



## 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 and clip board will be given to the first 60 patients in line outside (1-60). Ensure that only patients receive a card and form and not people helping patients – please ask. Have the patients only complete the top portion of the form.
- 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 an entry waiver but do not give them a patient form. **Everyone entering the building must sign and date a waiver and complete a COVID screening form.** Use only **BLUE** ink on patient forms.
- 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 form and ensure that the patient waiver on the back is signed and dated. Volunteers will also verify that patients have completed the COVID screening 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 and COVID screening form. Non-patient entry waivers and attached COVID 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 (including COVID screening form) 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.
- Starting at 6:30 am on Friday and Saturday, patients with appointments will begin showing up each hour. Keep the appointment line separate from the walk-in line. Follow the same process for walk-in patients but the patient appointment line gets priority over walk-in line at the appointment time. Appoints are scheduled every hour from 6:30 am to 3:00 pm on Friday and from 6:30 am to 1:00 pm on Saturday. Once the appointment line is completed each hour, return to the walk-in line. If no one is in the walk-in line, then allow the appointment patients to enter the clinic prior to their

appointment. If someone misses their appointment, they need to stand in the walk-in line.

- 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. Attach completed COVID screening form to the treatment form. **If a patient or patient helper answered yes to any of the COVID screening questions, contact the Dental Services Chair for further evaluation before that person enters the clinic.**
- Once the patient form is completed, waiver signed and dated, COVID screening form completed, 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 forms, keeping patient forms in numeric order, keep numbers and non-patient waivers
- 1 Hand out numbers to patients waiting in line
- 1 Pass out Clip Boards with patient forms, COVID 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.