

MISSION OF MERCY

ROUTING PROTOCOLS

1. Routing volunteers need to be dentists with experience or thorough training
2. Please PRINT on the patient charts — DO NOT USE ABBREVIATIONS
3. Only **RED** pens should be used on patient charts in Routing — NO **BLACK** ink. Confirm with the patient the treatment to be done and after the patient agrees, **the teeth to be treated will be circled in red so it is clear to providers which teeth to anesthetize and treat.**
4. Based on their established dental priority, patients will receive a numbered color-coded card for the specific treatment department (e.g. restorative, oral surgery, endodontics). The number on the routing card identifies their order in the designated treatment department. Write the Routing number on the patient record.
5. Anyone needing partials must be triaged and routed first to X-ray and then to the lab for impressions BEFORE going to oral surgery. The prosthodontics department will give the patient the routing card for oral surgery.
6. Routing colors are as follows:
 - o **Cleanings — Lime Green**
 - o **Fillings — Blue**
 - o **Extractions — Orange**
 - o **X-Rays — White**
 - o **Lab* — Yellow**
 - o **Pediatrics — Pink**
 - o **Root Canals** — Purple**

The number on the department routing card, which is the same as on the patient registration form in red, determines treatment order in each area of the clinic (the initial patient number on the wristband is now obsolete)

7. Patient Ambassadors should take patients to the treatment department waiting area and check in with the Waiting Area Coordinator.
*** Children under the age of 18 are never separated from their parent/guardian. After completing Routing, the Family will be accompanied by a Patient Ambassador to the Department Waiting Coordinator. Whichever routing number will come up first is the department they will wait in.

8. Translators are available and will be wearing **RED** MOM T-shirts.
9. Treatment will be provided in priority order, one priority at a time.
10. Anyone wanting another priority taken care of needs to go to exit interview, have a copy of their chart made and exit the building. They must go to the end of the line outside or return Saturday. When they re-enter they must go through Medical Triage but can skip Dental Triage.
11. No hygiene after same-day extractions.
12. Check Dental Triage and make sure priority matches patient priority and protocol priority. Make sure the patient understands the treatment they are being sent for before sending them to the appropriate waiting area.
13. Work with the Dental Chair to determine when capacity has been reached in a department. To find out the number seen by each department per hour check how many patients were sent to each department (not how many are waiting), and then go to each department to find out how many have been seen by each department. Then divide by the number of hours to find out how many people are being seen each hour in each department. Then find out how many people are waiting for each department and determine the cut off for the day for each department. Re-evaluate the numbers throughout the day to ensure accuracy.