



“A Higher Standard...A Higher Calling”

**As a Dentist, Hygienist, Dental Assistant,
X-Ray, Lab, Sterilization, Supply, Medical, or
Pharmacy Volunteer**

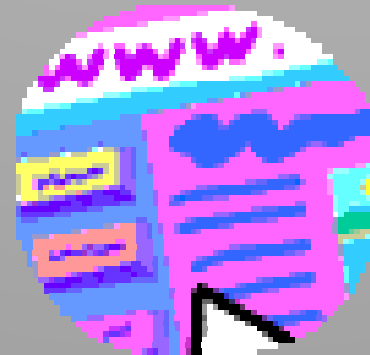
What to Expect at FLAMOM



FLAMOM is an event unlike any other.

*Here is a detailed overview to help our Professional
Volunteers know what to expect during their
FLAMOM Experience.*





First step – Read your email and check out
www.flamom.floridadental.org
for the latest information

This is where you will find useful information like

- FAQ's with great reminders
- Your shift time
- Parking Pass and Map
- Registration Instructions





Volunteer Check-In "Red Room"

- Arrive early to allow time to park and enter the building.
- Sign a waiver.
- Get your nametag.
- Pick up your **Colored** Volunteer shirt.





Hospitality Area

“Red Room”

- ▶ Food
- ▶ Refreshments
- ▶ Massage Stations
- ▶ “Break” Area
- ▶ FLAMOM Photo Banner
- ▶ Registration/Orientation





Volunteer Orientation

This is critical.

All volunteers must understand the flow of the clinic and where everything is located.

You will receive a more specific orientation from your Department Lead wearing a **GREEN SHIRT**. >>



