 5:15 a.m. a small team of Patient Greeters will walk the line greeting Patients (equipped with clipboards, name tags and Sharpies, no photo stickers, language stickers). **
- Patient Greeters will greet Patients with a smile, welcome them and inquire, "What name can I put on your name tag for you today?" **
- The Patient's name/nickname will be written on the name tag with a Sharpie. If the patient requires an interpreter, the language should also be noted on the name tag. The Patient Greeter will peel off the backing and hand the name tag to the Patient so that he/she can place it on his/her shirt.
- After receiving name tags, Patient Registration Volunteers will hand each patient their registration form, survey, education questionnaire (unless they are one of the first 75 patients of the day), comment card and blue pen on a clipboard. They will also provide all children 17 and under and their parent/guardian with an additional, non-numbered wristband in case they get separated. The other family members' name should be written on the band (e.g. the child's name written on the parent's band and the parent's on the child's band.) It is only necessary to band one parent/guardian with each child. The child's wristband should also contain the parent's cell phone number.
- **The first 75 patients must have their registration and survey forms completed when the doors open at 5:30 a.m.**
- **New in 2023, the first 300 patients each day will complete their paperwork before going inside. If the patient registration lead has not heard from the chair or program coordinator by that point regarding letting more patients in, he/she should check with one of them to see if the next 50 patients should be given their registration materials. They should check again at 350 and 400.**

** Interpreters should be available and ready. **

Patient Registration

- Patients will be instructed to complete the blue highlighted areas of the registration forms AND to sign the form.
- Adults will complete their own forms and those of any chaperoned child requiring treatment.

- Keeping the patients in numerical order, patients will be led to the data entry stations inside. **NOTE:** The first 75 patients of the day will NOT stop at the survey station or patient education (unless there is a backup in medical triage).
- Patients should always be kept in numerical order to ensure first come, first serve order so some adjustment may need to be made if they complete their paperwork faster than a patient with a lower number on their wristband. Exception – if there is no wait to go into medical triage, then they should be taken through to data entry as soon as they have completed filling out their patient registration form.
- Patient Registration Volunteers will assist Patients if needed and actively review forms to ensure that they have been completed properly including being signed.
- Families having any children 10 and under with none of the other family members with them receiving care, will be pulled from line at 7 a.m. and escorted directly to Patient Education, then to Routing before going directly to the Pediatrics waiting area. They will NOT be seen in medical or dental triage. (refer to child processing below)
- Children over the age of 10 will be seen in the regular departments. However, they are to remain with a parent/guardian at all times beginning with medical and dental triage.
- Families with children 17 and under will be kept together. Those 11 and over will be seen in medical and dental triage. The family will remain together at all times and be routed to Pedo/Family Restorative.
- Patient Registration Ambassadors will be assigned to Restroom Duty. Ambassadors will accompany Patients to the *Restrooms* and back in small groups. Children must be chaperoned by a Parent or Guardian in addition to the ambassador. While outside, patients should use the portable toilets provided. They should not be taken inside to use the restroom.
- Family and friends accompanying an adult and not receiving care should be given a non-numbered wrist band that has the name of the patient they are accompanying on it. They are to be directed to the Gathering/Family Area which is located past the patient exit to wait for the person(s) they accompanied. They should be informed that should they leave the building for any reason, they will NOT be allowed back in.
- If a patient is given a patient number and patient registration form but leaves prior to going through medical triage, “WALKED” should be written across their registration form. They should be accompanied by a Patient ambassador directly to *Exit* where they will be provided with any relative information and a dental care bag. A Patient ambassador will accompany the Patient to the *Patient Exit Doors and hand the patient’s clipboard to volunteers there*. Once there, the patient’s wristband will be cut off.

Returning Patients

- Patients who arrive at Patient Registration having a blue copy of their registration form should have their form checked to see if they had extractions done earlier that day, if yes, they are not allowed to receive any further treatment that day. (If it is Friday they are welcome to come back on Saturday for additional treatment.)
- If the patient did not have extractions done that day, they should be given a wristband and the blue form should be placed on a clipboard.
- They do NOT need to take a second survey nor stop at patient education.
- Medical triage will re-check blood pressure and as necessary re-check INR or glucose levels.
- Once they have been seen in Medical Triage they will go directly to Routing.

Data Entry

- Patients will hand their clipboard to a volunteer of the data entry team. The volunteer will greet the patient by name.
- The volunteer will then create the patient record by entering their 4 digit patient id number from the registration form, along with their name, date of birth, city, state, zip, ethnicity, veteran status and gender in the database.
- The volunteer will then take the survey form from the clipboard, ensure it has the same 4 digit record number written on it, and set it aside to enter during free time.
- The patient will then be given back their clipboard to take with them to patient education or, if they are one of the first 75 patients of the day they will be taken directly to medical triage.

