



## Process Flow Outline

### ❖ ENTRY AND PATIENT REGISTRATION

- Clinic doors will open at 5:15 am and patients will enter in groups of 30. Patient Greeters should continue to talk to patients in line about treatments available throughout the day. Each patient in the group of 30 will receive a patient form to complete and a number prior to entry. Patient waivers must be signed and completed before patients leave Registration. As patients' complete registration they will be escorted to Patient Education.

### ❖ PARENTS AND CHILDREN/MINORS

- Children and parents will check into childcare/minor waiting area at Patient Registration. Parents will complete a form and both parent and child/minor will receive a wrist band with the same name. Parents and minors will be reunited at Patient Exit. **If a child 12 or under is a patient, the child and guardian will go directly to Pedo. All minors who are receiving treatment must be accompanied by a parent or guardian throughout the treatment process. Once the minor's treatment is complete, the parent or guardian can request the Patient Escort to assist them in obtaining their treatment. The child/minor will be escorted to childcare or minor waiting area.**

### ❖ PATIENT EDUCATION

- Patients will be escorted to Patient Education after they complete Patient Registration. Patients will receive hygiene education. From Patient Education, patients will go to Medical Triage.

### ❖ MEDICAL TRIAGE

- Patients will be escorted to Medical Triage, where a brief medical history and vitals will be taken. If a patient cannot receive dental care due to the patient's medical conditions, the patient will be escorted to Routing for a Medical card to be seen in the Medical department for further management. For patients going to the Medical department, Medical Triage will complete the Triage section on the separate medical form and attach it to the main dental treatment form.

### ❖ DENTAL TRIAGE/DETERMINATION

- Patients will be escorted to Dental Triage or a waiting area depending on the number of patients waiting for Dental Triage/Determination. The chief complaint and x-rays required need to be identified in Dental Triage. Premedication staging and dispensing will be completed in Dental Triage. Patients will go to X-Ray, if needed, and then to Dental Determination. A determination of what procedure(s) will be done is completed in Dental Determination based on the patient needs, x-rays, and the priorities. Treatment priorities and corresponding treatment departments on the patient form will be completed at Dental Determination. As patients leave Dental Triage/Determination, they will be escorted to Routing.

### ❖ ROUTING OF PATIENTS

- Patients will be routed based on the determination of what procedure(s) will be done as completed in Dental Determination and Medical Triage. A department card(s) with number will be given at Routing for dental and medical and patients will move to staging areas and be grouped by department card and number. All procedures to be completed need to be handed out in order of treatment priority.

### ❖ PATIENTS STAGING

- Patients will remain in a department staging area until a department or department anesthesia seat opens. Coaching will be completed in staging areas. Patients will receive anesthesia as defined by department as a space in the department anesthesia seating is opened.

### ❖ PATIENT TREATMENT

- Patient enters department treatment area and is treated. Anesthesia will be completed as requested on patient form in department anesthesia areas. Any additional anesthesia will be administered by treatment dentists. The surgical waiver is completed and signed prior to any surgical procedure. Additional x-rays should be done in nearest department. Once treatment is completed, a Patient Escort will take patient to the next steps. Escort returns patient to Routing. If no additional cards are needed, Escort will stay with patient through Post Op, Pharmacy and Data Entry and then leave the patient with Patient Exit volunteers.

❖ **POST TREATMENT CARE**

- All patients will go through Post – Op and receive care instructions.

❖ **PHARMACY**

- Patient enters with Patient Escort and gets prescription(s) filled as necessary.

❖ **DATA ENTRY**

- After Post Op or Pharmacy, for patients with prescriptions, patients are escorted to Data Entry. The patient treatment form is completed, entered, and filed, along with patient waivers and x-rays. A copy of the patient form, on blue paper, is made for returning patients. Patient Escort stays with patient until Patient Exit.

❖ **PATIENT EXIT**

- Parents will be reunited with children. Patient surveys are completed. Family reuniting area is in Patient Exit. Patient is given a Patient Resource Sheet. Patient exits facility.

