**NMOM Runner Protocol/Orientation**

***Prior to assisting patients or event staff, please review this information. This will help ensure a safe and efficient event for everyone.***

**Safety -**

1. If you have a question or need help ask a LEAD. The LEADS wear pink t-shirts.
2. Every patient must be accompanied by an event staff member or Runner at all times (even for bathroom breaks). No exceptions.
3. Only patients receiving treatment should be on the clinic floor.
4. If you see a patient that appears to be travelling alone, please find out where they are going and ensure that you or another Runner escort them to the proper location.
5. Once a patient has entered the facility for treatment, they must remain in the facility. If they decide to leave the facility for any reason, they will NOT be allowed to return (even for smoke breaks or phone calls). No exceptions. (This rule is in place for everyone’s benefit and welfare. It also allows us to maintain a consistent work flow.)
6. Children and Families: There will be a designated area(s) for children and families at this event.

Suggested guideline to follow: Anyone under the age of 13 must have a parent or guardian with them at all times.

**Emergencies -**

1. In case of an emergency, STAY with your patient and send another runner to alert the Emergency Medical Team and an NMOM Lead. (Leads will be wearing pink t-shirts.)
2. Needle stick protocol:
3. **Do Not** let the source patient leave.
4. Wash the area immediately.
5. Call a Lead to take you to the Infection Control Lead.
6. Necessary tests takes about 30 minutes.

**Responsibilities -**

1. You will be assigned a position and/or specific duty. It is critical that you stay at your assigned station until you are reassigned by a Lead or your replacement has arrived.
2. Maintaining your assigned position or duty helps OKMOM maintain a consistent level of operation and to reduce the amount of delays that may occur.
3. While waiting on a patient to complete their treatment, there may be times that you feel like you are not doing anything. However, we **absolutely** need you to remain at your assigned area or station.

*Runner Protocol/Orientation Continued:*

**Workflow -**

Color Coded Cards: These cards will be at each treatment station to indicate when a Runner is needed.  
There are five different color codes: green, red, orange, yellow and white with a red cross.

* Please pay attention and watch for when a card may be raised.
  1. Green Card = Please bring a new patient.
  2. Red Card = Please take patient to their next destination.
  3. Orange Card = Rapid Response Team
  4. Yellow Card = Equipment problem
  5. Blue Card= out to lunch/break
  6. Purple Card = no provider

Patients: All patients will receive a clipboard when they enter the facility.

* Clipboards will contain the patient’s treatment form and other critical care information.
* Runners carry the patient’s clipboard when they are escorting their patient.
* Runners are responsible for checking the patient’s treatment form and verifying the form has been completed by the person who provided the dental care. This verification should occur each time a patient visits a new station.
* Treatment forms require the provider’s initials or name in the yellow portion of the form.
* The treatment form must be completed before taking your patient from that area or station.
* The name of the person providing treatment should be legible. If you cannot read it, then consider it not legible, and ask the provider to update the information.

Breaks: All volunteers should take breaks, as needed. Please follow these suggestions for your break(s):

* Please wait to leave your station until someone is available to replace you.
* When you are finished with your break, please come back to the same station you were working.
* There are volunteers that are working full and half days. Please be respectful of each other’s time.
* Only bottled water is allowed on the clinic floor. All other snacks and beverages must be kept in the designated break area.

As a team, we provide treatment to almost a thousand patients each day. This event would not be possible without YOU!

Thank you for making NMOM a great success!

The NMOM Team