



Central Arizona Dental Foundation

Patient Registration Protocol

The people seeking care are our guests and should be treated with respect at all times.

EMTs are onsite to deal with patient and volunteer emergencies. If there is an emergency, stay with the person in need of medical assistance. Send someone near you to alert the department head who will immediately radio for an EMT.

Patient Wristbands

- Beginning at 5:00am each morning, volunteers will hand out colored, numbered wristbands to the first 600 people in line. These are the patients who are guaranteed to get into the clinic and go through medical and dental triage with the intent of receiving dental care.
- Anyone behind the first 1,000 people in line should be informed it is unlikely they will receive dental care that day and to come back on Saturday.
- Friday and Saturday at 5:30 am the doors to patient registration will be opened.

Greeting and Name Tags ***Translators should be available and ready***

- Patient Greeters will greet patients with a smile, welcome them and inquire, “How would you like to be referred today?”
- Volunteers will write the patient’s name/nickname on the name tag with a Sharpie. The Patient Greeter will peel off the backing and hand the name tag to the patient to place on his/her shirt.
- After receiving name tag, Patient Registration Volunteers will write on or both parent names on the child’s wristband.

Patient Registration ***Translators should be available and ready***

- Keeping the patients in order, patients will be led into the Patient Registration area where volunteers will hand each patient a clipboard with a Patient Registration Form, Comment Card and **BLUE** pen attached. Blue pens should stay with the clipboard.
- A volunteer should instruct patients to complete the top portion of the registration form (in English and Spanish). This can be done as a group announcement.
- Adults will complete their own forms and those of any child requiring treatment.
- Children whose parent/guardian is not seeking treatment for themselves, will be sent directly to the pediatrics waiting area. Children whose parent/guardian is seeking treatment will accompany adult through medical and dental triage and routing before checking in at Pediatrics (refer to child processing below).

- Once a row of seats has been occupied, Patient Registration Volunteers will continue filling the next row, maintain numerical order.
- Patient Registration Volunteers will assist patients if needed and actively review forms to ensure that they have been completed thoroughly. **Make sure patients sign the back of the form.**
- Patient Registration Escorts will be assigned to restroom duty. Escorts will accompany patients to the restrooms and back in small groups. Children must be chaperoned by a parent or guardian.
- A patient escort should take the first group of patients (or individuals as they finish filling out their form) to Medical Triage.
- Once a row of patients has departed for Medical Triage, Patient Registration Volunteers maintain patient rows in numerical order (ultimately re-filling the front rows as the clinic progresses).