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Hand Off Policy

Hand –off's – When Do They Happen

- From reception area – receptionist to clinician
- From Clinician to Clinician
- From Hygienist to Doctor
- From Doctor to Treatment Plan Coordinator
- From Clinician to Scheduler
- From Treatment Plan Coordinator to Scheduler
- From Receptionist to the Employee Receiving the Call

Pay Attention to When Next Hand Off is Coming or Where it is Going:

- Pay attention to what the next hand off is going to be and start to prepare for it prior to getting or receiving it.
 - o If the next person is not quite prepared, delay if necessary.
 - o If you know a hand off is coming your way, then don't start something that is going to cause a delay in the hand off, if possible.

Communication:

- First it is most important with a good hand off that there is someone to send the communication and then someone to receive the communication.
 - o If you are giving the communication to someone else, make sure you are clear.
 - o If you are receiving the communication, make sure you are prepared to receive it.
 - o If you are receiving the communication – stop talking and get the data – respond so that they communicator knows you are receiving it.

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- o If you are giving the communication, make sure that they understood what you are communicating

What to Communicate:

- What just happened that is important
- What other important things that need to be communicated
- What their next plan of action needs to be
- Make sure that there is no miscommunication on your part with patient and/or next person
- Make a statement to acknowledge to patient that they are being handed off and then move on to next thing

Example:

- Clinical staff – “Kate, we are done with Mrs. Jones today. We completed what was planned in the appointment and she did great! Dr. Gupta would like to see her back again as soon as it works in her schedule, hopefully in the next 2 weeks to next do teeth 2,3 and 4. Dr. Gupta needs 2 hours with Mrs. Jones today. “
- Kate – “Ok – got it.”
- Clinical staff – “Mrs. Jones do you have any other questions for me? If not, then have a great day and Kate will help you to get your appointment. “