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POLICY AND PROCEDURE

PATIENT SCHEDULING/PATIENT FLOW

DEN 023

The Bullhook Community Health Center Dental Clinic will maintain adequate flexibility in appointment scheduling systems to allow for evaluation of emergency problems, walk-in patients, patients with special problems and new patients. Should demand for care exceed the clinic's capability to provide such care, measures to place limitations on the availability and nature of that care may be necessary and appropriate. Limitations or exclusions of care must take into consideration the clinic's various contractual commitments, the clinic size, staffing, and financial resources. The Chief Dental Officer and clinic administration are encouraged to consult with the Board of Directors prior to curtailing or limiting dental services.

In order that the dental clinic operates at maximum efficiency it is recommended that there be at least two operatories per dentist and one operatory per hygienist. The Bullhook Community Health Center will attempt to provide a minimum of 1.5 FTE chair side dental assistants per dentist.

The Bullhook Community Health Center will endeavor to facilitate patient flow by employing such measures as:

1. Closely following a printed or electronic daily schedule available in each treatment room for easy access by all dental and dental assisting personnel.
2. Allowing office manager/dental secretary complete appointment book control.
3. Maintaining a well-trained chair-side assisting staff, certified to provide all expanded functions allowed by Montana Dental Practice Act.
4. Maintaining dental equipment to prevent down time of a portion of the clinic.
5. Maintaining an adequate supply of sterile instruments and supplies.
6. Adequate cross-training of staff to allow for unexpected absences of critical staff.
7. Insuring that auxiliary staff is trained to minimize the efforts of the dentist by adequately preparing patient and treatment rooms, i.e. all instruments required for initiating care are at hand, lipstick removed, napkin placed, and operatory fully equipped with sterile hand-piece, etc.

CHIEF EXECUTIVE DIRECTOR

Date: _____

CHIEF DENTAL OFFICER

Date: _____

CHAIR, BOARD OF DIRECTORS

Date: _____

Date: May 6, 2009
Approved – Policy/Compliance Committee

Date: May 20, 2009
Approved - Board of Directors