Patient Ambassador Volunteer Position Description

**Area:** Department of Anesthesiology and Surgical Services (DASS)

**Job Title:** Surgical Services Patient Escort and OR Support

**Immediate Supervisors:**

TBD

**Days and Times Needed:**

Monday – Thursday  6:30-10:00am  
Friday  8:00am-12:00noon

**Duties/Responsibilities:**

Sign in at Hospitality Desk north lobby (look for lime green binder) – beginning of shift

Report to 2C529 – Front Desk of the OR (directions below)

Check-in with OR staff and receive daily update

- **Patient Transport:**
  - Assist OR staff with transport of patients from Recovery Room or straight from the operating room via stretcher to the ICU, inpatient room, and outpatient or day hospital location.
  - Assist OR staff in the pick up of patients from ICU, their inpatient room, outpatient or day hospital location and transporting them via stretcher to the OR.

- **In Recovery:**
  - Visit with patients and their family and friends
  - Assist with non-medical needs including retrieving blankets for them
  - Answer patients' questions about logistics and similar non-medical areas of need.

- **Check the waiting areas:**
  - Visit with family members
  - Communicate updates to family members
  - Relay messages to staff

- **Restock the warmer with blankets for patients.**
- **Locate and organizing the stretchers in their storage location.**
- **Other duties as appropriate.**

Sign out at Hospitality Desk north lobby – end of shift

**Requirements:**

- Volunteers should refer all patient care issues to the OR staff.
- Volunteers should 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  
DASS OTJ Training
Directions to Room 2C259 – OR Front Desk

Take the West Corridor past the Admissions Desk, past the playroom and through the double doors. Turn right and take the West elevators to the 2nd floor. Make a left and follow the bridge way through the double doors. The OR front desk will be directly in front of you.  
[link](http://www.cc.nih.gov/about/visitor/maps/hatfieldfirstfloor.pdf)