



## **ARMOM 2011 Lay Volunteer Job Descriptions (Non-Dental/Medical Volunteer Positions) Statehouse Convention Center, May 19-22, Little Rock, AR**

**You can now fill out your 2011 ARMOM Volunteer Registration form online!!  
Go to [arkansasdentistry.org](http://arkansasdentistry.org), find the ARMOM symbol, and follow the links.  
It's quick! It's easy!**

**Equipment Set Up/Unloader (Thursday):** Unload equipment & supplies on Thursday. Some lifting will be required, but heaviest equipment will be moved by forklifts. Volunteers needed: at least 25.

**Equipment Break Down/Loader (late Saturday):** Pack up & reload equipment & supplies Saturday afternoon/evening. Some lifting will be required, but heaviest equipment will be moved by forklifts. Volunteers needed: at least 25.

**Patient Registration Clerk:** Manage flow of patients as they enter the front door, hand them registration forms, and escort them to waiting area. Volunteers needed: 16 per shift.

**Triage Clerk:** Assist medical/dental personnel with paperwork during triage process: Volunteers needed: 20 per shift

**Patient Escort:** Escort patients through entire treatment process from triage to anesthesia, restorative/surgery chairs, patient education table, pharmacy table, and finally to check-out. Volunteers needed: 36 per shift.

**Patient Education:** Hand out post-treatment instructions and oral hygiene instruction at Patient Education Table. Volunteers needed: 8 per shift.

**Patient Check-Out:** Collect patient paperwork, making sure patient has instructions, ensuring patients exit through correct door, and deliver patient paperwork to office. Volunteers needed: 8 per shift.

**Volunteer Check-In Clerk:** Check in volunteers (most will be pre-registered) and handing out T-shirts. Volunteers needed: 4 on Thursday, 12 per shift on Friday & Saturday, 2 on Sunday (only if needed).

**Volunteer Break Room Hospitality Worker:** Make coffee, help serve breakfast (continental) and lunch, re-stock drinks, etc., for volunteers. Volunteers needed: 12 per shift.

**Pediatric Dental Clinic Staff:** The Pediatric Clinic will be separate from and smaller than the main clinic, but will need approximately 30 volunteers per shift as follows: 4

patient check-in clerks, 16 patient escorts, 2 patient education clerks, 4 to hand out goodie bags, 2 patient check-out clerks, and 2 runners to courier paperwork to office.

**Interpreter:** Assist non-English-speaking patients through the entire process from entry to exit. Volunteers needed: 16 per shift.

**Office Assistant:** Assist ASDA staff with entering patient paperwork into computer. Dental coding experience is a *must*. Volunteers needed: 2 per shift.

**Site Maintenance/Monitor Doors & Restrooms:** Volunteers needed: 8 per shift.

**Site Maintenance/Monitor Trash:** In patient waiting areas: outdoor & indoor. Volunteers needed: 4 per shift.

**Miscellaneous Errand Runner:** Perform miscellaneous duties as they arise. Volunteers needed: 4 per shift.

Important Notes:

- These job descriptions are intended primarily for lay (non-dental/medical) personnel. Dentists, dental assistants, hygienists, nurses, and pharmacists with questions should contact Dr. Fiddler or Dr. Kilpatrick, as listed below.
- Desired volunteer numbers per position are subject to change, but should be a good approximation of staffing needed in each area.
- Lay volunteers will be pre-assigned as much as possible to their area of interest, but final assignment may be affected by need and numbers of volunteers present. Please contact us ASAP if you have pre-registered but will NOT be able to help.
- All volunteers will be encouraged to attend a training session/walk-through on Thursday, May 19<sup>th</sup> (time tba).
- Pre-registered volunteers will be e-mailed a packet in late April or early May with information on where and when to report, as well as parking instructions.
- At the actual ARMOM event, volunteers who are not pre-assigned will be directed to a volunteer “bullpen” to await further instruction.
- We will have a volunteer verification form available for volunteers who need hours for a service organization or club.
- Lay Volunteer Questions should be directed to:
  - Dr. Mark Murphy**, [drmmurphydds@sbcglobal.net](mailto:drmmurphydds@sbcglobal.net)  
Office: 501.223.9080; Cell: 501.413.9035; Home: 501.219.1610
  - Dr. Terry Fiddler**, 2011 ARMOM Chair; [fiddler@tcworks.net](mailto:fiddler@tcworks.net);  
ph 501.327.7778
  - Dr. Steve Kilpatrick**, 2011 ARMOM Clinical Director; [srkaacp@swbell.net](mailto:srkaacp@swbell.net)  
ph 479.452.7454. More specific clinical information will also be emailed to medical/dental volunteers in late April or early May.

Thanks for your help! This will be a rewarding experience you won't forget! See you in May.