

ADMITTING/AMBASSADOR VOLUNTEER

PURPOSE To help enhance the quality of patient care by assisting staff in the Patient Access - Admitting Department, welcoming and escorting patients, and offering helpful information about visiting hours, T.V. rentals and by delivering admission paperwork to nursing units, helping patient, visitors find their way in hospital when not busy in Admitting.

RESPONSIBILITIES

1. Escort patients from Admitting to their assigned units, clinics, departments or other areas of the HSC.
2. As required, deliver or pick up admission paperwork, resident care blue binders to nursing care units.
3. As required, carry pager and complete miscellaneous requests for escorts as assigned by Volunteer Services.
4. During quiet times in Admitting, Volunteers are required to rove the main floor areas like the hospital entrances to help direct or escort patients, families and visitors as needed.
5. Provide helpful information to patients regarding HSC such as visiting hours, gift shop hours, T.V. rental procedures, etc.
6. Assist in returning wheelchairs/staxichairs to the Admitting Department, taking into consideration the needs of other HSC entrances/departments for wheelchairs/staxichairs.
7. Assist staff with other support duties.
8. In all cases maintain a code of confidentiality, as you are only required to know the patient's name, unit, room number and bed number which appears on the admission sheet.
9. Carry out responsibilities in accordance with approved policies and procedures as outlined in the Volunteer Services Department Handbook and the Patient Care Guidelines.

**NECESSARY
QUALIFICATIONS
AND/OR SKILLS**

- ◆ Comfortable with approaching and interacting with the public and patients in a friendly, supportive manner.
- ◆ Cognitive ability to follow, give directions and to express oneself clearly and concisely in the English Language.
- ◆ Possess an awareness of and sensitivity to cultural differences.
- ◆ Physically and mentally capable of performing responsibilities, including walking distances and pushing wheelchairs.
- ◆ Neat and clean in appearance.
- ◆ Knowledge of or willingness to learn about the HSC services.
- ◆ Display mature, confident disposition with ability to respond appropriately in a crisis.
- ◆ Ability to instill calm and confidence as well as lessen anxiety and stress.
- ◆ Ability to prioritize requests for escorting patients.

- ◆ Ability to follow directions and prioritize tasks.
- ◆ Physically and emotionally tolerant of unpleasant sights, sounds and odors. Comfortable with approaching and interacting with the public and patients in a friendly, supportive manner.
- ◆ Knowledgeable of or willingness to learn about the needs of patients and be empathetic to their concerns.

BENEFITS

Opportunity to:

- gain work experience in a hospital/medical setting
- work with patients/families
- explore careers
- learn new skills
- provide service to others
- make a personal contribution to the improvement of health care

SHIFTS

Monday to Friday, 2 or more hours; can start as early 6:00 a.m.-9:00 am, 9:00a.m.to 12:00 noon and 12:00 noon to 3:00 p.m.

SUPERVISION

Administrator of Volunteers, Manager, Patient Access Services, Admitting Clerk, or designated staff of the Admitting Department.

ORIENTATION AND TRAINING

Volunteer Services will provide a general HSC and Volunteer Department orientation. Experienced volunteers will provide training with the assistance of Admitting Department staff.

DEVELOPED BY

Administrator of Volunteers _____ Date _____
 Manager, Patient Access Services _____ Date _____

APPROVED BY

Manager, Volunteer Services _____ Date _____

How to be an Admitting Volunteer.

START OF SHIFT PROCEDURES

1. Report to the Admitting Desk MS1 and give your name to the Admitting Clerk. Advise of the times you will be attending.

PATIENT CONTACT PROCEDURES

1. When the Admitting Clerk calls you to assist, step forward to meet the patient, smile, and SAY: "My name is _____ and I'm the volunteer who will take you to the patient care area".
2. Ask the patient if they would like wheelchair assistance. Patients who are elderly or frail should always receive wheelchair assistance.
3. The Admitting Clerk will advise as to the location that the patient needs to go.
4. If the patient is alone or without an able-bodied escort offer to assist with bags or suitcases.
5. The admission papers being transported with the patient are to be kept confidential. If the patient is in a wheelchair, they should be given their papers to hold face down on their lap while you push their wheelchair.

ESCORTING PROCEDURES

1. Inform the patient where you are taking him/her, e.g. "We are going to GA3."
2. Provide helpful information about services available such as the Gift Shops, Cafeterias, Guildy's Snack Shop, Beauty Shop, and T.V. Rentals (Service Guide).
3. Questions or concerns the patient may have should be directed to their nurse. It is VERY IMPORTANT that you do not discuss illness of any kind with the patient. Do not answer any questions concerning the patient's own condition, instead inform the patient that their nurse will be able to answer any questions or concerns they may have. Avoid answering directly questions such as "Do you know my Doctor? Is he/she good?" A response such as "I really do not know him/her, but I know that all medical staff in the hospital are very competent and you will receive the very best of care."
4. If the patient becomes ill or faint on the way do not leave them unattended. Call for help or ask the nearest person to get a nurse/physician. If you are on an elevator, stop at the next floor, hold the door open and call for help, or ask the nearest person to get help for you. Do not leave the patient unattended or attempt to move the patient if they collapse.
5. Take the patient to the nursing desk and introduce them to the clerk/nurse.
6. Submit the admission papers to the unit clerk/nurse and they will inform you of the patient's room # and bed #. Note: the larger the room # the further down the hall it is. Bed 2 is always by the window in a 2-Bed room. In a 4 bed room start at the left hand side with bed 1.
7. Proceed to the room and seat the patient in a chair beside the bed. Show them the call light and place it within reach. If the patient wishes, draw the curtain. Ask if the patient is comfortable and assure them the nurse will arrive shortly.
8. Please inform the nursing staff that you are leaving and that the patient is sitting in the room alone.
9. Occasionally problems may arise eg. beds being unavailable or patients refusing that particular bed or room. If this happens report to the nursing desk, inform the staff of the problem, and they will provide you with further instructions.

IF IT IS NOT BUSY PROCEDURES

Occasionally, there will be times when there are no patients awaiting escorts. Here are some suggestions of how you can help, and make good use of time:

1. During the quiet times in Admitting, Volunteers are required to rove the main floor areas including the hospital entrances to help direct or escort patients, families and friends as needed.
2. Refill informational pamphlet/brochure holders. Admitting staff can supply you with stock of pamphlets/brochures.

3. Straighten the waiting room magazines. If the supply is low, check the cart in the Volunteer Services office to ensure a variety of magazines to appeal to all patient types.
4. Check the HSC entrances for stray wheelchairs that can be returned to the Admitting Department or unit designated on the chair. Return the staxi chairs to the entrances.
5. Assist Admitting staff with miscellaneous clerical duties, or running of charts and files, etc. Do not hesitate to ask if there is a task you could do.
6. Take a coffee break! Please be sure to check with the Admitting staff first, and inform them how long you will be gone.
7. **Some quiet socializing in the waiting room is a way to get to know your co-volunteers, but please do not disrupt the staff or patients by talking loudly or by standing in front of the main reception desk.** Remember, you are representing the H.S.C. Also, entering the staff offices for any reason other than work related activities is strictly prohibited as the staff are working and must portray a professional image to patients, their families, and the general public.

END OF SHIFT
PROCEDURES

1. When there are no patients left in the waiting area, ask the Admitting Clerk if they are expecting more patients.
2. If they are not expecting more patients, inform the Admitting Clerk you are leaving.