

Patient Ambassador Volunteer Service Description

A Patient Ambassador volunteer provides information and assistance to patients, families and visitors and serves as support for the clinical staff. The ambassador may fill the gap for patients without family or friends available for visits.

General Requirements:

1. Complete required training:
 - a. General Volunteer Orientation
 - b. Orientation to Service Area/Shadowing
2. Check in with (Charge Nurse/Nursing Supervisor/Nurse Manager/Dept. Director) for specific requests at the beginning of the shift, and check in designated Patient Ambassador area for messages.
3. Provide excellent Customer Service
 - a. Direct/guide visitors and guests to the appropriate areas
 - b. Promptly respond to requests for assistance from patients, visitors and staff
 - c. Follow through on promised service
 - d. Round on patients upon admission to identify any service needs
4. Present oneself in a professional manner at all times
 - a. Wear appropriate uniform and identification
5. Follow all Safety and Quality Policies exactly
 - a. Knock and wait before entering a patient room.
 - b. Wash hands frequently (preferably where the patient can see, for at least 20 seconds) or sanitize hands when unable to wash.
 - c. Do not enter or disturb when a doctor, or other staff member is with the patient, or when the patient is receiving treatment/assistance/testing from a staff member.
 - d. Because all information concerning patients is of a confidential nature, the volunteer will not discuss patient information with others not concerned with such information while on duty and will not discuss any patient information with persons outside the hospital.
 - e. Do not give patients anything to eat or drink (be alert for signs indicating NPO, or *nothing by mouth*) unless it is cleared first with the nurse.
 - f. Do not give medical advice or opinions, even if you have had medical training.
 - g. Do not attempt to lift, move or support a patient, always call for assistance.
 - h. Check with nurse to determine which patients may be on "isolation" before entering rooms. Do not enter any room marked "Isolation". Wear gloves and change them between patients if touching personal items or the patient. Wash hands after glove removal.

Patient Comfort Activities

1. Determine patient's preferences and priorities:
 - a. Arrange personal items with patient's consent.
 - b. Change television channels with remote control upon request, look for music channel.
 - c. Communicate with patients and families,
 - d. Provide blankets and comfort items as needed.
 - e. Read to, write for, or help the patient with small tasks.
 - i. Help with activities from the DIVERSION BOX, or find books, magazines or games.
 - ii. Help arrange a visit from another volunteer, a friend or relative
 - iii. Help arrange a visit from Clergy or Chaplain
2. Meal time assistance
 - a. Assist patient with ordering food/menu
 - b. **Round 30 minutes before mealttime.** Greet patients let them know meal is coming. Move clutter from beside table. Help patient clean their hands if needed.
 - i. Open packages and containers.
 - ii. Arrange items within reach, and explain their location to visually impaired patients.
 - iii. Help with napkin and tray table placement,
 - iv. Cut food into smaller pieces if needed, etc.

Customer Service Activities

1. The Ambassador will take part in activities such as, but not limited to:
 - a. In general, straighten patient's room.
 - b. After consulting the patient, clean and straighten tables, overbed and bedside.

- c. Place personal items in beside cabinet or closet if needed, reminding the patient of their location.
- d. Change water in flowers and remove the wilted blooms.
- e. When patient is being prepared for discharge, help by placing personal belongings in bags, marking everything with the date, patient name and room number, and assuring that all patient belongings leave with the patient.
- f. Discharge patients via wheelchair as requested.
- g. Make rounds of patient's rooms, knocking first, especially if doors are closed, or saying "knock, knock" when curtains are pulled (Use AIDET: **A**cknowledge, **I**ntroduce, **D**uration, **E**ducate and **T**hank).
- h. Make courier trips to Blood Bank, Pharmacy, Lab or other areas as requested.
- i. Fill extra linen cart.
- j. Pass nourishments; juices, soda, etc. as directed by the nurse.
- k. Do not fill water pitchers without checking with the nurse, or if N.P.O sign is on the door. (If N.P.O sign is on the door and the patient asks for a drink, ask the nurse if it is possible to give ice chips).
- l. Replace liners in pitchers.
- m. Replenish supplies in patients' rooms and common areas.
 - a. Gloves
 - b. Waters at bedside
 - c. Satellite linen cart
 - d. White board markers
 - e. Velcro on white boards
 - f. Tissue boxes
 - g. Small trash baggies at bedside
 - h. Mini hand sanitizers at bedside
 - i. Medicine cups
 - j. Alcohol swabs
- n. Restock pain management brochures and medication cards and side effect sheets in strategic waiting areas.
- o. Assemble linen packs for each room.
- p. Make copies, packets, punch holes, and assemble blank charts and notebooks, and other general office duties as needed.

If, at any time, it is believed that a task is beyond the capability of the volunteer, please request assistance.

The Ambassador is supervised by the department manager and reports to the Director of Volunteer Services.

Mental/Physical Requirements: Mental alertness/concentration required. Good communication and interpersonal relations skills essential. The position requires approximately 70% walking, 20% sitting, and 10% standing.

Working conditions: The ambassador will work in the hospital and walk to various departments in the hospital, all climate-controlled.

NAME (Print) _____

SIGNATURE _____ DATE _____