

## How to Manage Online Screening Applications

### Primary Goals:

1. Create a larger pool of potential patients for students to select from.
2. Decrease the amount of time required for a suitable patient to go through the screening process.
3. To increase public awareness of the services provided by the UTHSC College of Dentistry.
4. All applicants will receive a courteous reply regardless of acceptance within 3 months of submitting an application.

Applications will be collected by Clinical Affairs on a 7 day basis, from Friday morning through Thursday night. Each application will be checked within AxiUm to see if the applicant is or has been a patient. To be in the application pool the applicant cannot be a current patient or have a balance owed on account. Occasionally a patient will show as active in AxiUm but should be inactive – usually because of broken appointments or not having been seen in several months. When Applicants are submitted with questionable charts or those marked inactive, Debra and/or Ardell will make note of the information found on the application and will give it to Beckey Hawes. Beckey will review the applications and return them to Debra or Ardell marked as either eligible for the pool or needing to be sent an email/letter informing them they are ineligible and why. The email/letter sent ineligible applicants should be timely, no longer than 3 months after receiving their application.

1. Clinical Affairs will maintain each online screening application for a total of 2 months. At the end of two months each application remaining in the pool will be removed and an email sent to the applicant. If for some reason the applicant's email is invalid a letter will be sent. The email/letter will thank the applicant for applying and inform them they were not selected for a screening appointment at this time. The applicant will also be invited to submit a new online application.
2. With their Coordinator's approval students are allowed to take up to 3 applications. Ardell and Debra will keep a list all students and the applicants they select. If the student contacts an applicant and finds a suitable patient, they will take the application to their coordinator for approval. The coordinator will need to sign the application and return it to the student.
3. If the student finds an applicant is unsuitable a brief explanation written on the application is required before returning it to clinical affairs.
4. Students are required to keep applications no longer than 2 weeks before contacting the applicant and/or returning the application to Clinical Affairs. **All applications, regardless of status need to be turned in to Ardell and Debra.** Please make clear notation on the application indicating if you contacted the applicant, made an appointment or if they may or may not be suitable for another student.
5. After the original 3 applications are returned the student is allowed to select 3 more for another 2 week period.

The pool of available applications will be maintained in a binder located behind Ardell Relliford and Debra Perry. Applications in the binder will be in alphabetical order.

Attached is a Flow Chart showing the process for handling Online Screening applications.

# Online Screening Application

## Flow Chart

See Attached for Detailed Instructions

