

all smiles

MOBILE DENTAL CLINIC

Loving God, Serving Others.

PLANNING MANUAL





THE ALL SMILES MOBILE DENTAL CLINIC provided by the Tennessee Baptist Mission Board (TBMB) for use by churches and associations throughout Tennessee to meet **IS A MINISTRY TOOL** physical (dental) needs in

underserved communities, while also opening doors for Gospel conversations. Churches, associations, and ministries utilizing the Mobile Dental Clinic will have opportunities to build relationships with unchurched people, enhance ongoing ministry in their local communities, and launch new ministry engaging the lost.

This ministry is made possible by the generosity of Tennessee Baptists giving through the Cooperative Program and the Golden Offering for Tennessee Missions and the partner host. A Tennessee Baptist Convention church, association or ministry must sponsor or co-sponsor the project. There must be an evangelistic effort during the event with an outlined plan for spiritual follow up after the event.



Types of services offered: Simple Extractions

All services provided to clients are offered free of charge.

No long-term procedures are performed. Each volunteer medical professional determines the type of service they will provide. It is important to secure providers in the area that can be used on a referral basis as needed.

The mobile dental clinic (MDC) is equipped with two operatory units to perform simple extractions. More patients in need can be seen if the chairs are used only for those who present with pain and decay. The dental professional(s) on the planning committee for each event will be the best equipped to make this determination.



Plan Ahead

The effectiveness of your event depends on prayer and planning. Begin praying and planning at least six months in advance. Consider the availability of dental professionals who will be volunteering their services. Most dental professionals schedule patient visits at least six months in advance and their schedules are full. They are likely to be available on Fridays and Saturdays.



Reserving the Unit

To reserve the MDC, fill out the request form at tnbaptist.org/dental or contact Carrie Kidd at ckidd@tnbaptist.org



Budget the Cost

The Tennessee Baptist Mission Board will provide all necessary supplies, repairs on the unit and the replacement and up-grading of the equipment as needed. The host church or association will be asked for a financial commitment to help offset the cost of the operation, travel, and logistics. The church or association should budget for the following:

- \$1.00 per mile to and from the ministry site
- \$5.00 per patient for supply restocking
- Lodging and meals for the driver/coordinators
- \$5.00 per hour for generator use

PLANNING YOUR EVENT

Select A Planning Committee

A planning committee should be chosen and begin meeting at least six months prior to hosting your event. Once the committee members are chosen, please make sure TBMB has contact information for the project director. Suggested committee members are:

- Project Director
- Assistant Director
- Dental Professional
- Volunteer Coordinator
- Patient Coordinator
- Spiritual Care Coordinator



Roles of Committee Members



Project Director

- Provides general supervision to the project.
- Leads the committee to assure commitment and response of dentists, dental assistants, and dental hygienists.
- Ensures that necessary forms are completed by dental professionals.
- Serves as the liaison between the committee and TBMB.
- Assumes responsibility for the completion of all forms that are required by TBMB.
- Leads an evaluation at the end of the event.
- Arranges for transport of patients to hospital or oral surgeon/physician office if emergency follow-up care is needed.



Assistant Director

- Assists in the coordination of the work of the committee.
- Sends email reminders about meetings and tasks.



Volunteer Coordinator

- Assumes responsibility for the recruiting of dental professionals and lay workers to serve at the clinic. You will need someone to take vital signs on your patients. This can be a nursing assistant, LPN, RN, EMT, Med Techs etc.
- Contacts dental offices to ask for volunteers via phone, in person, email or mailings.
- Obtains completed protocol forms from dentists and forwards to TBMB.
- Coordinates the schedules and responsibilities for all volunteers.
- Recruit volunteers to provide activities for any children who are waiting.

Roles of Committee Members

Continued



Patient Coordinator

- Creates patient appointment list for clinic including waiting list. It is strongly encouraged to schedule patient appointments when possible.
- Responsible for patient paperwork (name, phone number and address only).
- Calls patients to ask screening questions and confirm appointments.
- Serves as the liaison between patients and the clinic.
- Calls or have a group of people call 3-4 days after the clinic is over to follow up on the patient or sends the patient a card in the mail.



Spiritual Care Coordinator

- Responsible for recruiting and scheduling spiritual care givers.
- Provides evangelism and spiritual care training to all volunteers.
- Ensures a comfortable and welcoming setting for waiting clients.
- Makes available Bibles and gospel tracts.
- Develops a follow up plan for spiritual care after the event.

