

SEATTLE/KING COUNTY CLINIC 2018

Dental Orientation

Thank you for your generous contribution of time, compassion and expertise at the approaching Seattle/King County Clinic. Volunteers are the life blood of this Clinic – without you it could not happen. We are most appreciative!

Please read this document carefully; it contains important information about the procedures and principles that will be followed during the Clinic. **If your plans change and you are unable to participate, please update your registration at <https://volunteers.seattlecenter.org> or contact Clinic staff at 206-615-1835 or SKCClinic@seattlecenter.org**

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Additional reference materials including maps, check-in and orientation times, a sample dental record, select assignment training videos, and more, can be found at seattlecenter.org/orientation **Please take time to review them!**

Dental Leaders

When you are on site, if you have a question or are asked a question you don't know the answer to, please contact a member of the leadership.

- Jeff Parrish, DDS – Dental Director
- Mike Karr, DDS – Dental Director
- BJ Peterson, DDS – Dental Director
- Mike Buehler, DDS – Triage Lead (W – F)
- Brittany Dean, DDS – Triage Lead (S – S)
- Barry Feder, DDS – X-Ray Lead (W – F)
- David Spooner, DDS – X-Ray Lead (S – S)
- Dave Jepperson – X-Ray Operations Lead
- Marilyn Rothen, RDH – Hygiene Lead
- Tracey Olson, RDH – Hygiene Lead
- Patsy Cosgrove, RDH - Hygiene Lead
- Mark DiRe, DDS – CEREC Lead
- Rick Taylor, DDS – Endo Lead
- Rita Lu, DMD – Endo Lead
- Jayson Laney – Lab Lead
- Ashley Cheng, DDS – Dental Lead (on rotation)
- Elizabeth Stanko, DDS – Dental Lead (on rotation)
- Ivy Lin, DDS – Dental Lead (on rotation)
- Jung Song, DDS – Dental Lead (on rotation)
- Kathi Webb – Dental Floor Manager
- Linda Nelson – Sterilization & Supply Manager
- Laurie Watson – Sterilization & Supply Lead
- Mike Galvin - Dental Equipment Tech Lead
- Scott Hamilton – Dental Equipment Tech Lead
- Juanita Jackson – Dental Exit Lead
- Susanne Daniell – Dental Exit Lead
- Carla Barrick – Dental Exit & Records Lead

Dental Services

Seattle/King County Clinic offers cleanings, restorative procedures including CEREC crowns for endodontically treated teeth done by onsite endodontists, non-complicated extractions, anterior and bicuspid endodontics, flippers and x-rays. We will provide approximately one hour's worth of care for each patient. The primary goal is to address the patient's chief complaint to relieve pain and eliminate infection. The care provided should follow this basic principal. In most cases, we will not be able to provide all of the care each patient needs.

Arrival & Parking

Please arrive and pick up your badge at the southeast corner of KeyArena, corner of 2nd and Thomas Streets by the Seattle Center Skatepark (see Seattle Center map at seattlecenter.org/orientation). The check in and orientation times specific to your assignment can also be found at seattlecenter.org/orientation Volunteers need to check in each day by having their badge scanned and must wear their badge to gain access to Clinic facilities. Patients begin entering the Clinic at 6:30 AM. The Clinic operates until 6:00 PM Thursday through Saturday and 5:00 PM on Sunday.

Certificates for CE credits for dentists and hygienists will be emailed following the Clinic.

Please notify a Dental Director or your area Lead if you leave before the end of the day so they can determine remaining patient capacity.

Free parking is available in the 1st Avenue North Parking Garage or the Mercer Street Garage (see Seattle Center map at seattlecenter.org/orientation). Validation will be given at Volunteer Check-In on set-up and take-down days. On Clinic days volunteers will be able to come and go without a ticket. **DO NOT LEAVE VALUABLES IN YOUR CAR. KEEP ALL PERSONAL ITEMS OUT OF SIGHT.**

Attire

We recommend you wear clean, comfortable clothing that allows you to move freely. Scrubs are acceptable. Wear comfortable closed-toed shoes. Volunteers have found compression socks can lessen “leg-weariness.” The event floor of KeyArena can feel a cool for some volunteers, so long sleeve shirts or layers are helpful.

