

Footbridge Clinic Volunteer Manual

A general overview of the duties of Clinic Volunteers

General Patient Flow in the Clinic:

1. Patient Registration
2. Medical Triage
3. X-rays
4. Dental Triage
5. Dental Procedure Waiting
 - a. -> to Dental Floor
6. Or Hygienist Procedure Waiting
 - a. -> to Hygienist Floor
7. Patient Checkout

PROFESSIONAL or EXPERIENCED VOLUNTEERS:

1. **Dentist.** Licensed. Performs dental procedures, including extractions, restorations, and other specialized treatments.
 - a. Footbridge has a wide range of dental instruments and PPE. However, if you have special instruments or PPE that you need, please bring them with you.
 - b. Keep in mind that as a volunteer organization, we may not get an adequate number of dental assistants and may need to assign an assistant with lesser skills. We would encourage you to invite an assistant that you would like to work with and ask them to register with the clinic volunteers.
2. **Dental Assistant.** A Certified dental assistant or an experienced chairside-trained assistant to a dentist to work chairside with a dentist.
3. **Dental Triage.** Will examine the patient and their X-rays to determine an appropriate course of treatment. We should have volunteers to assist you with recording patients' notes.
4. **Dental Triage Recorder.** Will record notes from the triage dentist from their examination of the patient. Prior experience is highly desirable.
5. **Dental Student.** These volunteers may be assigned to various positions in the clinic. We try to place them in a learning role with a dentist, hygienist, or in areas such as sterilization or dental supplies management. If none of these are available, they will be placed anywhere they are needed.
6. **Hygienist.** Performs dental cleaning.
7. **Hygienist Assistant.** No prior experience needed. Will assist a hygienist with oral suction equipment.
8. **X-Ray Technician.** A Certified X-ray technician, preferable with prior experience, especially using Planmeca **Romexis** software.
9. **X-Ray Assistant.** No experience needed. Works in the X-Ray trailer to prepare patients for their dental X-ray.

- a. Helps the patient remove all metal objects from the neck up (necklace, earrings, etc.).
 - b. Asks the patient to remove all dental appliances.
 - c. Asks if the patient is pregnant.
 - d. Helps the patient store coats, hats, and other clothing that might interfere with the X-Ray machine.
 - e. May assist the patient in putting on a lead apron.
 - f. Helps manage patient flow in the X-ray trailer.
- 10. X-Ray Database Manager.** Prior experience preferred. Enters patient data and prints patient X-rays using Planmeca **Romexis**.
- a. Contact the clinic's waiting area to maintain a steady flow of patients for X-rays.
- 11. Medical Triage.** Medical experience. Takes patient health history, blood pressure, and blood sugar tests.
- 12. Dental Crown Technician.** Prior experience and has all of the equipment to prepare dental crowns.
- 13. Dental Lab Technician.** Prior experience and has all the tools necessary to create and repair dental appliances.
- 14. Registered Pharmacist.** Dispenses medications per dentist's orders.
- 15. Pharmacist Assistant.** Assist the registered pharmacist in dispensing medications.

GENERAL VOLUNTEERS (No Prior Experience Needed):

- 1. Language Interpreter.** Provides language interpretation throughout the clinic.
 - a. Registration desk
 - b. X-ray trailer
 - c. Dental Triage
 - d. Dental floor
 - e. Hygienist floor
- 2. Parking and Transportation.** Assist patients in finding parking spaces. Assist patients who need assistance getting to and from their vehicles.
- 3. Patient Check-in.**
 - a. Checks the patient off the registration list.
 - b. Tracks appointments that are over one hour late, and cancels the appointment with patient notification if possible. Contact the next patient on the waitlist to replace the appointment no-show.
 - c. Assigns a patient chart number to a patient form.
 - d. Writes the time of check-in on the top of the form. If the patient does not speak English, determine the language they speak through an interpreter and record the primary language at the top of the registration form.
 - e. Checks that the patient has completed the form AND signed the waiver.
- 4. Volunteer Check-in.** Checks off a volunteer from the registration list for the day. May assign volunteers in the GENERAL, DENTAL STUDENT, DENTAL ASSISTANT, and HYGIENE ASSISTANT groups to open volunteer positions.

5. **Volunteer/Patient Check-out.**
 - a. Checks out volunteers - volunteers may get a free t-shirt or other gift item(s).
 - b. Collects patient registration forms.
 - i. Records the time of patient check-out at the top of the form.
 - ii. Stores them in registration number order.
 - iii. Dispenses a patient gift bag if available.
6. **Security.** Provides general security through the clinic.
7. **Flow Control.** Will be positioned in the clinic to assist patients to their next stop in the patient flow.
 - a. **SPECIAL NOTE.** Stations in the following waiting areas will record the patient number as the patient enters each separate waiting area. When patients are called from that area, they will send the first person on the appropriate list and mark the number off. Patients will be served on a first-in/first-out sequence.
 - i. Medical Triage Waiting
 - ii. X-ray Waiting
 - iii. Dental Waiting
 - iv. Hygiene Waiting
8. **Evangelism.** Share the Gospel with interested patients and volunteers. They are primarily stationed in the X-Ray waiting area.
9. **Clinic Maintenance.** Should wear full Personal Protection Equipment.
 - a. Empty trash cans and patient suction bottles.
 - b. Refill patient water bottles.
10. **Patient Ambassador.** Assigned to each patient when they register.
 - a. Guides them to the various positions through the clinic up to Dental Triage waiting (See GENERAL PATIENT FLOW).
 - b. Talks with the patient to generally help them feel comfortable in the clinic setting.
11. **Instrument Sterilization.** Works in the serialization area to receive, inspect, pre-clean, clean, bag, and seal dental instruments before sterilization in an autoclave, before returning the instruments to the dental supply area. Should wear full Personal Protective Equipment.
12. **General Volunteers.** May be assigned to any open volunteer positions.
13. **Food Service.**
 - a. Volunteer Snack Service. Keeps the snack area cleaned and resupplied.
 - b. Patient Snack Service. Keeps the snack area cleaned and resupplied.
 - c. Volunteer Lunch Service. Helps to set up the volunteer lunch area, receive and serve food to volunteers, and assist with the cleanup of the area.

FOOTBRIDGE POSITIONS (Prior Experience Needed):

1. **Volunteer Check-in/Checkout/Patient Checkout**
2. **Patient Check-in**
3. **Dental Supplies Management**
4. **Special Operations (REDSHIRTS)**