

Sparrow Health System Volunteer Services

POSITION DESCRIPTION

Title: Emergency

Location: Sparrow Campus

Revised: July 2007

Purpose: To provide assistance to patients and families who enter the Emergency department and also provide the Emergency department staff with any extra assistance they may need.

Responsibilities: Aid patients and families by making them comfortable and easing any tension of fears they may have.
Assist the families in making phone calls.
Keep treatment rooms clean and neat (i.e., remove dirty supplies, replace linen in cabinets, make up carts with fresh sheets.)
Direct or escort patients to other departments in the hospital.
When asked by staff, run errands to pharmacy, labs, admitting, etc.
Give a stuffed animal to any children who are in the examining room.
Keep track of blanket and toy stock.
File charts and negative x-ray reports.
Occasionally complete assorted jobs when asked by a member of the Emergency staff.
Remove all personal protective gear after leaving a work area if contaminated and place in an appropriately designated container.

Requirements: Must be registered in the Department of Volunteer Services.
Must attend volunteer orientation and on the job training.
Must obtain a TB skin test annually.
Must wear photo ID badge while on duty.
Must have knowledge of Standard Precautions and Blood Borne Pathogens. This position has a risk of exposure to Blood Borne Pathogens.
Must pay annual dues of \$1.00.
Must commit to minimum of 70 hours per year.
Must be able to stand, walk for periods upto 2 hours at a time and must be able to lift objects 20 to 30 lbs.
Serve as a role model for consistent demonstration of Sparrow Health System's Customer Service Behavioral Standards of Performance, by respecting the Privacy and Confidentiality of those we serve.
Demonstrate knowledge and respect patient, service provider, organizational confidentiality and HIPAA Security procedures and protocols as defined under the HIPAA Privacy and Security Procedures.
Follow established HIPAA privacy procedures when using and/or disclosing protected health information.
Maintain and protect patient rights under the HIPAA Privacy Standards

Qualifications: Must exhibit maturity, discretion and confidentiality at all times.
Must be sensitive to the diverse feelings and needs of the families and friends of the patients in the Emergency department.
Must always inquire with a staff member as to whether a patient may eat, drink, use the restroom, etc.
Must have knowledge of physical layout of hospital.

Supervision: Volunteer supervision is provided by the President of the Emergency volunteers. The Emergency department charge nurse and/or Patient Representative provides for their daily support. Volunteers must be able to work well and take assignments from Emergency room staff.