

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