

Sparrow Health System Volunteer Services

POSITION DESCRIPTION

Title: Escorts

Location: Sparrow Campus

Purpose: To aid in the discharge of patients by transporting them from their room-to-home transportation. Occasionally Escorts will transport incoming patients and visitors to their assigned destination (X-ray, Laboratory, Endoscopy, etc).

Responsibilities: Receive assignments from the Transport Services department.
For discharging a patient, go to the nurses' station on the floor.
Be sure to sign and leave the Transportation Sheet at the nurses' station.
(This becomes part of their permanent record.)
Prior to entering the patient's room, follow the bed tracking procedure. This will notify Environmental Services that the room needs to be cleaned.
Go to patient's room and help them into the wheelchair.
Be prepared to obtain assistance in transporting personal belongings if necessary.
Escort the patient to their mode of home transportation.
Escorts occasionally complete assorted jobs (i.e. labeling, collating) as assigned.
Prior to entering the patient's room, follow the bed tracking procedure. This will notify Environmental Services that the room needs to be cleaned.

Requirements: Must be registered in the Department of Volunteer Services.
Must attend volunteer orientation and on the job training.
Must have knowledge of Standard Precautions, Blood Borne Pathogens and privacy rules..
Must attain a total of 50 hours of service yearly.
Must obtain TB test annually.
Must find their own substitute when planning on being absent.
Annual membership dues are \$4.00.
Must wear light blue smock/knit shirt and photo ID.
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: Knowledge of physical layout of the hospital.
Ability to maneuver a wheelchair steadily and comfortably.

Ability to push a wheelchair with someone weighing up to 200 lbs. (If patient cannot be transported or extra assistance is needed for any reason, ask the nursing staff to contact the transport office for assistance.)

Must be able to walk and stand for the majority of a 3-4 hour shift.

If necessary, volunteer must be able to assist the patient into the wheelchair and possibly into their car.

Be able to answer general questions about the room and hospital.

Ability to recognize situations where a call for help may be needed.

Supervision:

The day-to-day supervision of the Escorts is provided by the manager of the Transport Services Department. Volunteer supervision is provided by the Board of the Escorts and the day chairpersons.