



## MISSION OF MERCY

### Patient Education Protocol

There are four groups of patient education volunteers.

**Dental Questionnaire Volunteer:** this volunteer, as needed, will assist the patient with completing the dental questionnaire form and assess the dental questionnaire. Using the medical history and dental questionnaire the volunteer will determine what pamphlets to give the patient, and check which educational poster(s) the patient needs to visit.

**One-on-one Oral Health Education Volunteer:** this volunteer will provide one-on-one hands-on oral hygiene instructions for patients

**Disinfection Volunteer:** this volunteer will disinfect the items used and the area, then place items for next patient.

**Poster Education Volunteer:** this volunteer will provide poster board educational information and pamphlets to the patient(s).

#### PATIENT FLOW

1. Patient will check in at the Registration area.
2. Patient will complete medical history.
3. Volunteers from Registration will assist patients with the medical history, as needed.
4. **Dental Questionnaire Volunteer** will review the patient's medical history \*\*note tobacco use and diabetes.
5. **Dental Questionnaire Volunteer** will have patient complete the dental questionnaire.
6. **Dental Questionnaire Volunteer:** will review the dental questionnaire, ask patient necessary questions, and determine which educational poster the patient should visit and what pamphlets the patient needs to pick up. Make a note of the specific pamphlets and poster on the questionnaire. Using blue ink mark the oral hygiene instructions on the router with a 1. This process should take about 2 minutes

7. After the dental questionnaire has been assessed the **Dental Questionnaire Volunteer** will walk the patient to a **One-on-one Oral Health Education Volunteer** that is holding a green card (a green card indicates they are ready for a patient).
8. The **One-on-one Oral Health Education Volunteer**: give CHX for patient to rinse with for 30 seconds (**DO NOT GIVE children CHX**). During this time review medical history and dental questionnaire. Toothpicks are available to show the patient materia alba and or biofilm. Provide hands on tooth brushing and have the patient demonstrate tooth brushing. The clinician will demonstrate flossing in the patient's oral cavity and mention the disclosing tablets that are in the goodie bag, with directions. This process should take about 3 minutes.
9. When the one-on-one oral health education is complete the **One-on-one Oral Health Education Volunteer** will walk the patient to the appropriate poster education station. (patient education station will be noted on the patient questionnaire). Give the dental questionnaire to the **Poster Education Volunteer**.
10. As the patient is dismissed from the one-on-one oral health education area the **Disinfection Volunteer** will disinfect the items and area, raise green card and then bring an age appropriate goodie bag, patient hand mirror and toothpick to the area.
11. The **Poster Education Volunteer** at the poster board education station will review the information with the patient(s) and give the patient(s) the appropriate pamphlet(s).
12. The **Patient Education Volunteer** will have a patient ambassador walk the patient to the Medical Triage waiting area.

### **GENERAL INFORMATION**

1. There will be no food or beverages, except water on the clinic floor.
2. All one-on-one oral health education volunteers and disinfection volunteers will utilize protective personal equipment.
3. Patients are not allowed to walk unattended on the clinic floor. Request a Patient Ambassador to take patients to the rest rooms.
4. Please stagger your lunch breaks. Be sure to let the Patient Education Lead know how long you will be gone, depending on time someone else may fill in so patient flow isn't disrupted.