Patient Ambassador Volunteer Position Description

**Area:** Messenger and Escort Department

**Job Title:** Patient Escort Volunteer

**Immediate Supervisors:**

TBD

**Days and Times Needed:**

Monday 10am-3pm

**Duties/Responsibilities:**

Sign in at Hospitality Desk north lobby – beginning of shift

Report to B1-6572, Patient Escort Office

Check-in with Supervisor and receive daily update

**Patient Transport:**

- Receive calls from Dispatcher for patient pick up from unit or other location
- Go to unit/other location and pick patient up for transport/escort to their designated location.
- Timeliness and competency standards for safety are adhered to at all times
- Creating a caring patient experience during transport is our highest priority and that requires quality patient interaction and customer service skills.
- Upon completion of patient transport call, return to office for next call.

Sign out at Hospitality Desk north lobby – end of shift

**Requirements:**

- English fluency
- Respect patient confidentiality at all times.
- Volunteers should not discuss a patient's condition or verbalize assumptions or opinions on patient conditions or visitor inquiries.
- Volunteers must wear their volunteer jackets, name tags and badges at all times.

**Position-Specific Training Required**

Emergency Procedures
Universal Precautions
Patient Confidentiality
Stretcher Safety
Wheelchair Safety
Patient Escort On the Job Training