New Mexico Mission of Mercy

Patient Exit

Process

- Volunteers should arrive by 5:15 am or 12:00 pm and be ready to work by 5:45 am or 12:30 pm for shift 1 and 2 respectively.
- A brief training/orientation for the first ½ hour of each shift will be provided by the Lead.
- Patient Exit includes: The patient exit, patient information tables, and family reunite areas.
- Once patient has completed Data Entry, Patient Escorts will bring the patient to Patient Exit.
- Ask patients to complete an **Exit Survey**.
- Please provide patients with a "Patient Absence Excuse Letter" when requested.
- Assure each patient gets a **patient bag** to collect all their materials, **including the patient resource sheet from Post-Op, it includes the patient line number.**
- Assure patients do not leave the area unless they exit the building.
- Minors 12 and under must be with a parent/guardian at all times.
- Minor (13 and up) waiting is located in the patient exit area. They can wait without a parent/guardian.
- Assure the reunion of parent and child/minor before having the parent leave the building.
- Assure minors (13 and up) do not leave the patient exit area until their parent/guardian is with them.
- Many patients may have come in a group. If patients are waiting for others please have them stay in the area.
- The patient exit door must be watched at all times by at least two people. **No one can reenter the building from the patient exit door.**

PLEASE BE FLEXIBLE and THANK YOU for participating today.