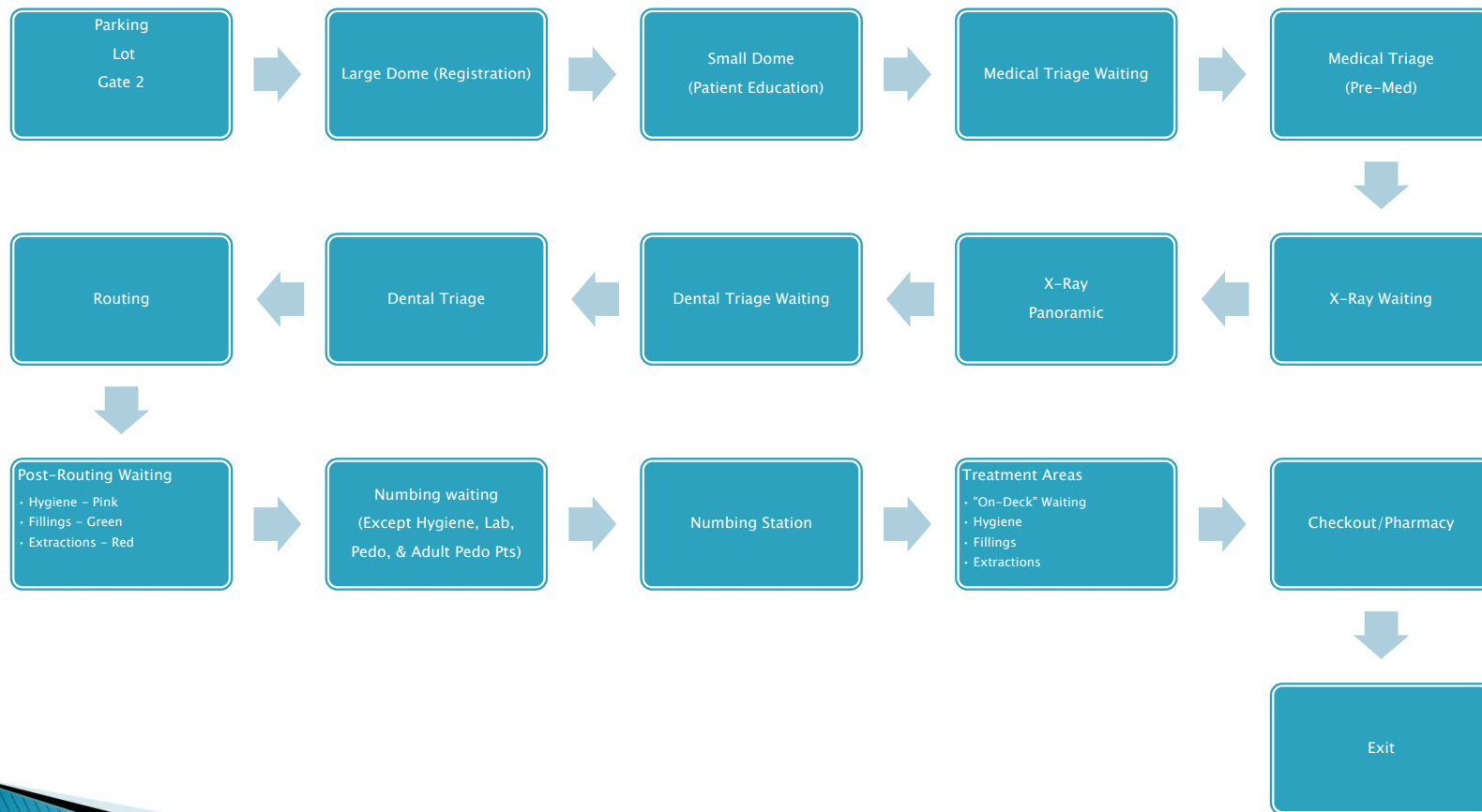
FLAMOM Shirt Colors

- ▶ FLAMOM Committee Co-Chairs– Black
- ▶ FLAMOM Event Chairs– Red
- ▶ FLAMOM Leads– Green
- ▶ FLAMOM Captains– Yellow
- ▶ FLAMOM Volunteers/Pt Ambassadors – Blue
- ▶ Dentists/Hygienists– Hunter Green Scrub Tops
- ▶ Dental Assistants– Blue

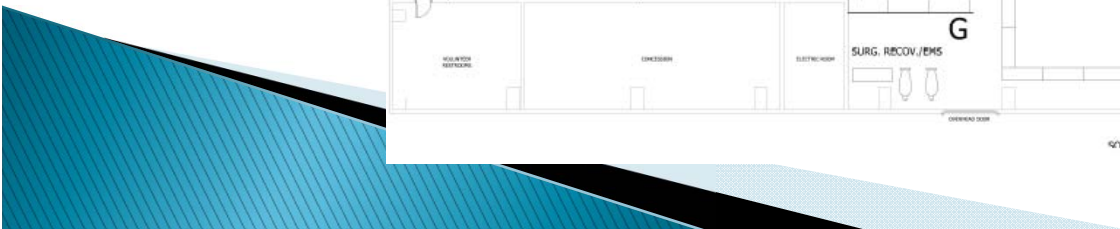




FLAMOM Patient Flow



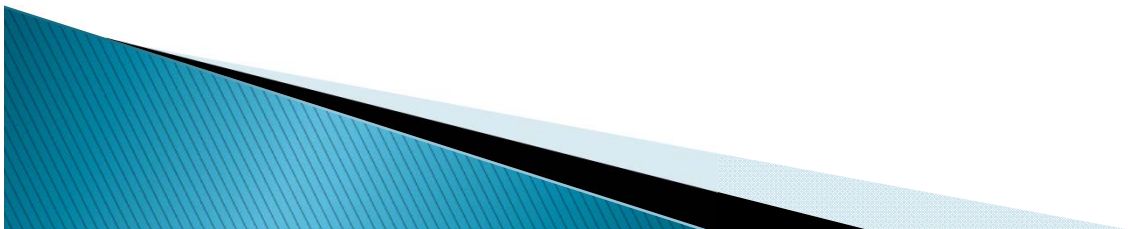
FHA
MOM
 FOR MISSION OF MERCY
FLOOR PLAN





FLAMOM Patient Flow Document

- ▶ Links are provided to view our detailed FLAMOM Patient Flow Document.
- ▶ Each Department also has a Department Lead Manual with this document and related protocols.
- ▶ Questions should be directed to your Department Lead.






Orientation in Your Assigned Area

1000's of hours over the course of the past year have been spent planning and carefully thinking through every aspect of this event.

In order to insure a safe, efficient, effective, and successful experience for everyone (1500 volunteers and 2000 patients) it is essential we all follow the same plan—*WITHOUT DEVIATION*.

Please listen to your lead for the protocol/requirements for your assigned area. 

Your lead will wear a *GREEN SHIRT* for easy identification.



