

MOM Project Overview

Parking → Line → Patient Registration → Health Screening Wait → Health Screening → Dental Services Wait → Dental Services → Post-op → Pharmacy/Exit → Parking

Parking:

Parking is a huge issue that requires careful planning and follow-through. It is important for your group to think through how patients and volunteers will arrive on site. Questions to consider:

1. What time will you open the parking lot(s) and allow people to begin to stand in line?
2. What overflow parking is available? Will you need a shuttle service for overflow?
3. How will the patients and volunteers arrive on site?

You will need:

- Space for parking:
 - Blacktop
 - Grass (*make certain you have approval*)
 - Overflow (*shuttle service*)
- Volunteers:
 - Direct traffic
 - Direct people
 - Handle (*light*) security issues
- Orange cones, reflective vests:
 - Check with county emergency response team, usually located with your local department of social services or health department
- Many Signs:
 - Directing people and cars to line and patient registration
 - Large enough to read
 - Laminated in the event of inclement weather
- Police:
 - Security
 - Direct traffic into and out of event

Quick Tip

"We were told that parking and line issues would be a challenge, but I underestimated just how much of a challenge... If I have one piece of advice for someone doing this it is to have volunteers park far away and shuttle them to the site, arrange for LOTS of chairs and water for those waiting in line and double the amount of parking and security help you think you need."

-- MOM Project Director

Managing the Line

Some area MOM projects utilize numbered wrist bands. When a patient arrives to begin standing in line they are given a numbered band to wear on their wrist. While it is still necessary for them to stand in line, if they do leave the line for a brief amount of time their place is reserved. The number is also written on all the patient's forms at registration. If the patient has a child with them, the child is given a wristband with the parent's chart number as well. This can ease patient tracking.

Line

Careful planning is also important for the line. Questions to consider:

1. Once patients have parked how will the line function?
2. Where will the line begin and end?
3. Is the population you are serving able to stand for long periods of time? (*If not, additional chairs should be rented/procured*)
4. What is the protocol for 'place holding' if someone leaves the line to get food, use the restroom, etc.?

You will need:

- Policies and procedures regarding line-holds
- Chairs
- Accessible drinking water
- Volunteers:
 - Directing people
 - Handle questions
 - Light security issues
- Police:
 - Security
- Access to portable toilets

Area for Children

Many patients will have children with them at MOM projects. Virginia state law requires that when an event separates a parent from a child by putting the children in another area, that "child holding area" is considered to be a "day care center" and is subject to the rules and policies governing day care centers. As such, it is recommended that your MOM project avoid creation of a child care area. You should communicate that the event is adult only. If a patient brings a child along, the child must remain with the parent throughout the day.

Patient Registration

The patient registration tables are the first point of contact in receiving dental care at a MOM project. It is a vital station for welcoming patients and making them feel comfortable, obtaining patient consent to treat, and gathering patient demographic information. Patient registration volunteers walk patients through several forms. Then patients take the completed paperwork with them to the health screening area and give it to the appointed health screening volunteer.

What you need:

- Tables
- Chairs
- Volunteers:
 - To register patients
 - To help with patient flow from line to registration and from registration to health screening
 - Floaters to answer questions and light security

- Forms:
 - Patient Record (*demographic information*)
 - Patient Waiver
 - Patient Deemed Consent for Testing
- Signs
- Office supplies (*pens, tape, scissors, extra paper, etc.*)
- Trash bins

Pre-registration

Patient registration takes time; if patient registration begins at 6:00 a.m., the first patient may not be through the registration process and health screening for 45 minutes. This leaves dental volunteers who could be seeing patients idle. Some MOM projects choose to pre-register about 75-100 patients to ensure that the dental volunteers can start right away and that as many patients can be treated as possible in a given day. (*Expect 30% no shows from this group.*)

Typically, pre-registration occurs at a local dental safety net clinic, health department clinic, or other designated sites one or two days prior to the MOM event. Area safety net clinics and social service agencies are given a small number of slots to use for patients, and are responsible for making certain the patients arrive at the pre-registration site. During pre-registration, patients fill out paperwork and have an initial exam to establish a treatment plan; they are given a wristband that is a different color than wristbands used for day of registration and told to arrive at the event early. There, they are funneled immediately to health screenings. If they arrive without their wristband or paperwork, they must stand in the main line.

Pre-registered patients arrive prior to the event start and are funneled through a different line. If your MOM project chooses to have pre-registration, be certain to account for the separate line, and pre-registration signs. Pre-registered patients should enter the building away from those waiting in line for the first time. This will help prevent problems with patients in the line wondering why they aren't going first.

