

Patient Escort

1. Our goal is to relieve pain and address the most urgent need(s). Please remember this is not like doing dentistry in a dental office where more options are available and the patient has the ability to access a dentist more frequently. This has been kept in mind as the patient went through triage and routing and when determining what care will be provided today.
2. The primary function of a Patient Escort is to move patients from one location to another. While doing so, you will be serving as an Ambassador for MnMOM.
3. Take a moment to become familiar with the layout of the lobby, clinic floor and the traffic patterns we have established. Take note of where the bathrooms and smoking areas are located.
4. Smile! Have fun!
5. Greet all patients by the name written on their name tag. This is the name they prefer to be addressed as.
6. Thank the patients for coming today.
7. Yellow dots on name tags indicate that the patient needs a translator. The language is printed on the dot.
8. Please take breaks as you need them, however, inform the Patient Escort Lead when you need a break so we can make sure we have all clinic areas adequately covered.
9. You should always carry the clipboard for the patient.
10. Introduce the patient when you hand him/her off to another volunteer.
11. Patients are not to walk alone on the clinic floor. Do not direct a patient to a new location, walk with them and make sure they are checked in appropriately.
12. Patients need to be escorted to and from restroom and smoking breaks. Make sure they check out of the department before you leave with them and make sure they check back in when you return.
13. Parents need to stay with children at all times. Parents and children will be wearing PINK or Purple wristbands with each other's names written on them.
14. If you encounter a medical emergency, notify the nearest MOM volunteer and stay with the patient until the EMT arrives.