But What If... I'm hungry, need a restroom break, or have another question or issue with a patient?

We want to treat our volunteers with appreciation!

- Please address any questions or issues directly with your lead.
- There will be refreshments served to you at set times in the “Red Room”.
- There are male/female restrooms just inside the building entrance and restrooms designated for volunteer use only located in the South West Corner of the building by the Lab.
- Please make sure your role is covered before taking a break!





Medical Triage

- ▶ All patients will receive medical clearance to verify that they are fit for dental treatment.
- ▶ Prophylactic antibiotics will be administered in Medical Triage for any patient requiring pre-medication. The dosage AND time administered will be recorded on the patient's registration form.



Panoramic X-Ray

- ▶ All patients will have a diagnostic digital panoramic x-ray taken, printed out and attached to their registration form.
- ▶ A limited number of NOMAD, hand held x-ray devices are available upon request if it becomes absolutely necessary to supplement the panoramic x-ray image.





Dental Triage

- ▶ Our treatment philosophy throughout is—we provide “Black & White Dentistry”—“Stay Away from Grey”!
- ▶ 3 “most urgent” needs will be identified and prioritized for each patient using lights and mirrors.
- ▶ “Under-promise & Over-deliver” to manage expectations.
- ▶ “One tooth=One visit”
- ▶ Colored wristbands (associated with different colored treatment Departments) will be placed for each patient according to that patient’s priority.



Endodontic Treatment

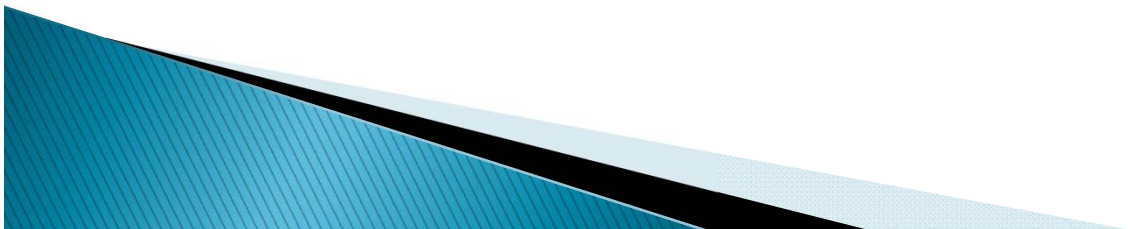
- ▶ Limited Endodontic treatment will be provided under specific guidelines:
 - Each patient will be pre-screened.
 - “Strategic” tooth?
 - Is the tooth easily restorable and in the long-term will it be serviceable?
- ▶ In the event of a pulp exposure in the Fillings area the same specific guidelines apply (listed above). If endodontic treatment is approved refer to Endo Department. If extraction is approved refer to Surgery.





Removable Acrylic Partial–“Flippers”

- ▶ “Flipper” treatment will be provided under specific guidelines:
 - Each patient will be pre–screened.
 - Replacement of a “Strategic” tooth (limited to less than 6 maxillary anterior teeth).
 - Patient **MUST** have impression **BEFORE** Extraction(s).





Routing

- ▶ In the Routing area, the patient's recommended priority treatment will be balanced against the availability and flow of the clinic.
- ▶ If it becomes necessary to change the original recommendation, the original colored wristband from Dental Triage will be replaced with the revised colored wristband in Routing. (NB. This is the exception and not the rule.)
- ▶ The patient will be given a colored & pre-numbered routing card and escorted to the Post-Routing Waiting Area and "checked-in" by the Post-Routing Seating Captain (Hygiene-Pink; Fillings-Green; Extractions-Red).



Numbing

- ▶ All patients directed to the Fillings or Extractions Department will first have local anesthetic administered at the Numbing Station.
- ▶ The patient registration form must be accurately completed to document the type, amount, and area anesthetized along with the time the anesthetic was given.
- ▶ The Dentist will accompany the patient to the record verification station.

