PATIENT FLOW 2020

Patient Name Tags

- Friday and Saturday at 5:30 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 6:00 a.m..
- Friday and Saturday at 5:45 a.m. a small team of Patient Greeters will walk the line greeting patients, equipped with clipboards, name tags and Sharpies.
- Patient Greeters will greet patients with a smile, welcome them and inquire, “How would you like to be referred to today?”
- The patient's first name/nickname will be written on the name tag with a Sharpie. If the patient requires a translator, the language should also be noted on the name tag with the appropriate colored dot
  - Green = Spanish,
  - Yellow = Sign Language,
  - Blue = other — please indicate language).
- 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.

**Translators should be available and ready

Wristbands

- Patients will be brought into the building in groups of 30.
- Once inside, patients will receive a colored wristband. One color will be dispensed on Friday and another color on Saturday. The Prosthodontic Clinic will have purple wristbands to allow patients access to the clinic later that day or the next day to receive their prostheses.
- The wristband means they are inside and will be seen today. The wristband number does not indicate the order in which they will be receiving treatment.
- Individuals/family members accompanying a patient, who will not be receiving treatment, will not receive a wristband.
- Children will receive a wristband with their parent’s name on it and vise-versa, whether or not they are receiving treatment. It is only necessary to band one parent/guardian with each child. Do the same with mentally handicapped individuals and their chaperone.
- There will be a separate line at the door for those patients with purple wrist bands (prosthodontic patients, and those pre-triaged for Saturday morning.)
Patient Registration

- As patients enter the building volunteers will distribute manila folders with the Patient Registration/Consent Form. Patient Registration Volunteers will seat Patients in Patient Registration Waiting (in numerical order, left to right).
- Once a row of seats has been occupied, Patient Registration Volunteers will continue filling the next row, maintaining numerical order.
- Once a row of patients has departed for Patient Education, a Patient Registration Volunteer will be assigned the responsibility of maintaining patient rows in numerical order (ultimately re-filling the front rows as the clinic progresses).
- Patients are asked to fill out the **top purple medical history section** of the registration form and **sign the back**. Adults will complete their form and those of any chaperoned children requiring treatment.
- Patient Registration Volunteers will be available to assist patients in completing the form. They will actively review forms to ensure they have been completed properly and signed on the back before the patient goes to **Patient Education**. (The first 60 patients on Friday and Saturday will bypass Patient Education and go directly to Medical Triage and Dental Triage in an effort to fill the treatment chairs.)
- Translators will be available throughout the registration process and be prepared to follow patients through Medical/Dental Triage as necessary.
- Patients will retain their folders and Registration/Consent Form throughout the day.
- Teens over the age of 12 will follow the adult patient flow and be seen in the regular departments. However, they are to remain with a parent/guardian at all times beginning with Medical and Dental Triage.
- For children 12 and under, if both parent and child are receiving care, the parent will go through Medical Triage, Dental Triage to Routing to receive their numbered routing card. The child will accompany them through this process but not be triaged. At Routing the child will receive a pediatric numbered routing card.
- If only the child is receiving care they will both proceed from Registration to Routing to receive a pediatric numbered routing card.
- Patient Ambassadors will be assigned to Restroom Duty. Ambassadors will accompany patients to the Restrooms and back. Children must be chaperoned by a parent or guardian in addition to the ambassador.

**Translators should be available and ready.**

Patient Education

- Patients will be asked to complete a brief survey so appropriate and specific education can be provided to each patient.
- Dental Assisting, Dental Hygiene Dental students will provide one-on-one tooth brushing and flossing instructions will all patients.
- Patients will rinse with chlorhexidine prior to any hands-on instruction.
- Each patient will receive a goodie bag containing toothbrush, toothpaste and floss. Patient education literature will also be available to take home.
- The first 60 patients on Friday and Saturday that bypass Patient Education will receive their goodie bag in Exit Interview and offered the opportunity to go through Patient Education if they wish.
Medical Triage