Health Screening

Once the patient registration process is complete, patients move (*with their forms*) to the health screening area. In this zone, patients receive a blood pressure screening and a glucose level test. Patients who are medically 'cleared' move on to the dental triage area. Patients whose glucose and/or blood pressure are high, but borderline are able to stay in a waiting area for a re-test. Patients whose glucose levels are too high to be considered safe for treatment (*a protocol that must be determined by your dental and medical director*) are asked to leave and given the names of the referral dentists who have agreed to provide follow-up care to MOM patients.

You will need:

- Patient waiting area
- Volunteers:
 - Doctors
 - Nurses
 - General
- Medical 'stations' to take blood pressure and glucose (*table and chairs*)
- Medical supplies
- Biohazard disposal bins
- Glucose and blood pressure forms for patients
- Policies and procedures printed out for medical volunteers and patients:
 - Blood borne pathogens
 - BP and glucose levels
 - Health Screening Station instructions (*Index*)
- Trash cans
- Office supplies
- Signs

Be Careful with Sick Patients

Because recent research has demonstrated the relationship between certain systemic diseases (diabetes, hypertension, cardiovascular) and oral health status, it is important to have a medical team to identify patients who cannot receive dental care because of medical conditions they have, which are often undiagnosed.

In the event a patient has a high blood glucose level, or high blood pressure, health screening volunteers will alert the Medical Director who will determine if the patient should rest and be re-tested, or if they are not able to be treated.

Dental Services

The bulk of the space in the venue you secure will be taken up with portable dental operatories. Once patients have cleared the health screening area, they move with their forms to the dental triage area. At this point a volunteer dentist will screen/triage them and determine which dental procedures should occur. The patients will be directed to the appropriate waiting area, i.e. cleaning, filling, extraction, and called when space is available. **The treating dentist or hygienist is responsible for collecting all forms from the patient, tracking services performed, and placing all forms into a central repository for data entry.**

You will need:

- An extensive space plan. The VDAF will conduct a walk-through of the site space to assist with space planning. The plan should include space for operatories and waiting and triage areas in the dental area, as well as appropriate space for registration, health screenings and waiting areas, x-rays and waiting area and sterilization.
- Portable dental operatories (*50-55 portable chairs/lights available if space permits*) from VDAF.
- Mobile operatories (*local dental van may be available from area health departments/community health clinic – this can be coordinated with the VDAF*).
- Dental supplies (*can be purchased through VDAF based on a fee per patient*).
- Volunteers:

- General (*to handle triage and record patient data*)
- Dentists
- Oral Surgeons
- Endodontist(s)
- Dental Assistants
- Hygienists
- X-ray technicians
- General supplies (*work with VDAF to augment the supplies you purchase from them*)
- Laptop computers (*for patient treatment data entry*)
- Office supplies
- Trash bins
- Recovery area

Pharmacy/Exit

The Pharmacy and patient exit are typically located at the same place. When a patient finishes receiving dental services, s/he moves to the pharmacy/exit station of the event, where the dentist or dental assistant has taken the patient's chart. A volunteer checks each chart for completeness and keeps it for the MOM file. (*Volunteers escort patients to the correct areas to fill in any gaps.*)

If the patient received a prescription from the dentist for an antibiotic or pain medication, a volunteer reviews it and provides the patient with a voucher and directions to pick-up the prescription. Acetaminophen and Ibuprofen are typically available on-site.

Some MOM projects have antibiotics on-site, typically purchased at cost through an area free clinic or health department. If this is the case, a pharmacist or pharmacy student dispenses this medication. There are NO narcotics or pain medications on site at a MOM project.

Evaluation Forms

Patients are also asked to complete a patient evaluation form.

You will need:

- Tables
- Chairs
- Computers
- Volunteers:
 - Medical
 - General
- Vouchers
- Directions to partner pharmacies
- Trash cans
- Office supplies
- Medications

- Evaluation forms

Other Activities Requiring Planning

Set Up/Tear Down/Clean Up

VCU dental students, coordinated by the VDAF and the MOM Leadership Committee, play the single most important role in unloading and setting up the dental equipment and tearing down/packing up supplies and equipment at the end of the clinic. Specific “head” dental students are in charge of this process and are identified by a VCU faculty member.

You will need:

- Approximately 5 hours to complete the set up process
- Multiple copies of the event space plan
- 10-15 able-bodied local volunteers to assist with unloading and unpacking truck
- 10 dental students, 5 dental hygienists, and 5 dental assistants
- A dental supply technician to assist with set up
- An electrician on site to ensure proper connections
- Food (sandwiches/pizza) and beverages for the set up crew
- Trash bins
- 10-15 able bodied local volunteers who are well rested (who have not been on site all day) to assist with packing and loading the truck at the end of the MOM event

Volunteer Tee-shirts

Each MOM project volunteer receives an event t-shirt to wear while volunteering at the MOM. Typically, each type of volunteer receives a different color tee-shirt (*dental volunteers wear yellow, general and registration wear blue etc.*) to help identify their area of expertise. This helps immensely as questions arise throughout the day (*from volunteers and patients*) and builds a sense of “team” for the volunteers. When volunteers wear their tee-shirts out and about in the community they also raise awareness for the MOM project and the need for adult dental care.

