

Patient Waiting Area

is the “**Waiting Room**” for the “**Practice**” - ALL the patients sit and wait to be called for the procedures they will receive during the day.

Patient Waiting Area Monitor

is the “**Manager**” of the doctor’s/hygienist’s “**Schedule**” - with **clipboard** and pen in hand, **recording** the patient’s Name and Number, then **calling** the patient to be escorted to the “chair” for the procedure.

Each Clinical Procedure has its own Waiting Area - Color-coded

Pediatric / Family - **Yellow**

Hygiene (Cleanings) - **Pink**

Restoration (Fillings) - **Blue**

Endodontics (Root Canal) - **Light Blue**

Oral Surgery (Extractions) - **Orange**

Prosthodontics (Dentures) - **Purple**

- A Patient Waiting Monitor is assigned to manage each Waiting Area.
- Each Waiting Area has its own Clipboard.
- Each Patient must be logged into and out of each Waiting Area.
- Each Patient must be entered on the appropriate clipboard for each procedure they are receiving.

Patients Requiring Multiple Procedures

Patients may have multiple color-coded procedure wristbands.

After each procedure, patients will be returned to the Patient Waiting Area to be recorded on the clipboard for the next procedure per instructions below.

What to Record on the Clipboard / How to Route the Patient:

- Sequential **Number** (Count) of Patients is pre-printed on the log sheet.
- Enter the Patient Registration wristband number to the left side of the Count.
- Enter the number of the Color Coded Procedure Wristband to the right of the Count.
- Time patient **Arrived** to waiting area
- Time patient is **Routed** to procedure
- Patients **Name**
- **Other** - Record the colors (P, B, LB, O) of other Procedure wristbands the patient is wearing.

Whenever Possible - Patients will be routed to the procedure based on the Patient Registration wristband number, lowest number first.

A representative of the clinical procedural area - doctor, assistant, ambassador = MUST escort each patient from the waiting area to the procedure area.

Patients MUST be escorted by an Ambassador, a Doctor, or an Assistant, EVERYWHERE they go while in this facility. This includes:

- From Routing to Waiting Areas
- From the Waiting Areas to the Procedures
- From Procedure to next Waiting Area
- To the bathroom, and back.
- To the Exit Area. Once Exited, they ***will not be allowed back in.***

Children must ALWAYS remain with a parent. They will have coded wristbands that match them to their parents.

Patient Flow

1. *Outside*, In Line, Waiting
2. *Registration* - Each patient receives a clipboard with their personal paperwork, which they must keep with them at all times.
3. *Waiting Area*
4. *Medical/Dental Triage*
5. *Radiology (X-ray)*
6. *Routing* - Receive color-coded wristbands for the procedures that they will be given.
7. *Patient Waiting Area* - Recorded on clipboard for first procedure. If a patient arrives to you without any colored wrist bands, they must be escorted back to Routing.
8. *Procedural Area*
9. *Patient Waiting Area* for subsequent procedure, if necessary
10. *Exit Interview*

General Awareness

- **Patients MUST be escorted by an Ambassador, a Doctor, or an Assistant, EVERYWHERE they go while in this facility.**
- If you notice patients walking around unescorted, **you must stop them**, find out where they belong, and **get them an escort**. Locate a translator, or a Lead, if necessary.
- If you see a patient clipboard laying on a seat in the waiting area, find out who left that seat and get the clipboard back to them. Enlist an ambassador to help, if necessary.