

## **EXIT / INTERVIEW PROTOCOLS**

- If a patient is recycling, health forms will be photocopied on yellow paper and the form will be in black. Blue pens are used in clinical areas to help differentiate between old treatment and new treatment! Red pens will be used only in Dental triage and Routing to designate the treatment priority of today.
- If patients recycle, they will skip medical and dental triage only. They still need to go in line and go through Registration and receive a new wristband.
- Make sure you have lots of ink for the photocopier- up to 60% of patients will ask to recycle although only 10-20% actually return.
- Be positive and empower each patient at each point of contact! Statements like “This was a good choice that you made today.” are empowering!
- If a patient is feeling weak or sick, call over a physician, one of the chairs, or an EMT! Safety is our highest value and we want to make sure all patients are healthy enough to leave our care.
- Every patient needs to answer all questions on our questionnaire. Be firm but nice at the same time!
- Please stagger your lunches and breaks.
- The Exit Interview Department works closely with the Data Entry Department. Your lead may want you to help in either department. Please be flexible!
- In case of computer problems, we have printed 300 copies of the interview questionnaire.

**LASTLY, PLEASE BE FLEXIBLE AND THANK YOU FOR PARTICIPATING TODAY!**