What is Provided & What to Bring

America’s Dentists Care Foundation (formerly Mission of Mercy, a.k.a. MOMs) provides the majority of equipment and instruments for the main floor including A-dec patient chairs and delivery units, Aseptico unit mount lights and operator stools, as well as extra chairs, lights and stools for Triage and Lab. KLS Martin is loaning Bien Air surgical handpieces and Dentsply Sirona has provided additional cavitrons. Patterson Dental provides the CEREC equipment. Thanks to Medical Teams International and Arcora Foundation, we have 2 dental vans where we house Endo and Pedo. Laney Dental acquired the needed lab equipment. Patterson Dental, Kavo Kerr, Burkhart Dental Supply and MTI collaborated to secure the Panorex and Nomad equipment for dental x-ray.

Instruments:

- Hygiene: cassettes of standard hygiene instruments (mirror, perio probe, explorer 11/12, H5/L5, 204 SD, Columbia 4L/4R, Gracey 13/14 rigid, Gracey 11/12 rigid) as well as ultra-sonic scalers and sharpening stones
- Hand Pieces: slow speed, high speed, surgical hand pieces (W & H and Bien Air)
- Restorative: cassettes of standard restorative instruments as well as explorer, mirror, cotton plier, burnisher, hollenback, composite instrument, condenser, spoon, tanner carver, articulating forceps, tofflemire, amalgam carrier, dycal, mouth prop, spatula, curing light, amalgamator
- Surgical: cassettes of standard oral surgery instruments as well as minnesota, periosteal, large straight elevator, small straight elevator, needle holder, bone file, root tip pick, crane pick elevator, hemostat, tissue forceps, spoon curette, scissors, potts east/west, crown/bridge scissors, rongeur, cryers, syringes, 23 (cowhorn) forceps, 88L forceps, 88R forceps, root tip elevator, 53L forceps, 53R forceps, bird beaks, anterior forceps, 17 forceps, 151 forceps, 150 forceps, pedo 151s forceps, pedo 150s forceps

Anesthesia: lidocaine, marcaine, carbocaine, septocaine

Onsite medications: amoxicillin 500mg, clindamycin 300mg, acetaminophen 325mg, acetaminophen 500mg, ibuprofen 200mg, ibuprofen 600mg

Personal protective equipment (PPE): gloves, masks, disposable coats. Please wear PPE correctly and remove it when leaving the treatment area.

Please bring:

- Your own eye protection, loupes and/or headlamps, as desired. The lighting will not be as bright and focused as in your practice.
- Clamps, punch, forceps and frame, if you prefer to work with a dam. We'll provide dam materials.
- Endo instruments if you have selected an endo assignment.
- Other preferred instruments, as desired.
- Your NPI#, as appropriate.

Other helpful items:

- Small backpack or shoulder satchel to keep items on your person.
- Eyeglasses or readers if needed for reading or computer use.
- Cell phone charger.

We have a team of volunteers that will handle sterilization. If you bring personal instruments, plan to write your name and chair number on a sterilization pouch so they can be returned to you after being sterilized.

Keep your belongings safe by labeling them with your name and keeping track of them throughout the day. We do not have lockers for personal belongings. A self-check for coats and other non-valuable items is available in the volunteer break room (Club Live) in KeyArena. We are not responsible for articles that are damaged, lost or stolen.

Breaks & Meals

Breakfast and lunch will be provided to volunteers in the Seattle Center Pavilion. If you have special dietary needs, you may want to bring your own food as we may not be able to meet those needs. Snacks, beverages and grab-n-go lunch will also be available throughout the day in Club Live in KeyArena. Breaks to eat and rest will be given. Remember to remove your lab coat when leaving the dental area! Please refrain from eating in the patient care areas.

What to Expect

Please make patients feel welcomed and respected. Warm smiles, introductions, eye contact, and a calm manner will put patients at ease and make their experience exceptional. Help to educate patients on good personal dental practices when the opportunity permits. Encourage them to speak with Social Workers, Health Insurance Navigators and/or onsite Community Health Centers to learn more about resources that will help them in their continued care.

Remember, we are all volunteers working together – please be flexible, patient and understanding.

We anticipate a diverse patient population. Please review the patient population competencies at seattlecenter.org/orientation to help you best serve those who attend. Interpretation services will be available either through onsite interpreters or by using InDemand Interpreting's mobile service (additional information will be provided during orientation). Any volunteer who fluently speaks a language other than English will have the language(s) identified on their badge.

When patients arrive in the dental area they will have been through Patient Registration and Patient Intake (vitals and medical history). Patients can be identified by a colored wristband with the date printed on it; patient companions will have a white wristband with the date printed on it.

