



RE-ENTRY PROTOCOL

1. When a patient is in a waiting area and not expected to move to the next area for 30 minutes or more, they may receive a Re-Entry pass from the Patient Registration Lead.
2. The pass entitles them to leave the building for a maximum of 20 minutes without losing their place in line.
3. The person issuing the pass will fill in the time the patient is leaving the department and the time the patient is expected back at the department. They also note on the tracking sheet next to their routing number what time they are expected back.
4. An escort will take the patient to the re-entry door; the patient will show their pass to the Door Monitor at the re-entry door and leave their clipboard with the Door Monitor.
5. When the patient returns within the allotted time, the Door Monitor will give them their clipboard back and have an escort return them to the Patient Registration Lead.
6. Patients not returning within the allotted time will be escorted to the routing table for a new routing number. If routing has been closed for the day then they should be taken back to the department with their re-entry pass noted that they should be put at the end of the line.
7. The patient will check in with the Department Lead upon return.
8. Once on the clinic floor, patients are not allowed to leave until after treatment is complete.

WAITING AREA DEPARTURE PROTOCOL

1. Any departures from the waiting area (restrooms, phone call, beverage, check on a family member) should have the exit time noted on the tracking sheet next to their routing number and the patient should be told they must be back within 15 minutes.
2. Patient may NOT go onto the clinic floor without an escort. Preferably, they wouldn't go anywhere without a patient escort. If you feel it is appropriate or if you are concerned about why the patient is leaving, send an escort with them.

SMOKING IS NOT ALLOWED IN THE BUILDING.

PATIENTS MUST PROCEED TO THE DESIGNATED AREA WHEN ISSUED A SMOKING PASS.