

Sparrow Health System Volunteer Services

POSITION DESCRIPTION

Title: Surgical Lounge

Location: Sparrow Campus

Purpose: To ensure that visitors are kept informed and are comfortable while waiting for patients who are in surgery.

Responsibilities: Welcomes patients and visitors to the lounge.
Offers patrons a beverage (i.e., coffee, tea, ice water, etc.).
Makes coffee and sets out condiments.
Updates families on patient's status as requested and when appropriate.
Provides emotional support for families, identifying special needs.
Answers and processes patient information from Recovery.
Locates visitors and escort them to available consulting rooms.
Provides general information and directions to visitors.

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 commit to one shift per month for a total of 30 hours annually.
Must obtain own substitute when planning on being absent.
Must pay annual membership dues of \$3.00.
Must attend annual meeting in fall and business meeting in spring.
Recommend wear light blue smock/jacket or polo shirt and photo ID badge while on duty.
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 possess a friendly, helpful attitude.
Knowledge of phone system.
Knowledge of pre- and post-operative surgery consulting procedures.
Exhibits maturity, discretion, and confidentiality at all times.
Knowledge of physical layout of hospital.
Knowledge of resources available within hospital.
Ability to work with a diverse population.

Supervision:

The Surgical Lounge President has supervisory responsibility for all volunteers. The key associate contact for this position is the manager of the Recovery department at 364-2567.