NO PATIENT IS TO RECEIVE SERVICES WITHOUT A PINK DENTAL RECORD (a sample is available at seattlecenter.org/orientation) If a patient is missing the form, please have them escorted to Dental Exit so it can be resolved.

We use a colored card system to indicate when a clinical volunteer is ready for a new patient, for a patient to be retrieved by an escort, and for volunteers to help clean and reset the station. This increases efficiency because it minimizes the need to leave the treatment chair.

Upon arrival in the dental area, patients will see a Triage dentist who will determine which service is most needed (one service per day – except in the case of linked services like Endo/CEREC or Flippers/Surgery). The Triage dentist will complete the corresponding section of the dental form and send the patient to x-ray, as appropriate. After the treatment plan is confirmed by an X-Ray dentist, the patient will be directed to the waiting area for the appropriate service.

When you initially meet a patient, please closely review the medical history section of the dental record to note allergies and any conditions that may require pre-medication before treatment.

If you find a serious or threatening condition, please make the patient aware of it and notify the Dental Directors so the patient may be referred for follow-up care.

Please don't hoard instruments and supplies. If you take more than what you require for one patient, other practitioners will not have what they need. It also causes problems in the sterilization area at the end of the day when a huge supply of instruments that were not used are brought back and need to be re-sterilized. Trust that you will have what you need when you will need it. If you don't find what you are looking for, please ask.

Clinical volunteers should focus on the designated treatment plan. If you discover additional care to adjacent teeth is required, use your professional judgment to determine whether there is sufficient time within the one-hour service window to address the issue or check with a Dental Director or Lead. **DO NOT** promise patients additional services, or authorize them to return for continued care on a subsequent day, without receiving authorization from a Dental Director. If, in your professional opinion, there is more urgent care needed than what has been triaged, contact a Dental Director to sort it out.

Medic One will be onsite, in close proximity to the dental floor, in the event of an emergency. After ensuring the person is attended to, please be sure the Dental Directors are aware that an emergency occurred.

Notify a dental leader in the event of any injury or accident.

Alert a dental leader if you need behavioral health support or security.

Once you have completed a patient procedure, please be sure to fill out all sections of the dental record relative to the treatment provided (a sample is available at seattlecenter.org/orientation). This will be reviewed during the onsite orientation and written prompts are in the dental record itself. This is important for tracking services provided at the Clinic and for ensuring proper follow-up care. Any copies of printed x-rays should remain with the record.

To issue a prescription, fill out the Pharmacy section of the patient dental record. If it is to be filled off-site, go to the Dental Director table to have a prescription written for the patient. Any patient who has been issued a prescription should be sent to see the volunteer pharmacists before heading to Dental Exit. Pharmacists will dispense onsite medications ordered on the dental record (prepackaged dosages and quantities), as well as counsel patients on medication use.

It is our policy not to prescribe narcotic drugs. Volunteer practitioners are advised to use discretion when prescribing narcotics and should only do so in extreme cases when absolutely necessary.

Remind patients it is important to turn in their pink dental record at Dental Exit. Also encourage them to visit the Community Health Centers near Dental Exit for information and appointment scheduling to support their continued care.

Dental Exit volunteers will ensure the patient understands any post-care instructions and that their dental record is complete before releasing the patient. They will seek providers for clarification as required, please be responsive to their requests.

Be sure to respect patient privacy. Please do not share:

- individually identifiable information about a patient's health status or treatment
- any personal information you see or hear
- that a patient sought treatment at the Seattle/King County Clinic

[Additional Questions & Information](#)

This orientation document cannot possibly cover all details about the Clinic. If you have further questions, please contact Seattle/King County Clinic staff (SKCClinic@seattlecenter.org or 206-615-1835) who will be glad to answer them or put you in touch with Dental Leadership.

Additional information can also be found at seattlecenter.org/orientation.

- Dentists and hygienists are reminded that if your malpractice insurance does not extend to this site, or if you are unsure if it does, to please complete and submit the short online application for the Volunteer and Retired Providers Program so you can receive malpractice insurance (at no cost to you) to cover you at the Clinic. Go to <https://www.wahealthcareaccessalliance.org/volunteers>
- Out-of-state providers are reminded to complete the WA State Department of Health Volunteer Attestation form <https://fortress.wa.gov/doh/opinio/s?s=VOLATT> a minimum of 10 working days before the Clinic.

THANK YOU!

Thank you again for volunteering. Your contribution will make healthcare possible for thousands of underserved patients. Remember to enjoy yourself and we'll see you soon!