Be Familiar with the Main Areas of the Clinic



- Patient Registration (Large Outside Dome)
- Patient Education (Small Outside Dome)
- Medical Triage
- X-Ray
- Dental Triage
- Routing
- Post-Routing Seating
- Numbing
- Lab/Prosth
- Sterilization
- Central Supply
- Oral Surgery
- Restorative (“Fillings”)
- Hygiene
- Pedo/”Adult Pedo”/Endo
- Exit Interview/Pharmacy
- Patient Exit
- Companion Waiting
- EMT





Patient Registration Forms

- This is our only method to track patients and document our work.
- Be accurate, thorough, & please write legibly in **blue ink** only.
- Sign your name (again please write legibly).
- Under “Procedures Performed” (bottom)...VERY IMPORTANT!
 - For each “Procedure Code”:
 - Tooth (teeth) numbers
 - Surfaces
- Record Verification Stations are set up outside Numbing and the individual Treatment Departments. The Dentists/Hygienists must escort their patient to these Record Verification Stations after treatment to insure accuracy. >>>



Treatment Area “Colored Card System”

(Each Treatment Chair will have a ring-bound set of colored cards.)

- ▶ **Green**–“GO” I’m ready for a new patient
- ▶ **Red** (used @ Record Verification Station) Patient is ready to be escorted to Exit Interview Area
- ▶ **Yellow**– Help/I need something. (Equipment problem or some other need.)
- ▶ White with **Red Cross+** EMT Needed
- ▶ **Orange**– Translator Needed
- ▶ **Blue** (*dental student*): I am finished with patient and need to have them checked.



Prescriptions

- ▶ Treating Dentists:
 - Please check for medication allergies.
 - Please indicate any medication prescribed from the list on patient's registration form (including proper dosages).
 - Please review medication instructions with patient prior to dismissing them.
 - If needed, prescriptions for antibiotics are given to the patients to be filled at a local pharmacy of the patient's choice.



Sterilization

- ▶ Strict Sterilization and Universal Precaution Protocol will be followed and maintained (Please refer to ADCF Infection Control & Sterilization Protocol.)
- ▶ Clean Side
- ▶ Dirty Side
- ▶ Please read and follow signs!
- ▶ All sharps are removed and disposed of in sharps containers located in each treatment area. No sharps are to be transported to the Sterilization area. Please be careful AND safe!
- ▶ Sterilization bags are provided for individual instruments (must be labelled with Dr's name and Unit number).

Portable Dental Equipment

▶ Dental Treatment Chair

- Can be lowered or raised for height...
 - DO NOT DO THIS ALONE–THE SCISSORS MECHANISM IS VERY, VERY DANGEROUS...YOU COULD LOSE A FINGER!
 - If you need to adjust the height of the treatment chair or Doctor's stool raise your yellow card and someone will assist you.
- To seat patient back in the supine position
 - Have patient continue to sit forward
 - Squeeze vertical lever on back of chair and lower to desired height. Then have patient recline to position.





Dental Delivery Unit

- ▶ 4 Marked Slots:
 - H= High Speed
 - L= Low Speed
 - Air/Water Syringe
 - Yellow ring
 - To install tip pull back on yellow ring
 - HVE–Suction
- ▶ Top of Unit
 - A= Air pressure (turn it all the way up)
 - W= Water (adjust as needed)




Light/Foot Pedal

- ▶ Set up for right handed operator (can be converted for lefties).
- ▶ 2 Grey rings
 - Top=Intensity (May want to turn down when working with composite.)
 - Second= Aperture for focus
- ▶ Foot Pedal Toggle Switch is for water. (If you don't have H2O check that the toggle switch is in the "On" position.)




Medical Emergency Protocol

- ▶ Remain Calm.
- ▶ Notify Lead Immediately.
- ▶ Have assistant hold up White Card with **Red Cross**. 
- ▶ EMT & Medical Professionals are available and on site.