Patient Education

- After the clinic floor is filled patients will be stopping at Patient Education after data entry and prior to Medical Triage.
- A volunteer will utilize a questionnaire with the patient to identify risk behaviors and provide the patient with personalized oral health education. The volunteer should put a "1" in the Oral Hygiene Education field found on the lower left back corner of the patient registration form.
- Once done, a patient ambassador will take the patient to the Medical Triage waiting area.

Medical Triage

- Patients 11 and older will proceed (in numerical order) to *Triage* chairs as vacancies occur. Parents and children should be kept together. Children 10 and under should NOT be triaged here.
- Following *Medical Triage*, the Patient will be accompanied to *Dental Triage* by a Patient ambassador.
- Patients unable to receive treatment due to medical reasons should have "NO MED" written in the triage area of the form and then be accompanied by a Patient ambassador directly to *Exit* where they will be provided with any relative information and a dental care bag. A Patient ambassador will accompany the Patient to the *Patient Exit Doors*.

Dental Triage

- Patients 11 and older will proceed (in numerical order) to *Triage* chairs as vacancies occur. Parents and children should be kept together. Children 10 and under should NOT be triaged here.
- A complete evaluation will be done and then the dentist will indicate the first, second, third and fourth priorities. Generally, a priority is defined as the work that can be done in one quadrant whether it is fillings or extractions. The work should generally be able to be completed in a 45 minute time frame excluding numbing time. A priority is defined as the work in one quadrant in one treatment department.
- The Triage Dentist must review all recommended treatment priorities with the patient and have the patient initial each treatment option you discussed in the informed consent section on their patient record.
- The need for pre-medicating is determined in dental triage based on the pre-medication protocol and will be dispensed in Routing. Available pre-meds are Amoxicillin and Azithromycin (Zpac).

Routing

- A Patient ambassador will accompany Patients from *Dental Triage* to *Routing*.
- Utilizing Triage recommendations listed on the Patient Registration Form, the Routing Team will determine treatment priority for the Patient. Routing will confirm with the

patient the treatment to be done, verify that the consent to treat has been initialed for each procedure recommended and after the patient agrees, the teeth to be treated will be circled in red so it is clear to providers which teeth to numb and treat. (Subject to there still being availability in the department.)

- *Routing* will provide each Patient with a colored and numbered Department Routing Card. The card will identify treatment area and line position. The number will be written on the patient form.
- All oral surgery patients will be sent for the appropriate x-ray (PA or Pan) based on the priority.
- All potential endo patients will be sent for an x-ray.
- Restorative patients may or may not receive an x-ray.
- All family members accompanying children 17 and under will be routed to Pedo/Family Restorative.
- Persons receiving lab services will be sent to x-ray then to the lab for an impression before going to oral surgery.
- If a person has extractions done they will not be allowed to have any further treatment done that day whether there is capacity for them to be seen or not. Friday patients may come back on Saturday.
- Routing colors are as follows:
 - Cleanings – Lime Green
 - Fillings – Light Blue
 - Extractions – Orange
 - X-Rays - White
 - Lab* – Yellow
 - Adult Ped – Dark Pink
 - Pediatrics – Light Pink
 - Root Canals** - Dark Blue

*When determining whether a case falls under our treatment partial denture criteria, a consultation with the prosth/lab department may be done prior to routing the patient. For patients receiving a treatment partial the patient will receive three routing tickets - one for x ray, one for lab and one for extractions. The patient will first go to x-ray and then be escorted, with their x-ray attached to their record to the lab lead. If it can be made, the patient will be checked in at the lab where they will be seen when their lab routing number is called for impressions. After the impressions, the patient will be escorted to oral surgery where they will be seen when their oral surgery routing number is called.

If the teeth to be replaced are already missing, the patient would only get the x-ray and lab routing cards.

If a treatment partial cannot be made and they don't want to proceed with the extractions, or if the treatment partial cannot be made and no extractions were required, then the patient would be escorted back to routing and the appropriate routing card for their second priority would be given.

- The number on the department routing card now determines treatment order in each area of the clinic (the initial patient number on the patient record is now obsolete)
- Patients needing to be pre-medicated will receive medication at Routing and the patient form will indicate who dispensed it and at what time.
- If a patient declines all forms of treatment or all needed treatment is outside of the scope of what we can do at MOM, "NO TX" should be written across their form and the patient taken to the Exit area.

