

# Patient Registration, Patient Exit, Data Entry Policies and Procedures

## Greeting Patients

All volunteers are reminded to greet patients graciously and respectfully.

## Patient Registration

- 8 tables for patient registration in the Special Events Center (SEC) (see attached event map)
- 2 registration volunteers/table
- 1 patient escort volunteer/table
- See attached volunteer schedule

## Patient Flow:

- Patients will be seated in the Patient Registration Waiting area in numeric order however once patient begins receiving services, the numeric order is no longer applicable as patient's time at each station/service area will vary.
- While seated, patients will receive a clip board and be asked to **complete the following**:
  - Patient Record (*demographic information*) (*available in English/Spanish*)
  - Patient Waiver (*available in English/Spanish*)
  - Patient Deemed Consent for Testing (*available in English/Spanish*)
- Patient will be escorted to patient registration table in the order they are seated.
- **Registration volunteers will review for completeness**:
  - Patient Record (*Demographic Information*) (*English/Spanish*)
  - Patient Waiver (*English/Spanish*)
  - Patient Deemed Consent for Testing (*English/Spanish*)
- **A patient chart is created.** The patient's "line ticket" number will become the medical record number. Record patient's last name and first name on the chart's tab.
- Verify whether the patient is on "Blood Thinners" or has a "Latex Allergy". If yes, attached a red sticker on the chart's tab.

| <i>Sticker Color</i> | <i>Reason</i>                |
|----------------------|------------------------------|
| <b>RED</b>           | Patient is on blood thinners |
| <b>BLUE</b>          | Patient has a Latex Allergy  |

***Please note patients on Blood Thinners should be escorted directly to the PT/INR testing table at Health Screenings.***

- **Patient will receive a wrist band** with the medical record number on it. Wrist bands are color-coded based on date of service. (See attached wrist band color codes)

[Type text]



- Handicapped/special needs patients may have one escort accompany them. A wrist band will be given to these escorts that links them to the handicapped/special needs patient.
- **Interpretive services** (*Spanish primarily, sign and limited other languages*) are available as needed.
- When registration is complete, a volunteer will escort the patient to the Health Screenings waiting area.

### **Patient Exit**

- 2 patient exit tables (*2 volunteers/table*)

### **Patient Flow:**

- Patients will present with their chart to Exit table at the end of the dental visit.
- Volunteer will review chart for completeness. Ensure dental encounter form is complete and patient received follow-up care instructions as indicated.
- Patients who had extractions or other surgical procedures will be given a post-surgical pack (*gauze, OTC pain reliever, and follow-up instructions*) by the volunteer.
- All patients given prescriptions will be directed to the pharmacy station at the Exit table.
- Volunteers will file patient chart when complete.

### **Data Entry**

- Volunteers will enter patient demographics, health screenings and dental treatment data into an Excel spreadsheet.
- Work should be saved periodically throughout the day and at the end of each shift onto a Flash drive. These flash drives will be collected by the Patient Registration Chief at the end of each day.

[Type text]

