



## PATIENT ESCORT PROTOCOL

**Our goal of this clinic is to relieve pain and address the most urgent dental need(s).**

1. Any information you see on the patient registration form or information the patient tells you about their care needs to be kept private. Please do not discuss it with anyone.
2. Patient escorts are needed throughout the clinic. Your Lead will go over the clinic layout and explain the patient flow. You will be given direction about where to stand and what to do.
3. Patients are escorted at all times unless they are sitting in a chair waiting for or receiving treatment.
4. When a patient is ready to go from one areas of the clinic to the next, you will be asked to take the patient. Carry the clipboard with their registration form and take them to their destination. When you arrive at the destination, stay with the patient until another volunteer directs the patient to sit down and/or takes the chart from you.
5. After you deliver the patient to his/her destination, go back to the area to which you are assigned and wait for the next patient.
6. Patients will be escorted to the restroom, but you do not need to go into the restroom with them; wait outside and then take the patient to their destination.
7. If you see a patient walking around without an escort, please ask if you can help them and find out where they are going. Accompany the patient to their destination.
8. Please do not promise patients any particular treatment. Ask someone in an orange shirt if you are unsure what to tell a patient when asked.