

Instructions for Fillings & Endo and Extractions Waiting Department

- ✓ When patient arrives, put an X in the Arrived column next to the number that is indicated on their routing card. Endo and Fillings check in at the same place, they have separate tracking sheets though.
- ✓ When the patient goes into numbing, put an X in the Routed column.
- ✓ Some patients may take longer to get through x-ray or may need to stop in the restroom on the way to the waiting area. Therefore, it is very important that *patients proceed into the numbing area based off of the numbers on their routing card*, which may not be the same order in which they checked in with you.
- ✓ If the patient is accompanying someone else who is receiving treatment in a different department and they need to stay together (i.e. parent/child), put an X in the patient's number in the Arrived column when they check in with you and if the person they are accompanying will be seen in the other department first, indicate which department they are going to in the Notes column so that when they come back after that person is done they can be the next person treated if their number would have already been called or if their number wouldn't have been called then cross off the note and when their number is called they will be there.
- ✓ Families waiting together should never leave the department except as a group. When appropriate, children (anyone under the age of 17) should accompany the parent in and wait by their chair while the parent receives care. When not appropriate, a patient ambassador should be asked to stay with the children while the parent is being treated. If both parent and child are receiving treatment and the child finishes first, they should stay in the department until the parent is done.
- ✓ If a patient needs to use a restroom, have a patient ambassador escort them there. The ambassador should wait outside the restroom with the patient clipboard and then escort the patient back to the waiting area. A note should be made in the Notes column with the time they left and then crossed off upon return. If the patient is a minor, he/she should be accompanied by a parent. If the parent is receiving treatment then two patient ambassadors should accompany the patient. **NO EXCEPTIONS.**
- ✓ If a patient leaves the building for any reason, they lose their place in line and need to go back to patient registration and start over.
- ✓ No patient should ever walk around the clinic floor unescorted. **NO EXCEPTIONS.**
- ✓ As an fyi, the number on their wristband no longer means anything, we work strictly from the routing slip number at this point.

Instructions for Pediatric & Family Restorative Waiting

- ✓ When a pediatric patient (children 10 and under) arrives, put an X in the Arrived column on the check in pages next to the number that is indicated on their routing card and write the guardian's name in the appropriate column.
- ✓ When a family restorative patient arrives (anyone 11 years of age or older), put an X in the Arrived column on the check in pages next to the number that is indicated on their routing card and fill in all the children's names – anyone under 18 with them – as well as the guardian's name in the appropriate column.
- ✓ When the patient goes in for treatment, put an X in the Routed column.
- ✓ Anyone under the age of 18 MUST have a guardian with them. The guardian is to remain in the waiting area during the child's treatment. The exception to this is if the guardian is being seen in the Family Restorative area – it is ok for the guardian to receive treatment in the Family Restorative area at the same time as the child(ren) are being seen, or before/after the child is seen as long as none of them leave the joint waiting area after treatment without the rest of the group.
- ✓ If at any time the guardian is in the Family Restorative treatment chair and the child is not, it is your job to watch over the child(ren) while the parent is being treated. At least one of the patient coordinators should be designated to watch the children in the waiting area while the guardian is being seen in the Family Restorative area. It is not acceptable to have just an older sibling watch over them while the adult is being treated. A patient coordinator should at minimum monitor the situation when there is a combination of younger and older children.
- ✓ If the guardian and/or other family members who must be kept with the guardian that is accompanying them are receiving care in a department *other than Family Restorative* (i.e. extractions) they need to stay together. The patient ambassador should take them to check in at all departments and then the group will stay at the department that will be able to see them first based off of their number. When they initially check in, put an X in the patient's number in the Arrived column of the appropriate check in sheet and if the person they are accompanied by will be seen in the other department first, indicate which department they are going to in the Guardian name column (along with the guardian's name). If the other department sees them first, when they come back to your department, they can be the next person treated if their number would have already been called or if their number wouldn't have been called then cross off the note and when their number is called they will be seen.
- ✓ If a patient needs to use a restroom, have a patient ambassador escort the child and their guardian. If a guardian needs to use the restroom, they and the child(ren) with them should be escorted. They should never leave the department except as a unit. The ambassador

should wait outside the restroom with the patient clipboard(s) and then escort the group back to the waiting area. A note should be made next to the guardian name with the time they left and then crossed off upon return.

- ✓ If a child needs to use the restroom while the guardian is receiving treatment, TWO ambassadors should accompany the child and their names and the time they left should be noted next to the guardian's name and then crossed off upon return.
- ✓ No patient should ever walk around the clinic floor unescorted. **NO EXCEPTIONS.**
- ✓ As an fyi, the number on their wristband no longer means anything, we work strictly from the routing card number at this point.

Instructions for X-Ray Waiting Department Lead

- ✓ When patient arrives, put an X in the Arrived column next to the number that is indicated on their routing card, then put an X to indicate which type of X-Ray they are to receive.
- ✓ When the patient goes in for their x-ray, put an X in the Routed column.
- ✓ Some patients may need to stop in the restroom on the way to the waiting area. Therefore, it is very important that *patients proceed into x-ray based off of the numbers on their routing card taking into consideration the type of x-ray they are to receive*. This may not be the same order in which they checked in with you.
- ✓ All families should remain in the department together. If multiple family members are having x-rays taken, they should only move to the next department when all of them have had their x-rays taken.
- ✓ If a patient needs to use a restroom, have a patient ambassador escort them there. The ambassador should wait outside the restroom with the patient clipboard and then escort the patient back to the waiting area. A note should be made in the Notes column with the time they left and then crossed off upon return. If it is a member of a family, they need to remain together so they either all go or they all stay.
- ✓ No patient should ever walk around the clinic floor unescorted. **NO EXCEPTIONS.**
- ✓ As an fyi, the number on their wristband no longer means anything, we work strictly from the routing card numbers at this point.

Instructions for Hygiene Waiting Department Lead

- ✓ When patient arrives, put an X in the Arrived column next to the number that is indicated on their routing card.
- ✓ When the patient goes in for their cleaning, put an X in the Routed column.
- ✓ Some patients may need to stop in the restroom on the way to the waiting area. Therefore, it is very important that *patients proceed into the numbing area based off of the numbers on their routing card*, which may not be the same order in which they checked in with you.

If the patient is accompanying someone else who is receiving treatment in a different department and they need to stay together (i.e. parent/child), put an X in the patient's number in the Arrived column when they check in with you and if the person they are accompanying will be seen in the other department first, indicate which department they are going to in the Notes column so that when they come back after that person is done they can be the next person treated if their number would have already been called or if their number wouldn't have been called then cross off the note and when their number is called they will be there.
- ✓ Families waiting together should never leave the department except as a group. When appropriate, children (anyone under the age of 17) should accompany the parent in and wait by their chair while the parent receives care. When not appropriate, a patient ambassador should be asked to stay with the children while the parent is being treated. If both parent and child are receiving treatment and the child finishes first, they should stay with a patient ambassador in the department until the parent is done.
- ✓ If a patient needs to use a restroom, have a patient ambassador escort them there. The ambassador should wait outside the restroom with the patient clipboard and then escort the patient back to the waiting area. A note should be made in the Notes column with the time they left and then crossed off upon return.
- ✓ No patient should ever walk around the clinic floor unescorted. **NO EXCEPTIONS.**
- ✓ As an fyi, the number on their wristband no longer means anything, we work strictly from the routing slip number at this point.