

PATIENT PROTOCOL

- Welcome your patient to the office when you go to the reception room to greet him or her. ***Shake their hand, nice, firm handshake***
- Escort patient to the operatory
- Review medical Health History (check for allergies, ie: latex, lido, epi...)
- Take and record blood pressure/**offer patient goggles**
- Ask patient (3) emotional exam questions
- Check to see if the front office had an opportunity to give the patient OCE form (Micro Lux, Vizilite) explain it to them.
- Have them sign an OCE consent form if they haven't already done so
- Take any necessary x-rays, ask appropriate questions, (any hot, cold, pressure sensitivity areas etc.)
- Excuse yourself and let the patient know you will return with the Dr.
- Give Dr. _____ an update on any important information that the patient shared with you regarding their oral health. Do this first with the doctor outside of the operatory, then a second time, once the doctor enters the operatory download all information again in front of the patient. (Charlton Psychology)
- Document everything the Dr. says to the patient regarding how deep the filling is, if it has a crack, what the long term prognosis is etc.
- Write down all referrals made and any prescriptions written etc. Make sure you indicate what the specialist name is if patient was referred out.
- When treatment complete, please make sure patient is comfortable.
- Ask if there is anything you can get for the patient. If not, let the patient know you will return in 7 minutes, inform them you need to let one of your teammates at the front office know you are ready.
- Walk to the front and inform (appointment scheduler) of all the procedures that were performed today. Also inform her of any outstanding treatment that the patient needs to schedule for. Make sure the treatment coordinator is ready for you to return with your patient.
- Now you are ready to dismiss your patient and escort him or her to the front office. When you get there inform again (in front of the patient) what the patient's next appointment will be.
- You might say, "Mr. Patient is ready to schedule his or her next appointment." This will consist of the two fillings on his/her upper right etc. Please ask the patient if he or she has any more questions for you. If not, shake the patient's hand and let them know that your teammate (name) will take care of them from this point on. Thank the patient for coming in today and let him or her know we would love for them to refer their family or friends to us.