

TeamSmile Operations Manual

Check-In Area

Purpose: To review each patient's registration and health history form to ensure the form has been completed before the patient enters the dental clinic. From this point on, each patient must have an accurate Patient Card with a chart number accompanying them throughout the clinic.

Total Volunteers Needed:

9 General Volunteers

1 Health Professional

Check-In Area Inventory

Items located in Registration Crate

Item Location: Black Bins (2)

Chaperon Buttons	Bin 1
Instruction Sheets	Bin 1
Lanyards	Bin 1
Photo Buttons (Yellow with White Tooth)	Bin 1
Wristbands - Seven Colors	Bin 1
File Folder	Bin 1
Ink Pens, Markers, Highlighters, Scissors	Bin 2
Patient Cards	Bin 2
Sticky Notes	Bin 2
Registration Forms (English & Spanish)	Bin 2
Tissue, Power Strip	Bin 2

Additional Inventory

Item Location

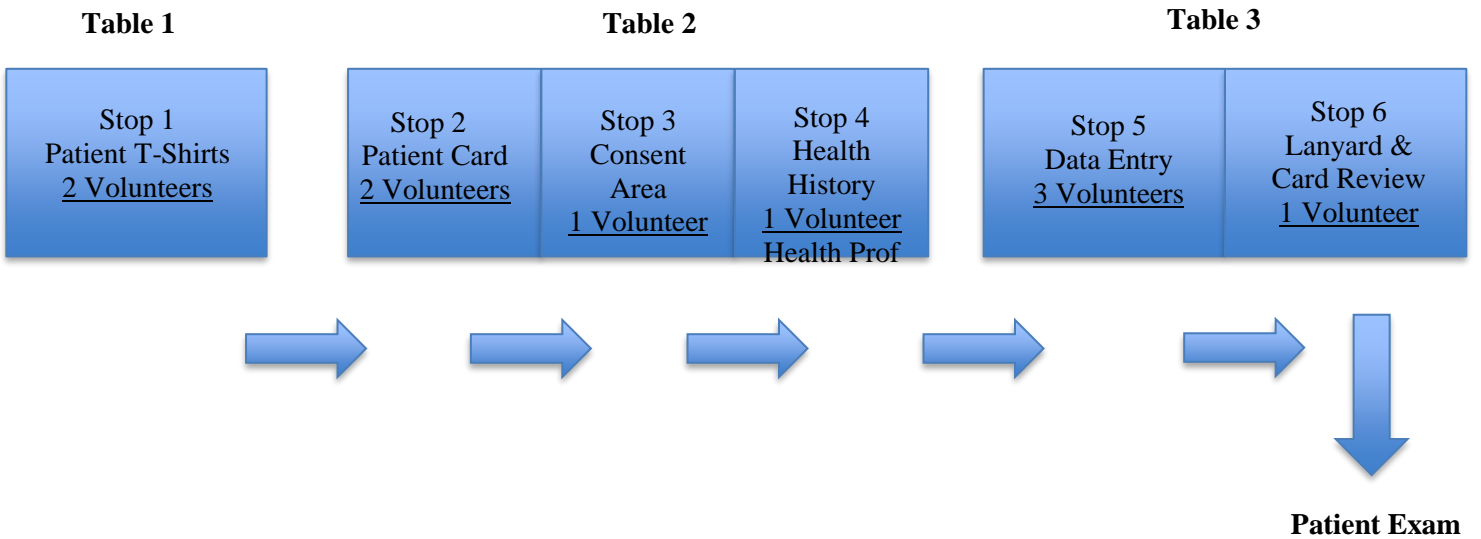
Server (1) plus Computers (2) and Cords	Computer Crate
Router (Clear with blue lid) plus Ethernet cords	Computer Crate
Hand Sanitizer	Central Distribution
Patient T-Shirts	Black with yellow lid Rubbermaids (8)
Plastic Table Covers	Registration Crate
Clock	Program Bin
Tablecloth (Blue with TeamSmile Logo)	Program Bin

Check-In Area Setup (Refer to diagram below.)

8-foot Tables (3)

- Flow: Entrance → Check-In → Patient Examination
- Table Setup: Refer to “Check-In Area” diagram.
- Cover tables with TeamSmile tablecloth or white, plastic table cover.
- Take out the 6 “Stop” signs and place on the tables.

Check-In Area Setup Diagram



Stop 1

- Chaperon Buttons & Wristbands – give to GROUP LEADERS
- T-shirts Bins

Table Two: Check-In

Stop 2

- Instruction Form
- TeamSmile Tablecloth – place on table
- Tissue
- Hand Sanitizer
- Clock
- TeamSmile Ink Pens, Markers, and Scissors
- Registration Forms (English & Spanish)
- Patient Cards

Step 3

- Instruction Form
- Sticky Notes
- Photo Buttons
- Ink Pens

Step 4

- Instruction Form
- Yellow Highlighters
- Ink Pens

Table Three: Computer Data Entry

Step 5

- Instruction Form
- Server plus Computers (2) marked “Check-In” and Router
- Power Strip
- Ink Pens
- File Folder for completed Registration Forms - file alphabetically by last name.

Step 6

- Instruction Form
- Lanyards

Check-In Area Procedures

A. Group Patient Arrival Procedures

Staff: Lead TeamSmile “Point of Contact”.

