



PATIENT REGISTRATION

Process

- Volunteers should arrive by 4:30 am or 11:30 am and be ready to work by 5:00 am or 12:00 pm for shift 1 and 2 respectively.
- A brief ½ hour training will be provided prior to each shift.
- At the beginning of each day (about 15 minutes prior to opening the doors at 5:15 am), a number card, patient form, waiver form, pre-survey and clip board will be given to the first 60 patients in line outside (1-60). Ensure that only patients receive a card and forms and not people helping patients – please ask. Have the patients only complete the top portion of the patient form and the pre-survey.
- At 5:15 am, open the door and admit the first 30 patients. If these patients have helpers (or parents) not receiving treatment, please have them sign a waiver but do not give them a patient form. **Everyone entering the building must sign and date a waiver form.** Use only **BLUE** ink on patient form, waiver, and pre-surveys.
- Distribute the 30 patients into 6 lines of 5 people each. Each of the 6 Patient Registration volunteers will assist each patient in completing the patient information at the top of the patient form and ensure that the patient waiver is signed and dated. Volunteers will staple the patient waiver to the patient form and collect the pre-survey form. **Each patient should complete Patient Registration in 3 to 5 minutes.** Patient Registration volunteers in each line will collect the number card from each patient and return it to the number keeper. They will also verify that the patient helper (parent) has completed their entry waiver form. Non-patient entry waiver forms will be collected in Patient Registration and then sent to Data Entry for processing.
- Once the first or next 30 patients have been allowed inside and lined up in 6 lines, go outside and hand out the next 30 numbers, forms and clip boards. There should always be a group of 30 patients ready to enter the clinic and a group of 30 patients working on their forms. Repeat this process throughout the day.
- Once inside, have Patient Registration Check-In volunteers verify that personal information and the waiver is completed, and provide the patient and anyone entering with a name tag. Name tags do not require a name, but they must be worn at all times in the clinic. Please put the patient's first name only on the name tag.
- Once the top of the patient form is completed, waiver signed, dated and stapled to patient form, pre-survey, and number card collected, the patient will move from the registration station to Patient Education.
- Number cards will be kept in order so that we have a count of the number of patients who entered the clinic.

Kids – see flow chart

- If any patient is under 18, the parent or guardian must accompany the minor before receiving their treatment.
- Wrist bands will be completed in Patient Registration and the family last name will be written on it.
- All minors under 18 will be given a wrist band by the NMDRD group.
- Children (under 12) that are going to daycare will be given a different color wrist band.
- If a minor (not in daycare) is waiting for a parent, that minor needs to wait in the patient reunite/exit area by the dental clinic.

Patient Registration volunteers will complete patient paperwork and sign waivers within 3 to 5 minutes per patient. Each volunteer should attempt to see 72 patients per shift.

Personnel Requirements for Each Shift

- 6 Patient Registration Check-in volunteers
- 1 Prep Clip Boards with patient form, waiver and pre-survey, keeping patient forms in numeric order. Keep numbers, pre-surveys, and non-patient waivers in Patient Registration at all times.
- 1 Hand out numbers to patients waiting in line
- 1 Pass out Clip Boards with patient form, waiver form, pre-survey form and any non-patient waivers
- 1 Open and Close Door
- 1-2 Ensure patients stay in line and do not wander
- 3-4 Walk the patient line to answer questions – Baptist Disaster Relief volunteers

PLEASE BE FLEXIBLE and THANK YOU for participating today.