WAITING AREA PROTOCOL

Department Waiting Areas include: Anesthesia, Hygiene, Restorative/CEREC, Endodontics/Pediatrics, Oral Surgery, Prosthodontics.

Patients will be escorted to the department waiting areas by Patient Ambassadors. They will have a numbered routing card for that department. The Waiting Area Volunteer will have a clipboard with a sheet of numbered rows corresponding to the numbered routing card. Mark that the patient has checked-in and write their name behind their number. When the patient leaves the waiting area mark that they are checked-out.

Generally, patients will arrive in the waiting area in numbered sequence, however there may be situations where the numbers are not in sequential order and that is OK.

As patients enter the waiting area it is important to keep them on a first-come first-served basis. This can be accomplished in two ways.

- Serpentine seating — as the first patient leaves the waiting area for Anesthesia or a treatment chair, everyone stands up and moves one chair to the right.
- Retain the patient’s numbered routing card (be sure the patient remembers their number). Allow the patient to sit where they choose within the department waiting area. When Anesthesia or the treatment area is ready for the next patient hold up the numbered routing card of the patient whose turn is next.

There will be Patient Ambassadors assigned to each department waiting area to escort patients to Anesthesia or the department treatment chair.

If a patient needs to use the restroom be sure they are escorted by a Patient Ambassador. Mark that they have left when they leave and check them back in when they return. They will retain their original numeric position.

If you are working both the morning and afternoon shifts, please stagger your lunch breaks. Be sure to let the Waiting Area Lead know how long you will be gone. Someone else may fill-in while you are gone so patient flow isn’t interrupted.