Recruit Dental Professionals

Dental professionals should be recruited at least three to six months in advance, to avoid scheduling conflicts. Local, believing professionals should be approached first to provide continuity of a gospel witness through the event. Dental professionals are more likely to be available on Fridays and Saturdays

Dentist must be licensed in TN. They must provide their medical liability insurance name and number on the signed Dentist Protocol form prior to the event.

Discuss with dentists the type of procedures to be provided at the clinic and confirm their willingness to perform these procedures. They will be asked to sign a protocol form stating they understand what services will be performed.

The Dentist Protocol form must be returned before the Dentist can serve at the clinic. It can be returned by email to TBMB or on the day of the event.



The dental unit is equipped with two operatories for two dentists. The clinic hours for each event should be six to eight hours. For each four-hour or eight-hour shift you will need two dentists and two dental assistants to work with the dentists. Encourage the dentists to bring their own assistant when possible.

Recruit Volunteers

Recruit enough volunteers to staff the event. Schedule shifts for volunteers and dental professionals. If you are serving populations who do not speak English, provide an interpreter at each station.

Registration Area *(Two to three volunteers)*

- Check patients in and help them complete their medical record form if needed.
- Maintains count of individuals served.
- Translators if needed.

Vital Signs *(One to two volunteers)*

- Take blood pressures and review health history of each patient.
- These can be nursing assistants, nursing students, LPN's, RN's, EMT's, Med. Techs, anyone comfortable taking accurate vitals and reviewing health histories.
- Patient's blood pressure must be below 170/100 to safely treat them.

Prayer/Pastor/Counselors

- Available to pray with patients.
- Spend time with them as they wait and build relationships.
- Distribute spiritual material and information about the local church.
- Prepared to have gospel conversations.

Check Out *(One to two volunteers)*

- Hand out hygiene kits to patients and any other items for giveaway that you may have.
- One more opportunity to ask about prayer needs.
- One more opportunity to invite them to church.

Food and Refreshments

- Consider serving light breakfast to your volunteers.
- Serve lunch to your volunteers. Make sure they have a lunch break if they are there more than 4 hours.
- Bottled Water needs to be provided during the day for all volunteers. Please make sure volunteers on the bus have plenty of water and are not forgotten about.

Childcare

- Confirm background check on all childcare volunteers.
- Supervises children of those who will be receiving dental services.
- Provides comfort measures for children who are waiting to receive dental services (Dentist will determine if children are to be seen on the unit. It is recommended that those under the age of five not be seen by the dentist except for screening, unless otherwise directed by the dentist.)
- Adheres to Child Protection Policy guidelines.
- Only allow the person who signed in the child to sign them out and pick them up.
- Provides adequate toys, puzzles, supplies, etc., necessary to care for children.

Floater

- Runs errands for others who are involved in specific areas of responsibility.
- Assists with the flow of traffic within the project.

Patient Records

Effective April 14, 2003, The HIPAA Privacy Rule went into effect. HIPAA Privacy Regulations establish national standards for protecting the privacy of health information by imposing new restrictions on the use and disclosure of



protected health information. These regulations give patients greater access to and protection of their medical records, establish

safeguards to protect the privacy of health care information, set boundaries on the use and release of health records, and hold people accountable if they violate patient rights (civil and criminal penalties).

Patients being served through the mobile dental clinic must be given notice about their privacy rights. A HIPAA Notice of Privacy Rights document must be posted where it can be easily read. Copies of the brochure should be available for patients if requested. The patient shall sign to consent and acknowledgement of HIPAA on the bottom of the Medical Record Form.

Guidelines to Protect Patient Privacy

1. Once the patient's paperwork is completed, place the paperwork in a manila folder to protect the patient's privacy.
2. Volunteers may then take the folder to the coordinators on the unit. Patients should not carry their record.
3. Never Discuss Patient's information within hearing distance of others.
4. Be sensitive of discussing patient's information in confines of Dental Unit. (That patient's friend or relative may be in the other chair).



When the event is over, compile the patient records, complete the patient list, and give them to the sponsor church or association. All records need to be kept in a secure place for 7 years.

Insurance and Liability

All health professionals work under their own personal liability insurance and under the "Good Samaritan Act."

Vehicle insurance is carried on the mobile unit and liability coverage for usage as a clinic. It is recommended that the association and/or church contact their insurance providers regarding coverage for an event such as this. TBMB requires that it be listed as an additional insured entity on the association's and/or church's policy rider for the duration of the event.



Supplies



All necessary dental supplies are on board the unit. The unit will have an inventory of the asset items, as well as the consumables. It is important that a check of the inventory be done when the unit arrives, and then again when the event is over to determine what items were used and need to be restocked.

Dental assistants should arrive at least 30 minutes prior to operation to check the supplies and familiarize themselves with the equipment. Dentists may also wish to do this. All items will be in clearly labeled cabinets and drawers.

