On-Deck Guide for Staff

University Resource

This sample guide based on one used at St. Louis University may assist you in creating a similar guide for your staff.

For all of your patients, they will check in at the On-Deck Kiosk by either typing their name or using the fingerprint identification system. When they check in you will be notified via the On-Deck Operatory.

At the beginning of the day you will open ViewPoint and enable the On-Deck Operatory according to the process below:

After opening Ortho2 ViewPoint click on "On-Deck Operatory."
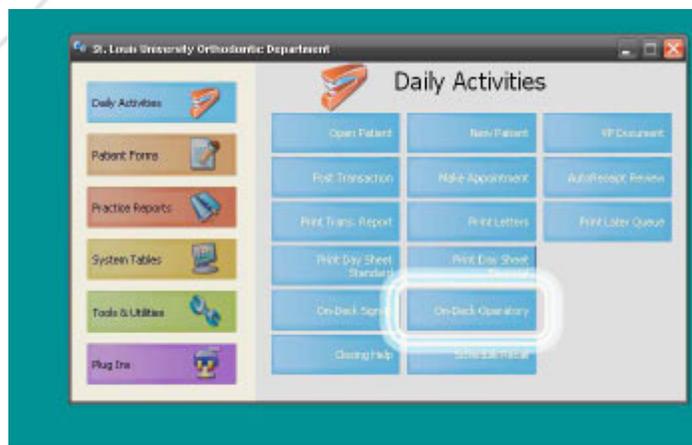
Choose "All" under the "Assistant" field.
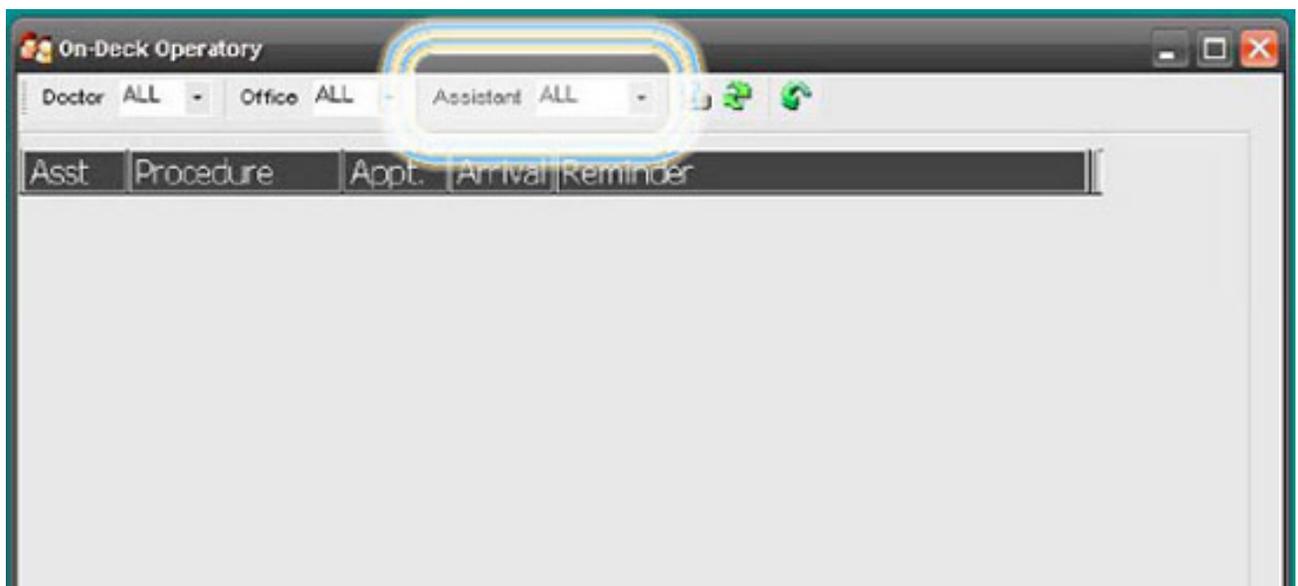
As the patients check in, their names will appear in On-Deck Operatory with different colors according to the following guidelines:

In the example below, patient Sotiropoulos showed up early (light green), patient Oliver has been waiting a short time (dark green), and patient Kilfoy has been waiting a long time (dark grey). This is noted by the color of the entry and the waiting column.

When the resident is ready for the patient to be sent to the clinic the name will appear in red like the example below:

When you see a name in red you are to immediately tell the patient to come back to resident's chair in the clinic and then double click on the name and press the blue button. Be aware that this part of the process is the most important part for a receptionist—so if you see a red name, send the patient back and make the name blue.

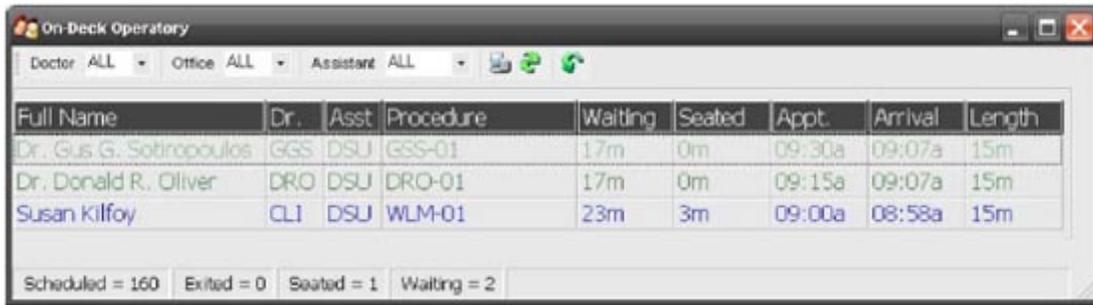Your screen will then look like the following with blue indicating the patient is in the chair and being treated.

When the resident is done treating the patient, the resident will exit the patient's name from the list. The list will then look like the following:

The resident will then send the patient to the front desk for an appointment and then select a new patient.

A Final Note

Because we are adapting ViewPoint to work in a university setting, please disregard the wording indicated by the yellow arrows. They have no meaning in our clinic system.