A Mission of Mercy is a very busy event with numerous volunteers and patients in a confined area. While patient flow through the clinic may be obvious to the volunteers, it is confusing to the patient. As patients enter the building they are seen on a first come first serve basis. After patients are seen in Dental Triage they are segregated to the various departments based on their most urgent need. It is important patients stay in numeric order in the designated treatment areas.

These patients are our guests; treat them politely and with interest. They will all have a name tag so address them by their name. Engage them in conversation — ask them anything, how long they waited, their travel time, where they live, anything. Getting the patients talking helps remove some anxieties. It also helps you determine if the patient will need a translator.

Be patient with them; remember they have probably been in pain for a long time to be so desperate to stand outside all night long for treatment. They may have a fear of dentistry so keep it light and keep it fun.

Patients are not allowed to walk unattended on the clinic floor. A Patient Ambassador will escort patients between the departments and the restroom. Please wait outside the restroom and escort the patient back.

The Patient Record will be escorted with the patient by the Patient Ambassador.

NO FOOD OR BEVERAGE (EXCEPT BOTTLED WATER) ON THE CLINIC FLOOR. Food for patients is allowed in the waiting areas.

Be sure you know the meaning of the color-coded cards:

- **Green** – bring me a patient
- **Red** – take the patient to Exit Interview
- **Yellow** – need translator
- **Orange** – need dental technician
- **Purple** – requesting a Nomad X-ray
- **White w/ red cross** – EMT needed

Patient Ambassadors will be assigned to a location and escort patients between treatment areas.

1/2020
Patient Ambassadors will be used between the following areas:

- Patient Registration and Patient Education and Medical Triage
- Medical Triage and Dental Screening
- X-ray and Dental Triage
- Dental Triage and Routing
- Routing and the various department Waiting Room Coordinators
- Waiting area and Anesthesia
- Waiting area and Treatment chairs
- Anesthesia and On-deck chairs
- Clinic area and Record Verification
- Record Verification and Post-Operative Check / Pharmacy / Patient Exit Interview
- Patient Exit Interview and the building exit door
- Front door and Lab for patients returning to receive their treatment partials

Please notify the Patient Ambassador Lead and stagger your breaks. While you are on break, another Patient Ambassador may move into your area so patient flow isn't disrupted.