** Children ages 17 and under are never separated from their Parent/Guardian.**

Clinic Waiting, Check- In

- The Department Waiting Lead will have Master Clipboards with sheets numbered for each Clinic area.
- The corresponding Routing Card Number will be checked-off as each Patient arrives at Check- In.
- The number on the department routing card now determines treatment order in each area of the clinic (the wristband number is now obsolete)
- Patients will be seated in assigned sections for each area of the Clinic.
- The Clinic Waiting Lead will be in contact with the Leads from *X-Ray*, *Numbing/Anesthesia*, *Cleanings/Hygiene*, and *Lab*. Patients will be accompanied to each area as needed by Patient ambassadors. (The *Extraction/Oral Surgery* and *Fillings/Restorative* Leads will be in contact with the *Numbing/Anesthetic* Lead.)
- Patients with an X-Ray Routing Card should be taken there first, once their X-Ray has been taken they will then proceed to the designated clinic waiting area based on their Routing Card.
- Patients requiring *Lab Services* will be accompanied to the *Lab* by a Patient ambassador for impressions. Once completed the Patient will receive a Lab Claim Slip. The Lab Claim Slip will list the Patient's name and identify the time that the prosthesis will be completed and available for delivery. Then the Patient will be accompanied back to *Clinic Waiting* by a Patient ambassador to Check-Back-In (on the Master Clipboard). The Patient will be seated in *Extractions Waiting*.
- Patients requiring use of the *Restroom* will be accompanied by a Patient ambassador and will register with the Clinic Waiting Lead before departing and upon returning (the Lead will record departure and return on their clipboard). Children must be chaperoned by a Parent or Guardian in addition to an ambassador. If the parent/guardian is receiving care, then two ambassadors shall accompany the child.

Hygiene

- Patients will check in with the Waiting Lead upon arrival.
- As a vacancy occurs, the department lead or second will ask for another patient.
- The Waiting Lead will call the next person(s) in numerical order of the routing card (not necessarily the order they arrived in), check them off as being routed and have a patient ambassador accompany them to the *Hygiene Department*.
- Once treatment is complete the hygienist will accompany the patient to a patient ambassador who will take them to *Exit*.

Numbing/Anesthetic

- There will be 3 chairs allocated for numbing inside of a tented area. There will be a MUSoD preceptor present if students are needed to administer anesthetic. (In 2023 this doesn't appear to be needed.)
- The Waiting Area Leads for Restorative and Oral Surgery will have a Patient Ambassador escort patients according to routing numbers to the pre-numb waiting seats from the department waiting areas. When patients leave the department waiting areas they will be checked off the check-in sheet.
- Once anesthetic is administered the patient will be given to a patient ambassador to be taken to the post-numbing waiting area.

Fillings/Restorative

- The first patients receiving treatment on Friday and Saturday mornings will bypass numbing and be anesthetized in the chair where they receive treatment. This protocol will continue until all *Treatment Chairs* are occupied, then subsequent Patients will be numbed in the numbing area.
- As a vacancy occurs patients will be escorted from the post-numbing waiting area.
- Once treatment is complete, patient will receive after care instructions. The patient will then be taken by a patient ambassador to *Exit*.

Extractions/Oral Surgery

- The first patients receiving treatment on Friday and Saturday mornings will bypass numbing and be anesthetized in the chair where they receive treatment. This protocol will continue until all *Treatment Chairs* are occupied, then subsequent Patients will be numbed in the numbing area.
- As vacancy occurs patients will be escorted from the post-numbing waiting area.
- Once treatment is complete, patient will receive after care instructions and a packet of gauze. The patient will then be taken by a patient ambassador to *Exit*.
- A patient who has had extractions will not be allowed to get back in line or to receive additional treatment of any type that day. The exception to this rule is to pick up their flipper in lab.

Lab/Prosth

- Patients that will receive a partial denture or “flipper” that need to have extractions done should be taken first to X-ray, then to the lab for an impression and then to extractions. This sequence MUST be followed.
- Patients will check in with the prosth coordinator in the lab waiting area.
- When their routing number is called, an impression will be made and the patient will be given a lab return slip indicating when they may come back to pick up their flipper.
- If they have a routing card for extractions, an ambassador will take them to the extractions waiting area.
- If the patient does not require any extractions, then the ambassador will take them to the exit area.
- In some instances impressions made on Friday will result in a Saturday pick up.
- A patient with a lab return slip does not have to wait on site, they may leave as long as they come back with their lab slip, without the slip they will not be allowed back in the doors

Pediatric Clinic with Limited Adult Restorative & Hygiene (Family Restorative/Family Hygiene)

- Children 10 and under will be seen by a Pediatric Dentist.
- Check-In, Triage and Treatment will occur in the *Pedo Clinic* for children 10 and under.
- Children 11 and over will be treated in the Family Restorative area. Prior to arriving in Family Restorative they will be seen in Medical and Dental Triage. They will be numbed in the Family Restorative treatment chair.
- Guardians of children 17 and under will be treated in Family Restorative. Prior to arriving in Family Restorative they will be seen in Medical and Dental Triage. They will be numbed in the Family Restorative treatment chair.
- Families should only leave the department as a group, just like they arrived.
- If Family Restorative becomes too busy, patients 11 and older may be sent to the Restorative Department or Oral Surgery Department. Anyone 17 and under must be accompanied by their parent or guardian. This decision will be made by the Family Restorative and Routing Leads.