Volunteer Registration

As volunteers arrive onsite, they will check-in, receive a t-shirt and be directed to their assignment zone. If they are not assigned they will stay at the registration site until they are needed.

You will need:

- Tables
- Chairs
- Trash cans
- Volunteer sign-up sheets with assignments and schedule
- Name badges for volunteers

- Tee-shirts
- Signs
- Volunteer descriptions
- Event map
- Office supplies
- Volunteers:
 - Manage sign-in
 - Escort volunteers to appropriate zone
- Area for volunteers to sit while awaiting assignment

Volunteer Break Room/Area:

Designate an indoor area where volunteers are able to sit down and where food and beverages are served. It is helpful if this area is close to restrooms accessible to volunteers. Keep in mind that over a meal break you may have ¼ of your volunteers in the area at a time.

You will need:

- A 'concession stand' of cold water, other beverages and snacks.
- Large coolers (*at least one 50 gallon*) for ice and beverages.
- Tables and chairs (*ideally, room for at least ¼ of your volunteers to sit at one time*).
- Volunteer meals and appropriate utensils and napkins.
- Three volunteers to distribute snacks and beverages (*six volunteers over the lunch break*).
- Trash cans.

Food for Volunteers

Several MOM projects received gift cards to an area warehouse store as a donation. The cards were used to buy pre-packaged snack foods (*trail mix, chips, protein bars*) and water and soda in bulk. The pre-packaged snack foods and water bottles made it easy for the volunteers to grab something quickly.

Communication Command Center

Designate an area of the event space as the central command center. A member of the Leadership Team should always be at the command center to answer questions or deal with issues that come up during the event. Each member of the Leadership Team should have a walkie-talkie to communicate during the event. The command center will serve as lost and found (*for people and things!*) and the base of public relations for the day.

You will need:

- Table
- Chairs
- Trash cans
- Office supplies
- Member of the leadership team (*for troubleshooting and decision-making*)

- At least three volunteer ‘runners’ (to help people get where they need to be, carry information and documents)
- Public Relations Committee Chair (to work with media, help facilitate interviews with dental director, VDAF leadership, answer questions)
 - Media kits (see sample in appendix and related public relations committee section)
 - Data (as it becomes available) concerning:
 - Number of volunteers
 - Anticipated number of patients
 - Most common procedures performed
 - Human Interest:
 - Number of water bottles/bagels etc. for the volunteers
 - Farthest known distance traveled by a volunteer (or patient)

In addition to highlighting the needs the services the event is providing and the tremendous oral health needs in the community, the Public Relations Chair must be prepared to address related issues that may occur during the event. Be prepared to answer (or have the appropriate leadership member address) questions about crowd control, health emergencies, logistical problems or unusual circumstances that occur. Additionally, work with the Patient Registration Committee or Dental Services Committee to identify appropriate patients who are willing to share their stories with the media, and help facilitate media interviews and pictures.

Volunteer Recognition Dinner

On the evening prior to the event (typically after the venue has been set-up), there should be a recognition dinner to thank the volunteers from the area and around the state, who have given

Promoting Your Community
 Check with your local Chamber of Commerce to see if it has a video, or other marketing materials, that highlight your community. Ask members of the local school board to attend to highlight your great schools. Invite representatives who can provide information about the excellent recreational activities in the area.

of their time and expertise to help staff your MOM project. Not only is this an opportunity for the volunteers to relax and engage with one another, it is also an excellent opportunity to highlight the great aspects of your community. There are a host of dental students volunteering at your event, who will be looking for a permanent position and a place to settle once they graduate. You are also hosting practicing and retired dentists from throughout Virginia, your community might be the ideal location for their retirement or practice!

In addition to the volunteers, be certain your guest list includes:

- Donors and other community supporters
- Local public officials
- State Delegates and Senator from the district
- Member of Congress and Senators representing district
- Local media

In addition to food and drink, many planning committees give awards for the volunteer who 'traveled the farthest distance' or 'most MOM projects attended'. The dinner is also an opportunity to thank donors and other supporters publically.

Because of the high number of volunteers, it is important to include the costs of the food and beverages for this dinner when budgeting for the MOM project. It also provides a nice opportunity for local restaurants and caterers to engage with the MOM via large discounts or donations. Don't be shy about asking!

Volunteer Orientation:

When a volunteer registers to work at the MOM event, s/he should receive a packet of information that includes:

- General information about your MOM project.
- A map to the event.
- A map of the event, detailing each zone.
- Volunteer parking and arrival information (*including directions to volunteer check in*).
- A general volunteer position description.
- Orientation is typically held immediately prior to the opening of the MOM project for dental and medical providers who will work all day. General volunteers receive onsite training and orientation.