PATIENT REGISTRATION PROTOCOL

The following volunteers are under the Patient Registration area: Crowd Control, Patient Greeters and Patient Registration.

**Outside Line**

- It is assumed that patients will begin lining up Thursday afternoon prior to the event. Security personnel will be available to assist patients overnight and handout “What To Expect” flyers prior to the opening of registration.

- Crowd Control will maintain the outside line during the event.

- Wheel chairs and chairs will be available for patients with special needs.

- Portable restroom facilities will be available, including one wheelchair accessible.

- Food / Hospitality volunteers will distribute water and snacks.

- Friday and Saturday at 5:30 am 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. For children write their first name and age. If the patient requires an interpreter, the language should also be noted on the name tag with the appropriate colored dot
  - Green = Spanish,
  - Red = Sign Language,
  - Orange = 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.

- Doors will open at 6:00 a.m. Patients will be brought in in groups of 30 at a time. Crowd Control will indicate when the next 30 patients can be brought in.
Patient Registration

- 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, and will be escorted to Family Waiting.

- 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.

- As patients enter the building Patient Registration 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, Dental Screening, 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 Triage, Dental Screening and Dental Triage.
For children 12 and under, if both parent and child are receiving care, the parent will go through Medical Triage, Dental Screening, 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.

A Patient Registration Volunteer will notify the next patient in line when they are ready to be seen in Medical Triage.

Patient Re-entry
A patient who has one of the treatment priorities completed may go back in line outside or return the next day to have additional treatment

- Patient will have a yellow copy of their Registration / Treatment Form
- Patient will get a new wrist band in Patient Registration
- Patient will by-pass Patient Education
- Patient will be seen in Medical Triage
- Patient will be seen in Dental Screening to determine if additional X-rays are needed
- Patient will bypass Dental Triage since they have additional priorities identified on the Registration / Treatment Form
- Patient will be escorted from Dental Screening to Routing.