



Central Arizona Dental Foundation

Routing Protocol

Please practice universal precautions and follow all standard infection control practices.

Our goal is to relieve pain and address the most urgent need(s). Please remember, this setting is very different from your office where more options are available to you and the patient has regular access to care. This fact was kept in mind as patients went through triage. Refer to the priority section of the patient form to find out what treatment and which teeth will be treated.

1. EMTs are onsite to deal with patient and volunteer emergencies. If you have a patient emergency, stay with the patient, send your assistant or someone near you to alert the department head who will immediately radio for an EMT. Hold up the EMT station card so the EMT can quickly identify where to go once they have been radioed.
2. Translators are available.
3. Please PRINT on the patient charts – DO NOT USE ABBREVIATIONS.
4. Only **RED** pens should be used on patient charts in Routing – NO BLACK ink. In the priority section of the form, circle the work to be done using the **RED** pen and indicate the Routing number on the patient record.
5. Treatment will be provided in priority order, one service per patient.
6. Anyone wanting a second dental service must go to the end of the line after receiving their first service. When they reach medical and dental triage they can skip those stations.
7. Anyone needing partials must be triaged and routed, first to x-ray (if that is deemed necessary) and then to the lab for impressions **BEFORE** going to oral surgery.
8. Check their medical history. If patient requires antibiotic premedication for indicated treatment, send a runner to the medication area to retrieve the pre-meds and administer the pre-med at routing.
9. Read x-rays, if available, and consult with patient regarding dental priority and patient priority. **Make sure the patient understands the treatment they are being provided before sending them to the appropriate waiting area.** Remind the patient they are only receiving one service.

10. After an hour or two goes by, try and find out how many patients are seen per hour by each department. To find the number seen by each department per hour check how many patients were sent by clipboard volunteers to each department (not how many are waiting), and then go to each department to find out how many have been seen by each department. Then divide by the number of hours to find out how many people are being seen each hour in each department. Then find out from a clipboard volunteer how many people are waiting for each department and determine the cut-off for the day for each department. Re-evaluate the numbers throughout the day to ensure accuracy.