

ED Volunteer

Roles and Responsibilities

1. Inform the ED charge nurse that you are here, and ask if she/he has any requests
2. Let the Guest Representative know you are here and put your name on the white board
3. Introduce yourself to physicians, nurses and patients
4. Make rounds on all the rooms to check in with patients and offer comfort and ask if they have any non clinical requests you can assist with
5. Make beds in ED rooms, wearing gloves to remove soiled linen
6. Fill blanket warmer
7. Monitor linen cart; please call 3-9870. The linen Dept will replace the entire cart (they do not bring items separate).
8. Provide transport via wheelchair to patients when requested. *Instruction required in orientation
9. Monitor wheelchair availability, *assuring the valet in the ED has a supply (check ground floor)
10. Provide comfort measures to patients waiting in ED rooms; bring blankets, emesis basins, magazines, tissues, etc
11. Stocking of supplies
12. Provide company & TLC to patients/families when asked. This is a very important role. The physicians and nurses would like to sit with their patients and provide comfort, but they are very busy coordinating the patient's clinical care. Our volunteers can make a huge difference in patient satisfaction by providing comfort and company to our patients and families.
13. Perform errands when requested
14. Be a liaison between the patient/family and physicians/nurses (facilitate communication)
15. Provide phone access to patients (Spectralink) when requested (cell phones are not permitted in the ED)
16. Check patients in rooms periodically to assure the call bell is within reach
17. Check recumbent patients periodically to assure the side rails are up
18. Offer emotional support to patients and families when appropriate
19. Stay with patients who need someone to talk to and/or are alone (when appropriate)
20. Make out a Belongings List and place belongings in brown bags for patients being admitted (wear gloves). Be proactive in determining who is being admitted.
21. Check in with patients/families in waiting area if no Guest Rep scheduled; to assist with Triage/Registration process
22. Offer coloring books, crayons to children with parents permission (in locked cabinet in Peds section, Resource nurse has the keys)
23. Be an accurate information resource to patients, families, and staff

With physician or nurse approval:

1. Provide water, ice chips, food and drink requests
2. Bring ice/heat pack
3. Provide pediatric patients with "Cuddly Companions" from the locked cabinet

Limitations

- Assisting with any medical procedure
- Giving patients food or drink without asking the physician or nurse
- Personal opinions regarding treatment decisions
- Judgment of patient's level of acuity
- Performing treatments
- Recommending treatments

Expectations

- Attitude – always presenting oneself ready and happy to help anyone
- Always be polite and professional – dress, manners
- Using the term “We” acknowledging a team approach
- Work collaboratively with all staff
- Always wear name badge at the collarbone area
- Be flexible in response to changing needs and requests
- Be non-judgmental in dealing with people of diverse cultures and different socio-economic levels
- Maintain patient confidentiality at ALL times
- Utilize effective communication skills
- Maintain a proactive approach to our guests/patients, staff, and families
- Respect closed doors and curtains
- Wash hands before and after patient contact and frequently during the shift
- Get to know the staff!
- Model excellent customer service practices: be polite and courteous!
- **Greeting Patients and Families:**
 1. **Always** use Mr., Ms., or Mrs., when you know the person's last name
 2. If you do not know the person's last name, you address them as “Sir, or Ma'am”
 3. Smile!

Dress Code

Please wear comfortable, loose, business casual clothing. We recommend tennis shoes or comfortable flat shoes, avoiding high heels. It is preferred that you do not wear jeans. Name badge must be worn and visible at all times. No offensive language/advertisements on clothing. No T-shirts or tank shirts. Avoid tight/revealing clothing. Auxiliary volunteers have uniforms.