Three Patient Groups with General Volunteers (Each group will consist of one Lead TeamSmile volunteer and 4-5 general volunteers)

3 TeamSmile Lead Chaperone volunteers – hand out chaperone buttons to the school volunteers

1. Gather patients into 3 groups (50 max per group) with one chaperone per group; patients will be divided as instructed by Program Director’s program schedule.
2. Affix wristband to each patient’s wrist - 3 different wristband colors for morning group & 3 different colors for afternoon group.
3. Chaperones will escort patients to the following areas and should stay with their group.
 - a.) Dental Clinic – Patients should be in possession of their registration forms.
 - b.) Nutritional Education Area - Chaperones should be in possession of the registration forms.
 - c.) Physical Fitness Area - Chaperones should be in possession of the registration forms.
 - d.) Other (DJ, Face Painting, Special Activity, etc.) – Waiting Area for after the patients are finished with dental clinic.

B. Dental Clinic Check-In Procedures

Check-In Desk

Each patient should be in possession of his/her own completed registration form BEFORE coming to Check-In Area. No patient can enter this area without a completed and signed registration form – **NO EXCEPTIONS**. If a patient does arrive at program without a registration form, he or she can only participate in the education and physical fitness areas.

Step 1 – Table 1: T-shirts (2 Volunteers)

- Distribute one TeamSmile T-shirt to each patient.

Step 2 – Table 2: Patient Cards (2 Volunteers)

- On Patient Card, fill in patient’s first name, last name, and age.
- Directly to the right of the words. “Check-In”, write current time followed by group number/color.
- The Program Director will be providing you with a Program Schedule with identified group number/color.

See Appendix 1

Stop 3 – Table 2: Patient Consent (1 Volunteer)

- Collect each patient’s consent form and make sure it is COMPLETELY filled out and SIGNED. See Appendix 2.
- Refer to Instruction Sheet for specific information
- If a patient’s Registration Form is missing a parent signature or the health history information is not filled out, the patients’ group leader needs to call that parent, and update form, with the leaders name printed. This needs to be done at Check-In before proceeding to the next Stop.
- Circle consent yes/no on the card that correlates with the consent/health history form.
- Extraction is broken down into two questions.
 - If the answer is yes to both, circle yes
 - If the answer is no to both, circle no.
 - If the answer is both yes and no, circle yes and write in which one was yes.....for example yes to baby teeth, no to adult. You circle yes but to the left of yes/no in the blank area you will write **BABY TEETH ONLY**.
- If they signed yes for Silver Diamine Fluoride, write in “SDF” under the extraction consent line.
- **If there are any NO consents circled or a limitation on extractions** (only one allowed or both no) place a sticky note on the front of the card.
- The last page of the packet has the photo release. If there is a NO, or is not signed, the patient needs a yellow button that has a tooth on it, and must wear it when they are in the clinic.

See Appendix 2

Stop 4 – Table 2: Patient Health History Review (1 Health Professional Volunteer)

- A health professional reviews patient’s health history, which is on the back of the registration form, and notes pertinent “health concerns” on Patient Card and then highlights the concerns in **YELLOW** or marks “N/A” if there are no health concerns.
- The health professional then initials next to “Review Medical History” on the Patient Card.
- If there is a health concern place a sticky note on the front of the card. If there already is a sticky note because of consent, no additional sticky note is needed.

See Appendix 3

Stop 5 – Table 3: Data Entry Desk (3 Volunteers)**3 Stations – Login: TeamSmile1**

****Volunteers entering in personal data will have reviewed and signed the****

TeamSmile Volunteer Handling of Documents with Protective Health Information at Events.

1. Enter patient information from registration form into Dentrix System, per the laminated card instructions.
2. Transfer auto generated chart number to the upper right of the patient card.
3. Flag account if there is no consent for fillings, crowns, pulpotomies, root canals, extractions. Refer to instruction card.
4. File registration forms in file folder, by patient's last name, and in alphabetical order.

See Appendix 4

Stop 6 – Table 3: Lanyards (1 Volunteer)

1. Received Patient Card from Data Entry Desk
2. Check to make sure all items are filled out on front of Patient Card above Station #1.
3. Place inside of lanyard
4. If you run out of lanyards, go to Check-Out desk.
5. Patient is directed towards Patient Examination where Receiver will than take possession of patient and move to the next area.

If Colgate Mobile bus is on site:

Patient under the age of 14 are screened inside the bus and will skip Patient Examination.

Patient 14 and over will be screened in Patient Examination.

See Appendix 5

Check-In Area Tear-down

Return Check-In Area inventory items back to Bins 1 & 2 and areas of storage per the Inventory Checklist.

Server is not to be shut off. At the end of the program, the Clinic Director will properly turn off the server and router.

The File Folder with the Patient Information NEEDS to be turned over to the Check-Out volunteer.

Special Instruction Items

- T-shirts: return to the appropriate T-shirt Rubbermaid tubs marked by size.
- Computers except the server: shut down completely and return to computer crate with instruction sheet.
- Place the TeamSmile tablecloth in the Program Bin along with the clock.
- Disinfect all ink pens and markers.
- Place instruction sheets in the folder and place back in Bin 1.
- Get all the lanyards from Check-Out and disinfect prior to putting these items away. Disinfect wipes can be found at Central Distribution Area.
- Lock hand sanitizer lids in place by pushing down and turning clockwise to prevent spilling then return to Central Distribution.

Place Bin 1 & 2 back in Registration Crate

Place First Aid Bin back in Registration Crate

Place Hospitality Bin back in Registration Crate

Move Registration Crate over to Check-Out Area

IMPORTANT: Always wear gloves when handling disinfect wipes.