



Exit Interview Protocol

1. The goal of the clinic is to relieve pain and eliminate infection. Patients are only offered one dental service (i.e. treatment in one quadrant; cleaning or fillings or extractions) unless the capacity of the clinic allows for more. In most cases, patients are unlikely to get all of their dental needs met. Please do not comment or give your opinion on the care the patient received, or the care a different patient received (i.e., I can't believe you didn't get all of your fillings done).
2. Prior to patient survey, verify the patient record is complete (treatment done indicated on chart) and the treating dentist(s) have signed the form.
3. Remove the patient's wristband.
4. Check for prescriptions.
 - a. If the dentist has indicated a need for medication, ensure the patient has received it prior to the exit interview.
5. Check if the patient plans to come back the following day.
 - a. If we have not cut off accepting new patients and the patient needs additional work, ask the patient if they would like to get in line again (if it is Day 1, they could come back on Day 2).
 - b. If yes, make a copy of the patient record (on colored paper) for them to take with them. Only copy the front of the patient registration form and their x-ray. They will need to get in line again and bring the copies with them. They have to go through medical triage, but can skip the dental triage and go to routing.
6. Collect the patient record and put into collection box for data entry pick up.
 - a. X-rays and the patient privacy notice should be stapled to the original patient record.
 - b. Original patient records are property of AzMOM. A patient should never walk out with the original, only copies.
7. Collect Comment Cards.
8. Hand patient a "Goody Bag".
9. Ensure patients received post-op instructions and know about the number they can call if they have any problems with the care they received for 2 weeks following the clinic.

10. Let the patient know there is a list of community dental providers they can call to schedule additional dental care (for a cost) if needed.
11. Conduct patient survey.
 - a. Some patients may not be able to read or write. Be patient and guide them through with respect and understanding.
 - b. Be mindful some patients cannot speak because of the work they had done. Ask them to give you thumbs up when you read the answer they wish to give.
 - c. If the patient is a repeat patient (they will have a color paper copy of the patient form) they do not need to complete another survey.
12. If patient has completed all requirements, have an escort take the patient to either:
 - a. The clinic exit or
 - b. The family waiting area
13. If you come into contact with any blood or saliva from a patient, wash your hands immediately. If a patient leaves blood or saliva on the table, chair, etc., please, wash your hands, put on gloves and dispose of the contaminated item. Use a disinfecting wipe to clean the area. Remove gloves and wash your hands.