- Patient Registration Volunteers will bring patients from Medical Triage Waiting, in groups of twelve, to Medical Triage.
- Patients 1 and others will proceed (in numerical order) to Medical Triage chairs as vacancies occur. Parents and children should be kept together.
- Following Medical Triage, the patient will be accompanied to Dental Triage Screening by a Patient Ambassador.
- Patients unable to receive treatment due to medical reasons should have “no TX” written in the triage area of the form and then be accompanied by a Patient Ambassador directly to Exit Interview where they will be interviewed, provided with any relative information and a dental care bag. A Patient Ambassador will accompany the patient to the Patient Exit Doors.
- The need for pre-medication is determined in Medical Triage by the Medical Triage Lead on a case by case basis. The premedication will be dispensed in Medical Triage and the patient Registration/Consent Form will indicate what was given, who dispensed it and at what time.
- Patients with a drug allergy will receive a RED dot on their Registration Form.

Dental Triage

- Three chairs will be located in Dental Screening where dentists will screen patients to determine the need for X-rays prior to being seen in Dental Triage.
- A Patient Ambassador will be assigned the responsibility of directing adult patients from Dental Screening to Radiology then to Dental Triage.
- Oral cancer screening will be performed on all patients. If screening indicated the need for an oral surgery consult, the Dental Triage dentist will alert the Dental Triage Lead who will obtain an oral surgery consult.
- Oral Surgery will also perform oral cancer screenings and biopsies, if indicated.
- Do a complete evaluation and then indicate the first, second, third and fourth priorities as the first priority may not be available or the patient may get back in line to receive additional treatment.
  - A priority is defined as the treatment in one quadrant in one treatment department. However, in some circumstances it may be more appropriate to do multiple teeth throughout the maxilla.
  - The treatment should generally be able to be completed in a 45-minute time frame, excluding anesthesia. Depending on patient volume this time may be adjusted.
- Be sure the patient understands:
  - the risks, benefits and alternatives of both treatment and non-treatment.
  - that the treatment received is not comprehensive, cannot address all problems and may not prevent more care from being needed.
  - and respects that this is the equivalent of emergency care and that he or she needs to find and establish a dental home.
- If a patient does not wish to have a certain recommended treatment done, indicate “patient does not want” by the recommended treatment.
- Explain to the patient what treatment they will be receiving and on which tooth/teeth to save confusion and misconceptions when they get to Routing.
- An Endodontist and a CEREC dentist will be available in Dental Triage to approve treatment as they are keeping track of the number of procedures that can be accomplished that day.
Routing

- Patient Ambassadors will accompany patients from Dental Triage to Routing.
- Utilizing triage recommendations listed on the Patient Registration Form, the Routing Team will follow the treatment priority for the Patient. Routing will confirm with the patient the treatment to be done and after the patient agrees, the teeth to be treated will be circled in red so it is clear to providers which teeth to anesthetize and treat. (Subject to there still being availability in the department.)
- Routing will provide each patient with a colored, numbered Department Routing Card. The card will identify treatment area and line position. The number will be written on the patient registration form in red ink. Patients receiving lab services will be sent to the Lab for an impression before going to Oral Surgery. If the teeth to be replaced are already missing, the patient would only get the lab routing card.

- Routing colors are as follows:
  - Cleanings — Lime Green
  - Fillings — Blue
  - Extractions — Orange
  - X-Rays — White
  - Lab* — Yellow
  - Pediatrics — Pink
  - Root Canals** — Purple

- The number on the department routing card, which is the same as on the patient registration form in red, determines treatment order in each area of the clinic (the initial patient number on the wristband is now obsolete)

*** Children under the age of 18 are never separated from their parent/guardian. After completing Routing, the Family will be accompanied by a Patient Ambassador to the Department Waiting Coordinator. Whichever routing number will come up first is the department they will wait in.

