

# TeamSmile Operations Manual

## Check-out Area

**Purpose:** To insure proper clinical, after care information and dental home information is sent home with the patient.

**Total Volunteers Needed:**

**General Volunteers: 2**

**Runner - 1**

**Check-out Area Inventory**

**Items located in Registration Crate**

**Item Location: Red/Black Bins (1)**

After-care Instructions found in Hanging File	Check Out Bin
Clocks	Check Out Bin
Black Card Box	Check Out Bin
Patient Treatment Forms	Check Out Bin
Treatment Facility Information for Follow-up Care (Program-specific)	Program Box
Stapler, Staples and Ink Pens	Check Out Bin
Tissue	Check Out Bin
Extraction Kits – Gaze and Rinse	Check Out Bin

**Additional Inventory**

**Item Location**

TeamSmile Tablecloth	Program Bin
First Aid Kit – Small Red Kit	Registration Crate
Preventative Care Bags consists of toothpaste, floss, toothbrush	Marked Boxes
TeamSmile Check Out Bags	Marked Boxes
Sanitization Wipes & Hand Sanitizer	Sterilization Area

## **Check-out Area Set-Up**

Set up 8ft table and cover with TeamSmile Tablecloth.

If limited space, use the Volunteer Registration desk once Volunteer Check-in has been completed.

Table Set-Up: refer to **CHECK-OUT SET-UP PHOTO**.

Place the following items on the table:

- After-care Instructions Hanging File
- Clock
- Black Card Box
- Patient Treatment Form
- Treatment Facility Information for Follow-up Care (Program-specific)
- Sanitization Wipes & Hand Sanitizer
- Extraction Kit Supplies
- Stapler, Staples, and Pens
- Tissue
- First Aid Kit (red)

Place the following items under / near the table:

- Container of Girls Toothbrushes
- Container of Boys Toothbrushes
- Container of Toothpaste
- Container of Floss & Colgate Bags
- Box of Adult Toothbrushes

## Check-out Area Procedures

1. Collect patient card AND lanyard from patient.
2. Remove the patient card then record time on the back lower line of the patient card.
3. Place lanyard in the plastic “Check Out” bin. Throughout the day, run the lanyards to “Check-In” area.
4. Review both sides of patient card to ensure that it is completed.
  - a) Station #1 (Patient Exam) and Station #5 (Hygiene) **SHOULD ALWAYS** be filled in and **SIGNED BY** appropriate area dental professional(s).

Exceptions:

- Extractions – may not receive hygiene
- Extensive Restorative Treatment – may not receive hygiene
- Patient Refusal
- No Consent
- Lack of Time

- b) If Station #2 (X-ray) is complete, then Station #3 (Treatment) should be completed and **SIGNED BY** appropriate area dental professional(s).

Exceptions:

- No Consent
- Patient Refusal
- Special circumstance recorded by dentists on patient card
- Lack of Time

**VERY IMPORTANT:** If any section of the card is incomplete or inconclusive, a volunteer “runner” **MUST** follow up with the appropriate area dental professional(s). because:

- 1) The patient did not go to that station and their visit is not complete, please direct the runner to take the patient back to any possible missed stations  
OR
- 2) The patient did go to the station, however, no notes were recorded. Direct the runner to take the patient back to the station that is missing checked boxes or if the card has not been signed by the dental professional.

5. Patient Treatment Form is to be completed based on Patient Card data – check appropriate boxes and add teeth information, if needed.
6. Make sure to write additional treatment that was not completed at the clinic.
7. Place the Treatment form in the TeamSmile Colgate Bag with patient’s name visible.
8. Provide patient with follow-up care instruction sheet(s) if applicable. Example – If patient had Sealants placed, send home Sealant instructions. The instruction sheets needs to be placed in the TeamSmile Colgate Bag.
9. If a patient has an extraction, place an extraction kit in their bag.

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10. Provide all patients with program-specific Treatment Facility Information for follow-up care.
11. The Information Sheet needs to be placed in the TeamSmile Colgate Bag.
12. A runner is to escort the patient to the Entertainment Area/DJ Area.
13. Schools/Organizations will have an identified box to place the patients' bag in.
14. The Patient Card should be filed alphabetically by last name in Black File Box.
15. Disinfect lanyards and clear plastic holders with Sanitation Wipes.
16. At the end of the day, the front desk will be bringing over the Registration Forms in a File Folder.
17. At the end of the day, the Lead Check out person must find a TeamSmile Employee to release all the patient documentations.

### **IMPORTANT**

Always wear gloves when handling Sanitizer Wipes. Gloves can be found in the PersonalProtectiveEquipment (PPE) area.

PLEASE NOTE: Every patient should leave with a tote bag containing toothpaste, toothbrush and floss (with the patient's last name written on the bag) even if their parent/guardian opted out of the clinic.

\*\*Sometime Athletic Teams / Sponsors may have additional items to place in the bags – please pay additional attention and make sure all these items get distributed.

## **Check-out Area Tear-down**

Return lanyards to Check-in Bin 2 after they are sanitized.

\*\*Near the end of the day, the Check-in bin might be put away in the Registration Crate. Please locate Bin 2 in Registration Crate and return the lanyards

Return Check-out Area inventory items back to Check Out Bin and areas of storage per the inventory checklist.

### Special Instruction Items

- TeamSmile Tablecloth to be placed in Program Bin.
- **Sanitize** all ink pens, markers, and lanyards prior to putting these items away.

Place Check Out Bin in the Registration Crate

Place First Aid Kit in the Registration Crate

### **IMPORTANT**

**Always wear gloves when handling Sanitization Wipes. Gloves can be found in the PersonalProtectiveEquipment (PPE) Area.**

