



## Patient Education Protocol

- Please remember that all patient information is confidential!
- Once a group has completed their paper work in Patient Registration, they will be escorted to Patient Education in groups of approximately 16-18.
- The patients will be welcomed and asked if there is a need for an interpreter.
- The speaker will introduce themselves and any other volunteers.
- The patients will be told what to expect as they begin their dental trek into the coliseum. (Triage, treatment, exit etc.) A hand-out, if available, would give visual reminders to patients.
- Patients can be shown either a very short DVD on good dental hygiene practices (brushing and flossing) or a demonstration using a visual aide or typodontic for patients to experience first-hand proper dental care procedures.
- Patients will be told that at the Exit Interview, they will receive a dental kit (show example) giving them a healthy start on oral hygiene.
- Once the volunteers have fielded any questions or concerns, the patients will be escorted to Medical Triage.
- On the way to the next stop, they will walk past tables sponsored by the Health Department and will be handed a treat bag of information pertinent to the patient's health and well-being.
- Once the chairs are empty in Patient Education, a new group will be escorted into the area from Patient Registration.
- As the volunteer shift is ending, volunteers may be asked to fill out a short survey of their experience, adding suggestions on ways to improve Patient Education practices.
- For any additional questions, please seek the help of a Lead Volunteer.