Clinic Waiting Area, Check-In

- Each department Waiting Area Coordinator will have Master Clipboards with colored sheets numbered for each Clinic area. (Colors correspond to clinic table cloth and routing card.)
- The patient's name will be entered corresponding to their Routing Card Number.
- Patients will be seated numerically in assigned sections for each Clinic Department.
- 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 and purple wristband. The Lab Claim Slip will list the Patient’s name and identify the time that the prosthesis will be completed and available for delivery. A Patient Ambassador will escort the patient to the Oral Surgery Department Waiting Area where they will check-in with the Waiting Area Coordinator.
- Patients requiring use of the Restroom will be accompanied by a Patient Ambassador and will register with the department Waiting Area Coordinator before departing and upon returning (the Coordinator will record departure and return on their clipboard). Children must be chaperoned by a parent or guardian in addition to an Ambassador.
- Patients with children under the age of 18 will be accompanied to the department Waiting Area Coordinator for both the children and the adults for check-in. If the family is being seen in multiple departments, the department Waiting Area Coordinators will
determine treatment order by ascertaining which clinical area has the shortest wait. The entire family will begin in that department and all family members needing work in that department will be treated before going to the next department.

- Once they are finished in the first department, a Patient Ambassador will take the entire family to the next department to check back in with the department Waiting Area Coordinator. The following protocol is enacted:
  - If the Routing Number(s) for the family member(s) has passed, the patient(s) will be placed at the front of that section for next available treatment.
  - If the Routing Number has not been reached, the patient(s) will be placed in that section in the appropriate numerical order.

**Hygiene**

- The Hygiene Lead will be in contact with department Waiting Area Coordinator and determine when additional patients are required.
- Patients will be checked-off the department Waiting Area Coordinator’s list and be accompanied by a Patient Ambassador to a **Hygiene Treatment Chair**.
- Once treatment is complete the Hygiene Leads will do record verification and a Patient Ambassador will accompany the patient to **Exit Interview**.

**Numbing/Anesthetic**

- There will be a separate anesthesia area for restorative, oral surgery and endodontic patients.
- The Anesthesia Lead will indicate to the Patient Ambassador which patients to escort to the **Anesthesia** area. When patients leave the department waiting area the Department Waiting Coordinator will check them off the sheet.
- Once anesthesia is administered the patient will be escorted to the Record Verifier to make sure paperwork has been completed before being taken by a Patient Ambassador to the department On-Deck seats in the clinic.

**Fillings/Restorative**

- The first patients receiving treatment on Friday and Saturday mornings will bypass **Anesthesia**. Patient ambassadors will escort patients directly from **Routing** to the **Restorative Lead**. The patient will be anesthetized in the chair where they receive treatment. This protocol will continue until all treatment chairs are occupied, and then subsequent patients will be numbed in the **Anesthesia** area.
- As a vacancy occurs, a Patient Ambassador will accompany the patient to a **Restorative Treatment Chair** from the On-Deck area.
- Once treatment is complete, patients will be given an after care instruction sheet and a Patient Ambassador will accompany the patient to the Record Verifier and then on to **Pharmacy** (if needed) and **Exit Interview**.

**Extractions/oral Surgery**

- The first patients receiving treatment on Friday and Saturday mornings will bypass **Anesthesia**. Patient Ambassadors will escort patients directly from **Routing** to the **Oral Surgery Lead**. The patient will be anesthetized in the chair they receive treatment. This
protocol will continue until all Oral Surgery Treatment Chairs are occupied, and then subsequent patients will be numbed in the Anesthesia area.

- As a vacancy occurs, a Patient Ambassador will accompany the patient from the Oral Surgery On-Deck area to an Oral Surgery Treatment Chair.
- Once treatment is complete, patients will be brought to the Post-Op check area in Oral Surgery where they will receive post-op instructions and have the gauze changed until hemostasis. Cold packs will be dispersed as needed. Patients will receive a take-home bag containing additional gauze and written post-op instructions. A Patient Ambassador will accompany the patient to a Record Verifier then on to Pharmacy (if needed) and Exit Interview.

**Pediatric**

- Children 12 and under will be seen in the Pediatric Clinic. On occasion, if there are few children to be treated, the Pediatric Dentists will treat teens and young adults in the pediatric treatment chairs.
- Children 12 and under will receive Medical and Dental Triage, Anesthesia and Treatment in the Pediatric Clinic area.
- Once necessary treatment is completed, a Patient Ambassador will escort the patient and parent to a Record Verifier and then on to Exit Interview.

