Description and Purpose of the Unit:
Volunteers serving as an Escort provide wheelchair assistance to patients upon discharge from the hospital to their vehicle. Occasionally, escorts will also transport incoming patients and visitors to their desired location. With additional training, escorts can also serve as an errand runner for medical charts and lab runs.

Our escorts may be the first person and usually the last person our patients and their families interact with during the hospital visit. We are looking for people who are friendly, joyful, upbeat and able to engage in light conversation, so our patients conclude their visit with a positive impression of Sparrow.

Age of population served: ALL

Responsibilities:
- Transport patients from the Main Entrance to Patient room or area at Sparrow Main Campus or SPB, via Wheelchair.
- Transport Patients from their room to the Main Entrance via Wheelchair.
- Receive Job assignments from the Transport Tracking system. Must be able to work with Alpha Pagers.
- Go to patient room and help them into a wheelchair.
- Be sure to check the name on their wristband to make sure you have the correct patient.
- Be prepared to carry their personal belongings for them; carts are available.
- Escort the patient to their mode of transportation. Escorts occasionally complete assorted jobs, as assigned by the transportation director.
- Adhere to safe wheelchair transportation practices.
- Demonstrate knowledge of the hospital’s physical layout.

Qualifications and Skills Needed:
- Students will need good communication and people skills to be able to interact with many 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 have flu vaccination between the months of November 1-March 30.
- 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 communicable 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 a walking, standing and moving most of a 3-hour shift. The position requires going into patient rooms, going outdoors, and includes listening on the phone and reading information from a pager. This position also requires the ability to push wheelchairs with up to 200 lbs of weight.

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<th>Factor</th>
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<th>Occasionally</th>
<th>Frequently</th>
<th>Constantly</th>
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<td>Unassisted Lifting</td>
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<td>Listening on the phone</td>
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Work Environment:
The Escorts are stationed in the main lobby, but their work brings them to most areas of the hospital including patient rooms. Since the desk is in a public space, the noise level can be loud and the climate changes with the season as this position requires going outdoors under a covered area.

Supervision:
The Transport department provides the day-to-day supervision. Overall responsibility rests with the Director of Volunteer Services.

Volunteer Times:
7 days a week 11am-2pm, 2-5pm, or 5-8pm
2 volunteers per shift, total of 42 volunteers
Revised 11/14, 7/15, 7/18