Title: Emergency Department – Patient Concierge

Description and Purpose of the Unit: Sparrow is the region’s leader in emergency and trauma care, caring for more than 110,000 patients a year. Sparrow has a dedicated adult and pediatric emergency department on the Sparrow Hospital main campus and adult emergency care at the Sparrow St. Lawrence Emergency Department each staffed with Board certified physicians and experienced nurses trained in emergency medicine. The ER volunteers will assist the staff with services to patients/visitors with the goal of minimizing anxiety by creating an atmosphere that is as relaxing as possible. The volunteer will assist staff running errands related to patient care and in escorting visitors to room and patients as they leave the department.

Age of Population Served: ALL

Responsibilities:
- Greet patients and their family upon arrival;
- Provide comfort care and communication for patients, family members, and visitors;
- Conduct frequent rounds to determine actual and potential needs of patients and their family members;
- Work closely with ED Patient Representatives to identify patient/family areas of concern;
- Help facilitate the escorting of patients and/or their families to patient rooms, or other ancillary departments including discharges out of the Emergency Department;
- Function as a liaison between patients, families, physicians, clinicians, and staff;
- Maintain open communication and an effective working relationship with other members of the hospital health care team;

Duties:
- Update volunteer white boards at nursing stations with name and shift time
- Escort patients to/from rooms
- Stock EMS room with snacks and supplies (assigned to S hall volunteer)
- Stock EMS cabinet with blankets, sheets, towels etc. (assigned to S hall volunteer)
- Stock blanket warmers and button gowns on linen carts
- Collect used biox probes in designated recycling containers
- Special projects will be assigned as needed
- Make coffee, tea, fill water glasses, etc., and keep nourishment stations stocked
- Tidy up patient rooms and bathrooms using gloves, and notify EVS or charge nurse if a thorough cleaning is needed
- Assemble RSV and pelvic kits
- Ensure that every patient has a pillow (taken out of plastic wrapping and put in pillow case), except for patients with a back board, neck brace, or other visible situation involving the head, neck, or spine

Qualifications and Skills Needed:
- Students will need good communication and people skills to be able to interact with many different kinds of people in a culturally sensitive manner.
- Must be mature and act in a professional manner that is consistent of the Sparrow I CARE Values.

Required Responsibilities of the Volunteer:
- Must be registered with Sparrow’s Volunteer Department.
- Must complete the Sparrow Hospital Orientation, unit training and annual safety training.
- Must adhere to the agreed upon work schedule.
- Maintain proper uniform including wearing the Sparrow ID Badge.
• Must provide proof of a negative TB test. Must renew on an annual basis.
• Adheres to ICARE values and standards of behavior (Innovation, Compassion, Accountability, Respect, Excellence).
• Role model behaviors that value the diversity of our caregivers, patients, volunteers, and customers and supports creating an environment that is inclusive, welcoming and respectful.
• Communicates with patients, families and customers using AIDET (Acknowledge, Introduce, Duration, Explanation, Thank You).
• Works in a safe manner and promptly reports any hazards identified in the work environment or related to assigned responsibilities.
• Adheres to policies and procedures designed to avoid, prevent and reduce the spread of communicative diseases.
• Demonstrate knowledge and maintains and respects patient right to privacy by following the HIPAA Privacy and Security Policies and procedures.

Physical Aspects of this position:
This position requires walking, standing and moving most of a 4-hour shift. The position requires going into patient rooms, going outdoors, and talking with patients and visitors that may be upset, anxious and in pain. This position also requires the ability to push wheelchairs with up to 200 pounds of weight.

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<th>Rare</th>
<th>Occasionally</th>
<th>Frequently</th>
<th>Constantly</th>
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<td>Unassisted Lifting</td>
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<td>Listening and talking to patients and visitors</td>
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Work Environment:
The Emergency Department workload can be unpredictable because of walk-in patients, traumas, etc. This position requires mostly walking, standing, some sitting. This position requires sound judgment, empathy and maturity in handling sensitive issues from patients and family members.

Supervision:
The Patient Representatives and/or charge nurse provide the day-to-day supervision. Overall responsibility rests with the Director of Volunteer Services.

Sparrow Main Campus
Monday – Sunday: 11-3 p.m., 3-7 p.m., 7-11 p.m., 5 volunteers per shift, 105 total volunteers