**Record Verification**

- After treatment is completed and prior to going to the Pharmacy/Exit Area, the Patient Ambassador will escort the patient to the Record Verification table.
- Record Verifiers will check the Patient Registration form for completeness, including the provider's printed name and chair number.
- The Record Verifier will stamp the lower right hand corner of the Patient Registration form.

**Clinic Station Card System**

- On the Clinic Floor, the Clinic Station Card System will alert Department Leads and Patient Ambassadors to clinic needs.
- Each treatment chair will be equipped with laminated, colored cards held together by a ring.

  - **Green:** Patient Ambassador accompany a New Patient to Patient Treatment Chair
  - **Red:** Patient Ambassador accompany Current Patient to Record Verifier then to Exit Interview
  - **Orange:** Equipment Tech Assistance Needed
  - **Yellow:** Interpreter Needed
  - **Purple:** Nomad X-ray Needed
  - **White w/Red Cross:** EMT Needed
Pharmacy

- Patient Ambassadors will accompany patients from all Clinics to Exit Interview once treatment is completed and record has been verified.
- If a Patient has a prescription indicated on their Registration/Consent Form, they should be taken to the Pharmacy area where they will fill the prescription prior to the Exit Interview.

Exit Interview

- Interviewers will collect each Patient Registration/Consent Form, BLUE pen, and Routing Card(s). The patient wristband should be removed and thrown away at this time. The patient may keep the manila folder and any patient education materials they received.
- The Patient Registration/Consent Form is to be copied, front and back, on YELLOW legal paper and the copy given to the patient. The original form is brought to Data Processing.
- Interviewers will read the questions and enter the responses into the computer program. Patients who have had multiple extractions should be given a paper survey to complete and then as time permits the interviewers can enter the responses into the system. Likewise, if a significant number of people are waiting to go through the interview, hard copies should be handed out to minimize their waiting time and entered during slower periods.
- If paper surveys are used, be sure to put the patient number — upper right-hand corner of the Patient Registration/Consent Form on the paper survey.
- Comment cards are available and patients are encouraged to write a note or comment about their experience.
- Patients will be accompanied by a Patient Ambassador to the Patient Exit Doors or to Family Waiting.
- Patients desiring further treatment and who wish to return (either on the same day or to come back on the next day) must bring the YELLOW copy of the Patient Registration/Consent Form.
- Patients desiring additional treatment must exit the building and go to the back of the line outside. If they reach Patient Registration they will receive a new wrist band.

**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 as they would be skipping in front of others who have not yet received their first treatment. No exceptions! (A patient would have multiple routing cards if they were to be receiving a root canal and CEREC crown, or going to Lab and then Oral Surgery because they are having a partial made to replace the teeth being extracted.)

**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. The new Department Lead has the flexibility to place an already numbed patient into a treatment chair even if their routing number is not the next one to be called.

**If at any time throughout the process a patient decides to leave without receiving treatment, “no TX” should be written on their form and they should be encouraged to
complete an exit survey to help us determine if changes need to be made in our process for future MOM events.

Wheel Chairs, EMTs, Eye Wash and First Aid Kit

- Wheel Chairs will be available for use. They will be located in the patient registration area and by the EMT station.
- EMTs will be located in a central location in the building.
- **Sterilization** will have the Emergency Eye Wash Kit.
- A First Aid kit for volunteers will be located at *Volunteer Registration* and *Pharmacy*

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 the TEAM!
- Please treat all patients and fellow volunteers with the same respect you want to receive.
- Please record ALL treatment on the patient record — X-rays should be indicated in the X-ray area, lab work must be indicated 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 — this helps data entry easily locate the treatment that has been provided — especially if it is a patient who is making a return visit to the clinic and have a photocopy of their original record.
- **Providers must print their name and chair number on the Patient Registration Form**
- At the end of your shift please return any unused supplies to *Central Supply* and 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.
- Clorox wipes should not be used in the clinic.
- 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.
- Each department will verify the licensed providers in their area for those wanting to receive State of Michigan Continuing Education Credit for their volunteer work (two-hour volunteer work = one hour CE). Pick-up your CE certificate in *Volunteer Registration* at the end of your shift.