Clinic Station Card System and Department Flag

- On the Clinic Floor, a Clinic Station Card System will alert department heads of special needs.
- Each station will be equipped with laminated, colored cards held together by a ring. The appropriate card should be held up until assistance has arrived.

Orange: Equipment Tech Assistance Needed

Yellow: Interpreter Needed

Purple: Nomad X-ray Needed

White w/Red Cross: EMT Needed

Exit

- Patient ambassadors will accompany patients from all departments to *Exit Area* once treatment is completed.
- If a patient has a prescription indicated on their patient registration form, they should be taken to the Pharmacy area where they will fill the prescription prior to the Exit Area.
- At exit their clipboard, patient registration form, blue pen, and any miscellaneous routing card(s) will be collected. The patient will be asked about their satisfaction for the survey and if all diagnosed treatment was completed. The patient wristband should be removed and thrown away along with any remaining routing cards.
- Patients not requiring or requesting further treatment will receive a take-home packet, and escorted to the *Exit Doors or Family Waiting area if they are meeting someone*.
- Patients requiring further treatment and who wish to return (either on the same day or to come back on the next day) will have their patient registration form photocopied Front & Back on BLUE paper. Patients will receive the blue photocopy and a Patient ambassador will accompany them to the *Patient Exit Doors*. If patients are still being accepted for the day, once exiting the building they may get back in at the end of the patient registration line to receive additional treatment unless they had an extraction – then they are not allowed to receive any other treatment that day. (refer to Returning Patients in the Patient Registration section to see how they flow through the clinic.)
- **A patient who has completed their treatment should not be taken from one area directly to another (i.e. go from extractions to fillings) for additional treatment unless they have a routing card** as they would in essence be skipping in front of others who have not yet received their first treatment. No exceptions.
- In some instances it will be determined that the patient should have been routed to a different department. This can be worked out between department leads; however, a Patient ambassador should be sent to routing to get a Routing Card so that we maintain accurate counts of how many patients are being sent to each department so that we know when to close the department.
- Once a patient has gone through triage and decides to leave without receiving treatment, “NO TX” should be written on their form and they should be escorted to the Exit by a patient ambassador.

Wheel Chairs, EMTs, Eye Wash and First Aid Kit

Wheel Chairs will be available for use. Two will be located in the patient registration area and two will be located by the EMT station. The EMT station will be located in the clinic near *Exit*. *Command Center* will have an Emergency Eye Wash kit as well as a First Aid kit.

Reminders worth repeating:

- Taking care of patients and having fun is priority one!
- Every job at MOM is important and makes treating patients possible, thank you for being part of it.
- Please treat all patients and fellow volunteers with the same respect you want to receive.
- Please record ALL treatment on the patient record in order for us to track it.
- All HIPPA regulations must be followed. Only people involved in the treatment of the patient should be seeing the patient form and patients' information should not be discussed amongst volunteers or after with your family/friends or other volunteers.
- Only **BLUE** pens should be used on the patient registration forms.
- Dental students may assist any dentist at any time. However, dental students may NOT perform any duties that normally require a dental license unless they have been designated by MUSOD as eligible to provide treatment AND are working with an approved MUSoD preceptor. Dentists who are not part of the preceptor program and allow students to perform these duties put their own dental license in jeopardy as well as jeopardizing future dental student participation for all dental students at MOM.
- Please do not stockpile your work station. Please take only the supplies you need for the patient currently in your chair.
- At the end of your shift please return any unopened supplies to *Central Supply*. Opened supplies are contaminated and cannot be used again. Completely wipe down your station using a Caviwipe. Leave the used Caviwipe on the chair and unit so we know it has been wiped down. Be sure to get the foot pedal and lamp units.
- Please complete a Volunteer Survey to let us know how we can make this a better experience for you or to share a particular story from the event. They are available at Volunteer Registration.
- Please follow all HIPPA and OSHA regulations as if you were in your own office.
- Never touch the patient record with contaminated gloves.
- All MOM Leads are in purple polo shirts. A clinic lead will be stationed at the Command table throughout the clinic. Should you have any questions, please ask a MOM lead to make sure you get the correct answer.

THANK YOU FOR VOLUNTEERING!