

# Patient Greeter

---

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 Greeter is to welcome our patients, provide name tags, wrist bands, and help keep order in the line outside.
3. 5:00am an announcement will be made that personal items should be returned to cars and restroom trips should be made in anticipation of the clinic doors opening at 5:30am
4. 5:15am each patient receiving treatment will receive a wristband, with their initial number ensuring first come, first serve order. Tell patients this number is a temporary number until they have registered. Anyone accompanying a patient and they themselves NOT receiving care should not be given a wristband or number. The first 150 patients should have their wristband by 5:30am when the clinic doors open.
5. A small team of Patient Greeters, equipped with Sharpies, name tags and clipboards, will follow. The first 150 patients will be welcomed and asked "How would you like to be referred to today?" This name/nickname will be written on the name tag and the Patient Greeter will peel the back off and give the name tag to the patient. Dispose of the backing for the patient. A wristband will also be provided for each patient one color for Friday and on Saturday a different color will be provided.
6. Keeping the patients in numerical order, Patient Registration volunteers will hand each patient a clipboard with a Patient Registration Form, Comment Card and a BLUE pen attached. Blue pens should stay with the clipboard. Patients will be instructed to complete the yellow highlighted areas of the registration forms. The volunteer will provide the patient with a wristband (Blue for Friday, Red for Saturday) and place the band on the patient's wrist. All children under age 18 will be provided with a (Pink for Friday, Purple for Saturday) wristband. Patient Greeters will write the name of the parent/guardian who has accompanied them today on the wristband. The parent/guardian will be provided with a Pink or Purple wristband with the name of the child written on it. It is only necessary to band the one parent who will stay with the child throughout the day.
7. Patient will then go to Patient Registration where volunteers will assist Patients if needed and actively review forms to ensure that they have been completed properly. Patient Registration volunteers will then ask Patients the interview/survey questions.
8. At the front of the line, assist Patient Registration by escorting patients to open Interview computers. Patient Registration volunteers will indicate they are ready for a new patient by raising a GREEN card.
9. You may also be asked to stuff patient gift bags or act as a patient escort occasionally.