

**Good Samaritan Health & Wellness Center**  
Policies and Procedures

Subject: Patient Management

Policy #: 7.2

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## 7.2 Patient Management

### **POLICY:**

It is the policy of Good Samaritan Health & Wellness Center to provide instructional outlines of the management procedures. It is applicable to all dental staff at Good Samaritan Health & Wellness Center.

### **PROCEDURES:**

1. Administrative management of patient appointments is the responsibility of the Dental Assistants with assistance of the dental scheduler.
2. Standby/Walk-Ins: Report to the center and wait for a broken appointment or a cancellation.
3. Space Available: Space, facilities, and staff permit patients to receive treatment in broken and canceled appointments not used.
4. Routine Care (restorative and cleaning appointments) is available on a standby space available basis and by scheduled appointments.
5. Emergency dental care is available to all patients. The extent of emergency dental care is to relieve pain and the number of patients accepted is determined by the availability of space available time slots.
6. Any patient presenting with pain and swelling needs to be seen by the dentist the same day at the soonest available time slot.

