Volunteer Services Position Description

Title: Patient Concierge
Position Reports to: Various Units
Location: Sparrow Campus
Age of Population Served: Adult

General Purpose: The Patient Concierge is a unique role that directly supports Sparrow’s strategic plan to deliver world-class health care to the patients and family members that we serve. The Patient Concierge’s primary role is to build a relationship with the patient and their family through visits, conversation and looking for opportunities to meet a need in advance of the patient expressing a complaint. There will be key verbal scripting that will be used to identify and inquire about non-medical comfort care measures.

The scope of the volunteers’ role will be to improve patient satisfaction relating to meeting emotional needs, comfort of family and visitors, by providing friendly visits and noting the condition of the room – clutter, food trays and asking if the patient is comfortable with the room temperature.

Essential Duties:
This description is intended to cover the minimum essential duties assigned on a regular basis. Volunteers may be asked to perform additional duties by their department.

- Talk and visit with patients and their family members.
- Look for opportunities to improve the patient’s room by picking up items, letting Environmental Services know if the restroom or room is not clean.
- Clear trays, note food/liquid consumption for fluid restriction patients, and when necessary replace food items by calling the room service number.
- Do not enter rooms with isolation signs.

Essential Skills:
- Must be confident, secure in talking with a variety of people from various backgrounds.
- Previous customer service experience is required. The volunteer will be expected to help evaluate the effectiveness of the program and opportunities for improvement.
- Innovative! We need people who have an eye for delivering a higher level of customer service.
• Must be mature and act in a professional manner that is consistent of the Sparrow I CARE Values.

Required Responsibilities of the Volunteer:
• Demonstrate knowledge and maintains respect for patients right to privacy by following the HIPAA Privacy and Security policies and procedures.
• Adheres to ICARE values and standards of behavior (Innovation, Compassion, Accountability, Respect, Excellence).
• Role model behaviors that value diversity of our patients, volunteers, associates, and customers and supports creating an environment that is inclusive, welcoming and respectful.
• Communicates with patients, families and customers using AIDET (Acknowledge, Introduce, Durations, Explanation, Thank).
• Works in a safe manner and promptly reports any hazards identified in the work environment or related to assigned responsibilities.
• Volunteer a minimum of 30 hours annually after the initial year.
• In advance of a planned absence, arrange for a substitute.
• Maintain proper uniform including wearing the Sparrow ID Badge.
• Pay Annual membership dues of $1.00 to support general group activities of the Sparrow Women’s Hospital Association.

Physical Aspects of this position:
This position requires sitting, frequent short walks most of a 2-hour shift. The work for this position is carried out in patient rooms with direct patient contact.

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<tr>
<th>Factor</th>
<th>N/A</th>
<th>Rare</th>
<th>Occasionally</th>
<th>Frequently</th>
<th>Constantly</th>
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<tbody>
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<td>Unassisted Lifting</td>
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<td>0-10 lbs</td>
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<td>31-50</td>
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<td>X</td>
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<tr>
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<td>Listening on the phone</td>
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Work Environment:
The Volunteer Patient Concierges perform their duties within patient rooms on a specific unit. This position requires a great deal of walking, standing and some sitting. As the position requires traveling in and out of rooms, following the hand washing protocol is required.

Last updated 2/13