Restocking and ordering supplies is done by the mobile dental clinic coordinators. If there is any discrepancy in the inventory of items when the unit arrives on site, please immediately notify the driver and coordinator.

Dentists should bring their prescription pads and any special items that they will need. Basic instruments are available, but the dentists should bring any special items that they like to use. A list of the supplies and equipment is listed separately. Each dentist must have an assistant, either his own, or one that the project has arranged to volunteer.

Location and Set-up Requirements

The location for the project should be based on patient need. Your clinic is an outreach opportunity for your church. Consider how patients will get to your clinic. The following are possibilities of places to set up: homeless shelters, migrant camps, senior adult complexes, pregnancy care centers, low-income communities, refugee populations, community centers, parks, farms, etc.

The unit carries its own water supply and generator.

The set-up location must be level. The unit is equipped with a leveling system to increase stability while work is being performed.

Truck Dimensions

- 39 feet, 9 inches long
- 8 feet, 8.5 inches wide when slides are pulled in.
- 13 feet, 8.5 inches wide when slides are open.
- 16 feet, 0.5 inches wide when both slides and stairs are open.
- Truck size parked: 40 feet by 16 feet
- Space needed to set up, including safe space around truck: 50 feet by 26 feet.

We will not set up on streets unless the street is closed to traffic.

You will need to allow for the height of the unit. It stands 13.6 feet tall. Keep this in mind if there are over passes or low hanging trees in the area you wish to set up.

If we are setting up anywhere other than your church, permission is needed from the landowner. Some may

require a Certificate of Insurance that I can provide you with.

Auxiliary Facilities are needed to supplement the unit. The following additional facilities will be needed at the location of your clinic:

- Bathrooms
- Registration, vital sign and waiting area.

There are no handicap ramp/entrances to the units. Patients will need to be able access 5 steps to enter and exit the unit or use the portable equipment to do exam.

Each clinic day must be 6-8 hours long. The Mobile Dental Clinic Coordinator will have to approve shorter or longer clinic days. You will need to advertise your clinic. Please make appointments for your clinic. Appointments ensure that patients will be seen. You should be able to schedule at least 20 patients in a given clinic day. Try to make the best use of the Mobile Dental Clinic. Walk in clinics may leave some patients not being seen as the need for free dental care is tremendous.

Forms for use During Project

TBMB has a set of required forms for each use of the mobile dental clinic. The forms will be provided when a reservation has been confirmed for the use of a unit.

Hygiene Kits

Some associations or churches prepare their own health kits. Determine who will receive the kits—everyone or just those who receive dental service. Assembling the kits is a good, ongoing project for churches. It can also be an excellent way for families to participate in a mission project.

Kits may include:

- Toothbrush
- Toothpaste
- Floss
- Soap/shampoo
- Washcloth
- Gospel Tract
- Information about your church



PLANNING YOUR EVENT

Phase One 6 months before Clinic Date

- Pray for guidance and targeted population of outreach.
- ****Read planning manual and procedures****
- Return Request for Dental Unit form.
- Form Planning Committee
- Begin enlisting dentists, assistants, hygienists, volunteers, and other personnel.

Phase Two 3 months before Clinic Date

- Ask ministries or Sunday School Classes within the church to prepare Hygiene kits.
- Committee meeting to decide food/snacks, childcare, counseling, etc.
- Continue enlisting dentists, assistants, hygienists, volunteers, and other personnel.

Phase Three 2 months before Clinic Date

- Begin publicizing the dental clinic within the community.
- Patient coordinator will receive phone calls and make appointments.
- Enlist any further needed volunteers for childcare, triage, counseling, etc.

Phase Four 1 month before Clinic Date

- Have Dentists complete the Dental Protocol form with dental license number and liability insurance information.
- Patient coordinator will continue to receive phone calls and make appointments.
- Finalize any planning and volunteers needed.
- Send reminders to volunteers.
- Determine parking area for dental unit.
- Confirm time of clinic, any lodging information for the driver, and contact information for driver.



Phase Five **2 weeks before Clinic Date**

- Confirm dental appointments.
- Confirm dental volunteers.
- Make sure Hygiene kits are ready for distribution.
- Take care of any last-minute preparations.
- Communicate with driver by phone.
- Continue to pray for the event and individuals who will be served.

Phase Six **Completed 3 weeks post Clinic Date**

- Follow up on patients 3-4 days after the clinic or send them a card in the mail (build a relationship with them).
- Send thank you letters to volunteers.
- Complete and send Clinic Evaluation to TBMB.
- Start planning and securing a date for your next Dental Clinic.