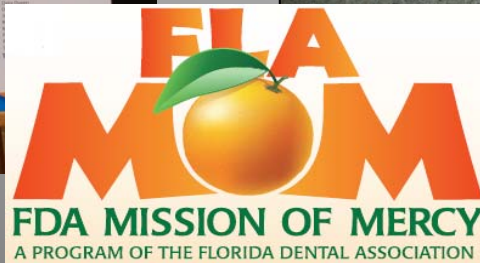
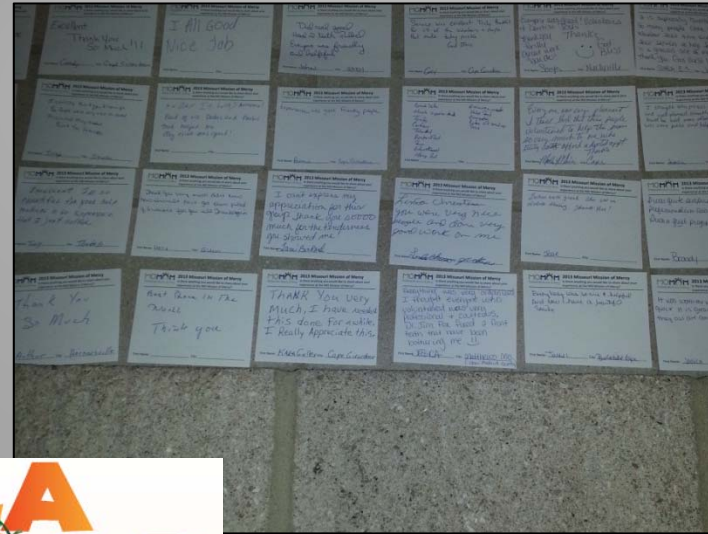
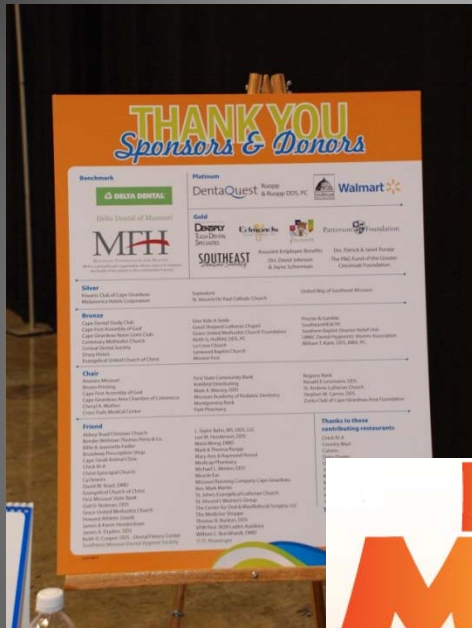
Needle Stick Protocol

- ▶ Universal Precaution Protocol will be followed. The Dentist should be the only one uncapping and re-capping the anesthetic needles using the **“Scoop method” ONLY- NO TWO-HANDED RECAPPING!**
- ▶ There is a Needle Stick Protocol in place but we want to be especially cautious to avoid any injuries of any kind during our event.
- ▶ Notify Lead Immediately.
- ▶ Have assistant hold up White Card with **Red Cross**. 
- ▶ EMT & Medical Professionals are available and on site.
- ▶ DO NOT dismiss the patient!!!



Volunteer Reminders

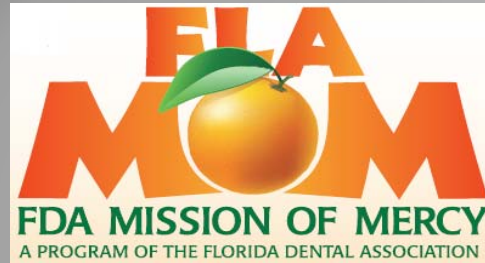
- Be informed. Know your role well so you can teach others.
- Be flexible. We may need to reassign you to better serve our patients.
- Be patient and understanding. While we have planned meticulously, there will still be a few “bumps in the road”.
- Communicate. Consult with your Department Lead, ask good questions, follow the plan.
- Be compassionate and firm. Treat our patients like guests but make them follow the policies that protect us all and make the clinic run smoothly. “Under-promise & Over-deliver”!
- Enjoy yourself. Serving others is rewarding and fun!



Before You Leave

- Make sure you read the patient comment cards in the volunteer break area (“Red Room”).
- Make sure you thank our sponsors.
- Please complete an event survey. We welcome any feedback you have from your experience.
- CE Credit for your volunteer efforts will be mailed to you post-event.





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Thank you!!!

We hope you have a rewarding and memorable experience. Please know an event of this type and scope would not be possible without your sacrifice and hard work. We encourage you to be FLAMOM ambassadors in your local communities sharing your experiences, supporting your local Dental Volunteer Organizations providing pro-bono services, and joining us again for our next FLAMOM event.

Thank you for caring and doing your part to address the needs of others.

See You at the next FLAMOM!



Nolan Allen, DDS & Leo Cullinan, DDS, MS
FLAMOM Co-Chairs