



## Patient Escort

### **Job Description**

Patient Escorts will escort all patients to each area of the clinic, including to the rest room. No patient can be left alone in the clinic. Each escort will work in a specific area assigned by the Patient Escort Lead. Please see the process flow and chart.

**Escort areas:** Each area will have a lead:

- Patient Registration
- Patient Education
- Medical Triage
- Dental Triage
- X-Ray
- Dental Determination
- Routing
- Patient Waiting
- Root Canals
- Crowns
- Extractions
- Fillings
- Kid's Dentistry
- Temporary Tooth Replacement
- Cleanings
- Medical

### **Process**

- Volunteers should arrive by 4:45 am or 11:30 am and be ready to work by 5:30 am or 12:00 pm for shifts 1 and 2 respectively.
- A brief training/orientation for the first ½ hour of each shift will be provided by the Lead. Please meet your lead by the Patient Escort sign.
- All minors must be accompanied by their parent or legal guardian throughout the minor's treatment. All minors and guardians will receive wrist bands at Patient Registration with the minor's last name. Once the minor's treatment is complete then the parent or guardian can return to Patient Education for their treatment.

- **Patient Process:** Patients enter the clinic at Patient Registration, go to Patient Education, Medical Triage, Dental Triage, X-ray as needed and Routing. At Routing they will receive a color coded card and go to the patient waiting area until called for their treatment procedure. After the Patient's procedures are completed patients go to Post-Op, Pharmacy as needed, Data Entry and Patient Exit where they exit the clinic.
- **Patient Treatment Process:** Treatment areas are by color:
  - **Root Canals – Green**
  - **Extractions – Orange**
  - **Fillings –Blue**
  - **Kids Dentistry – Yellow**
  - **Temporary Tooth Replacement – Brown**
  - **Cleaning – Purple**
  - **Crowns – Turquoise**
  - **Medical - Sage**
  - Each treatment area will have a banner with the color listed above. There will be a sign with the same color in the waiting area next to the treatment area. Treatment cards will be given to the patients that match the color system. The cards are to identify the type of treatment each patient is to receive and to maintain the line order for each patient. Patients will receive treatment based on the treatment number of each card.
  - Escorts will follow the order of the cards given to them at Routing and take the patient to the appropriate waiting area.
  - In each treatment area the escorts will seek to fill empty treatment chairs as soon as possible. Please ask the provider if you can bring them a new patient.
  - Once the provider has completed the patient's treatment, please escort the patient from the chair as quickly as possible. Check to see if the patient has any additional treatment cards.
  - If the patient has additional treatment cards, take the patient to Routing for next steps.
  - If the patient does not have any additional treatment cards please take the patients to Post-Op, to Pharmacy as needed, Data Entry and Patient Exit. Please stay with the patient all the way through Patient Exit before returning to your posted location.

PLEASE BE FLEXIBLE and THANK YOU for participating today.