

On-Deck Guide for Staff

University Resource

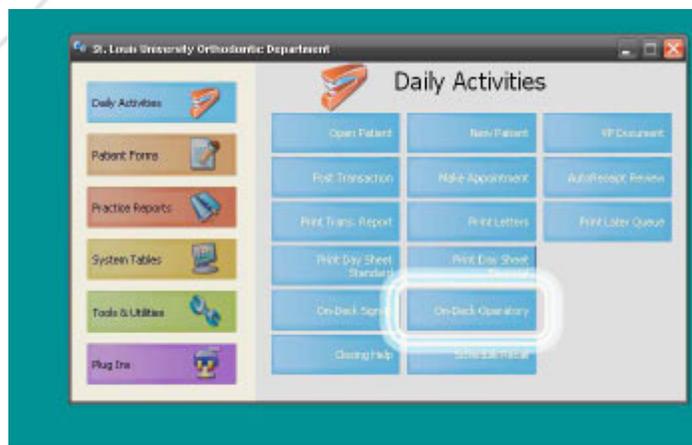


This sample guide based on one used at St. Louis University may assist you in creating a similar guide for your staff.

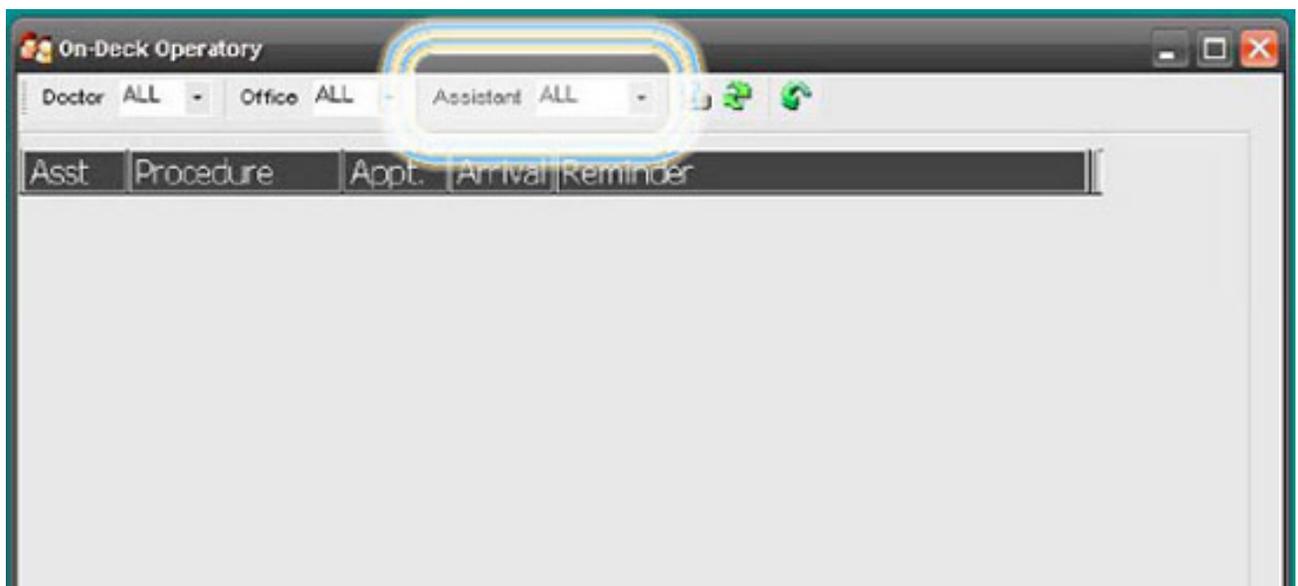
For all of your patients, they will check in at the On-Deck Kiosk by either typing their name or using the fingerprint identification system. When they check in you will be notified via the On-Deck Operator.

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

After opening Ortho2 ViewPoint click on "On-Deck Operator."



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:

Milestone colors

Pre-appointment	<input type="color" value="#90EE90"/>	Dr. needed	<input type="color" value="#000000"/>
Short wait	<input type="color" value="#008000"/>	Dr. here	<input type="color" value="#0000FF"/>
Long wait	<input type="color" value="#696969"/>	Seated	<input type="color" value="#FF0000"/>

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.

Full Name	Dr.	Asst	Procedure	Waiting	Seated	Appt.	Arrival	Length
Dr. Gus G. Sotiropoulos	GGS	DSU	GSS-01	9m	0m	10:30a	10:09a	15m
Dr. Donald R. Oliver	DRO	DSU	DRO-01	13m	0m	10:15a	10:05a	15m
Susan Kilfoy	CLI	DSU	WLM-01	15m	0m	10:00a	10:03a	15m

Scheduled = 135 Exited = 0 Seated = 0 Waiting = 3

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

Full Name	Dr.	Asst	Procedure	Waiting	Seated	Appt.	Arrival	Length
Dr. Gus G. Sotiropoulos	GGS	DSU	GSS-01	15m	0m	09:30a	09:07a	15m
Dr. Donald R. Oliver	DRO	DSU	DRO-01	15m	0m	09:15a	09:07a	15m
Susan Kilfoy	CLI	DSU	WLM-01	23m	1m	09:00a	08:58a	15m

Scheduled = 160 Exited = 0 Seated = 1 Waiting = 2

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.

Process Susan Kilfoy

Seated at: 09:21a

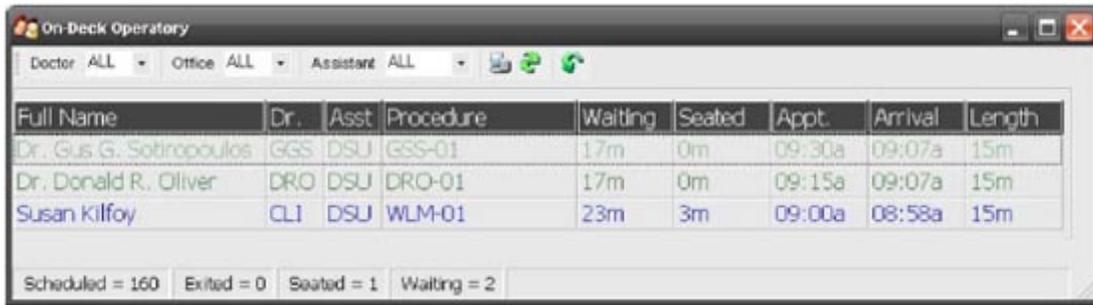
Exit patient

Undo SignIn

Cancel

Buttons: Dr. is here (blue), Dr. is not here (red)

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



Full Name	Dr.	Asst	Procedure	Waiting	Seated	Appt.	Arrival	Length
Dr. Gus G. Sotiropoulos	GGS	DSU	GSS-01	17m	0m	09:30a	09:07a	15m
Dr. Donald R. Oliver	DRO	DSU	DRO-01	17m	0m	09:15a	09:07a	15m
Susan Kilfoy	CLI	DSU	WLM-01	23m	3m	09:00a	08:58a	15m

Scheduled = 160 Exited = 0 Seated = 1 Waiting = 2

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:



Full Name	Dr.	Asst	Procedure	Waiting	Seated	Appt.	Arrival	Length
Dr. Gus G. Sotiropoulos	GGS	DSU	GSS-01	17m	0m	09:30a	09:07a	15m
Dr. Donald R. Oliver	DRO	DSU	DRO-01	17m	0m	09:15a	09:07a	15m

Scheduled = 160 Exited = 1 Seated = 0 Waiting = 2

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.

