

Pedo Patient Experience Scorecard

PM:
Date:

Coach:
Office:

What

How

To what extent are the steps **complete**?

To what extent are you **engaged, knowledgeable & helpful**?

Check In	What	How
<ol style="list-style-type: none"> 1. Exterior view is clean 2. Patient is greeted with a smile 3. Every patient or parent is accounted for in reception area 4. FOC enters the reception area to collect additional information or to assist a parent/patient 5. FOC or coverage is visible at all times; the front office is never left unattended 	/5	/5
<p>Handoff to TC</p> <ol style="list-style-type: none"> 1. FOC & TC connect to share patient information prior to TC receiving patient 2. TC enters reception area, introduces them self, connects with what they have learned from FOC and asks if there are any other concerns to convey to doctor 3. TC provides a brief overview of what appointment entails 4. TC explains that they will reconnect with parent at the conclusion of the visit 5. TC connects with child as they enter the clinical area (something personal they learned or asks a question) 	/5	/5
<p>TC Handoff to Hygienist</p> <ol style="list-style-type: none"> 1. Introduces hygienist to child, connects with something fun they have learned 2. Reviews age, health, mediations, dental concern or questions 3. Reviews which radiographs were taken 4. Identifies if new or recall appointment and location of parent 5. Introduces parent if present 	/5	/5
<p>Hygienist Handoff to Doctor</p> <p>Inform/Review with doctor the following:</p> <ol style="list-style-type: none"> 1. Treatment performed today 2. Medical history updates/changes & behavior 3. Past due treatment 4. Oral hygiene 5. Recommendations <ol style="list-style-type: none"> i. At home fluoride ii. Sealants iii. Frequency of cleanings 	/5	/5
<p>TC/HA Handoff to FOC</p> <ol style="list-style-type: none"> 1. Recap with parent doctor's exam findings, review treatment plan, ask parent if there are questions 2. Guide to prize wall, walk parent/patient to FOC and introduce 3. Recap today's visit, explain next visit needs, explain that FOC is the scheduling expert, connect with child on their excellent visit and farewell to parent/patient 4. FOC- asks how this visit was, collects payment, reviews benefits and out of pocket fees for next treatment and schedules 5. Reviews all scheduled appointments, asks if there are additional questions, positive farewell to parent/patient 	/5	/5