EXIT INTERVIEW PROTOCOL

1. Prior to patient survey, verify the Patient Record is complete and treating dentist(s) signed the form, front and back.

2. Make a copy of the Patient Record — front and back on YELLOW legal paper
   - If we have not cut off accepting new patients and the patient needs additional work done, they can get in line again (if it is Fri they could come back on Sat if they like). They will need to bring the YELLOW copy of their record with them. They will be seen in Medical Triage but able to skip Dental Triage and go to Routing.
   - If the patient needs to return for a lab pick-up, they will be wearing a purple wristband.

3. Cut off the wristband. If the patient wishes to return they will receive a new wristband at patient registration. ***If the patient has a purple wristband only cut it off if they have already received their treatment partial.

4. Collect the Patient Record and put it into the collection box for Data Entry pick up.
   - Printed X-rays stay in the patient folder and go home with the patient.
   - Original Patient Records are property of MDA MOM. A patient should never walk out with the original, only copies.
   - If the patient is a repeat patient and has a yellow copy of the record on which additional treatment was recorded, make a copy. Give the copy to the patient and retain the original copy.
   - The patient may keep the folder and patient education materials

5. Conduct patient survey.
   - If the patient is a repeat patient (they will have a yellow copy of the patient form) they do not need to do another survey.
   - Ages 18 and up are offered a survey. Only one survey per family is needed.
   - Offer the survey in person, but have it available to fill out on paper. Some patients will want to fill out a paper form if they are unable to speak well due to treatment. Be sure to enter the patient ID number on the paper survey before they are given the survey. Input the survey on the computer and initial the paper once the survey has been entered.

6. Interpreters are available and wearing RED MOM T-shirts

7. If the patient did not receive an Oral Health Care bag in patient education, provide them with one. In the first two hours of each day most patients will not have a bag. Keep boxes of the Oral Health Care bags in the Exit Interview area.

8. Encourage patients to complete the Patient Comment Card. Send Patient Comment Cards to Data Entry with Patient Records.
9. There will be a table near the Exit area where a dental provider will be available for a gauze change and to assure no medical problems exist before the patient leaves the clinic.

10. Have Patient Ambassadors escort patient to exit or family waiting area as appropriate. Do not allow patients to return to the clinic floor in search of family members. They can wait in the family waiting area near the exit.

11. Recommended organization:
   - Assign one volunteer to greet patients and check the Patient Record.
   - Assign one volunteer to offer patient comment cards and seat the patient at a computer.
   - Assign 5-6 volunteers to computers to enter surveys
   - Assign one volunteer to make copies of the Patient Record — this volunteer will watch for others working with patients, take the Patient Record, copy it, and return it while the patient is completing the survey.
   - Data Entry will be responsible for picking up Patient Records.

12. Lost and found items should be dropped off and maintained in Exit Interview area.