

Volunteer Handbook

You are the difference.



 Vandalia Health

Our Mission:

Enhancing the health of our communities through clinical excellence one person at a time.

Our Vision:

Vandalia Health brings the highest quality health care to our communities through:

- *Being the compassionate patient-centered provider of choice*
- *Being the employer of choice*
- *Leading in education and training*

Our Core Values:

Integrity, Innovation, Compassion, Accountability, Respect, Excellence

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Code of Conduct

Our Code of Conduct provides guidance and assists us in carrying out our daily activities within appropriate ethical and legal standards.

Commitment to our volunteers

We are committed to ensuring that our volunteers feel a sense of meaningfulness from their volunteer work and receive recognition for their volunteer efforts.

Patient Rights

We make no distinction in the availability of services; the admission, transfer, or discharge of patients; or in the care we provide based on age, gender, disability, race, color, religion, sex, sexual orientation, gender identity or national origin. We recognize and respect the diverse backgrounds and cultures of our patients and make every effort to equip our caregivers with the knowledge and resources to respect each patient's cultural needs.

What do you do if you encounter an unethical situation?

- Discuss the situation with your supervisor
- Discuss the situation with a member of local management or the Quality/Compliance Officer
- Call the Compliance Hotline at: 877-777-0787
- Each colleague has an individual responsibility for reporting any activity by any colleague, physician, subcontractor, or vendor that appears to violate applicable laws, rules, regulations, accreditation standards, standards of medical practice, federal healthcare conditions of participation, or this Code.
- Mon Health is an equal opportunity workforce, and no one shall discriminate against any individual regarding race, color, religion, sex, national origin, age, disability, sexual orientation, gender identity, genetic information, or veteran status with respect to any offer, or term or condition, of employment. We make reasonable accommodations to the known physical and mental limitations of qualified individuals with disabilities.
- Each Mon Health colleague has the right to work in an environment free of harassment and disruptive behavior. We do not tolerate harassment by anyone based on the diverse characteristics or cultural backgrounds of those who work with us. Degrading or humiliating jokes, slurs, intimidation, or other harassing conduct is not acceptable in our workplace.
- Sexual harassment is prohibited. This includes unwelcome sexual advances or requests for sexual favors in conjunction with employment decisions. Verbal or physical conduct of a sexual nature that interferes with an individual's work performance or creates an intimidating, hostile, or offensive work environment has no place at Mon Health.
- Substance use of any kind is strictly prohibited.

Volunteer Requirements and Expectations

Annual Requirements

- Evaluation
- Volunteer education competency review and/or meeting
- Flu vaccination

Attendance Policy

- One year commitment and/or 50 hours for teens, one semester for college, and 100 hours for adults
- Exceptions are made for some volunteer assignments
- If you are no longer able to volunteer, please inform the coordinator of volunteer services for your site. Please give at least two weeks' notice. Badge and uniform must be returned to the volunteer office upon resignation
- If you must be absent because of personal circumstances such as taking an extended vacation, dealing with personal situations, or due to illness such as surgery and recovery, you must notify the coordinator of volunteer services at your site and the director/manager of the department in which you volunteer in person or by letter/email as far in advance as possible
- If you experience an emergency or fall ill, please immediately inform volunteer services and your assigned area.
- If you cannot work your shift and fail to notify us, we will assume that you have decided to discontinue your volunteer work

Benefits

- Complimentary parking in the visitors' lot.
 - **Mon Health Medical Center:** Volunteers may park across from the main entrance and up to and including the cancer center entrance. Do not use specially marked places, such as 60-minute patient parking, or emergency department parking.
 - **Preston Memorial Hospital:** Volunteers may park in the outer 2 rings of the parking lot or gravel parking lot.
 - **Stonewall Jackson Memorial Hospital:** Volunteers may park in any open parking spot on campus
- Initial Tuberculosis screening and interpretation services are provided.
- Volunteers are entitled to a complimentary meal in the hospital cafeteria, with a maximum value of \$7. Meals should be enjoyed in the cafeteria or break room before or after your shift, not at public workstations or during your shift in placement areas.
- Annual Recognition Banquet.
- Yearly flu shot.
- You can participate in hospital-sponsored workshops, seminars, and educational programs.
- Letters of recommendation after 50 hours of service upon request. A letter will not be provided if you do not complete the committed hours.
- Verification of hours worked for school requests or scholarship applications.
- Service awards.
- Preston Memorial Hospital offers fitness center membership offered after 25 hours of service.

Communication

- **Mon Health Medical Center:**
 - Messages on the computer at check-in
 - Bulletin board. Please read each time you clock in
 - Email sent to update you on what is happening in and around volunteers
- **Preston Memorial Hospital:**
 - Text messages
 - Welcome Desk workspace
- **Stonewall Jackson Memorial Hospital:**
 - In Person
 - By phone

* Please notify the Volunteer Coordinator if your address or phone number changes

Reporting an Injury

Notify the coordinator of volunteer services at your site immediately.

Lost & Found

- Mon Health Medical Center (MHMC) – 304-285-6664
- Preston Memorial Hospital (PMH) – 304-329-1400
- Stonewall Jackson Memorial Hospital (SJMH) – 304-269-8000

Signing In and Out

- All volunteers must sign in and out for each shift. Please do not sign in until after you have had lunch or dinner.
- All volunteers must use the designated system to sign in and out at your facility:
 - **Mon Health Medical Center:** computer in the volunteer workroom or your phone if you are outside the main medical center.
 - **Preston Memorial Hospital:** Scan QR code or use paper timesheet on Welcome Desk
 - **Stonewall Jackson Memorial Hospital:** Sign in on cards.
- Volunteers are not expected to be here on the hospital's observed holidays: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Christmas Eve, and Christmas Day.
- Volunteers are not expected to be here for state declared weather emergencies such as cold or winter weather

Dress Code

As a volunteer you are a representative of Mon Health. Our patients, their families, visitors, and physicians consider you a part of the hospital team.

- The assigned volunteer jacket, t-shirt, and/or polo shirt are recognized as the official uniforms for all adult and teen volunteers and are provided free of charge through the Volunteer Services Department (uniform varies per Mon Health site)
- Volunteers must wear slacks or khakis with the uniform provided.

- Clothing must be clean and in good condition
- Shoes- Closed toe shoes are required in clinical areas, but open toe shoes are permissible in non-clinical areas. Flip-flops and sandals are not permitted.
- Prohibited attire includes sweatshirts, sweatpants, sleeveless attire, low-cut tops, jeans (unless approved by Volunteer Services Department), yoga pants, and shorts.
- So as not to distract from the uniform or the professional image, heavy make-up, and jewelry should be kept at a minimum.
- Heavy perfume or cologne shall not be worn.
- Offensive tattoos, including those depicting violence, discrimination, profanity, or sexually explicit images or messages, are not permitted.
- Hair should be clean, neatly groomed, and not interfere with volunteer responsibilities.
- Facial hair must be clean and neatly trimmed.
- Fingernails are expected to be clean and well-manicured. Artificial nails are not allowed in patient care and food service areas.
- Volunteers must always wear the Mon Health Picture ID and ensure it is visible
- At the termination of volunteer services, photo identification badges must be turned in to the Volunteer Services Department.
- Some modifications may apply based on specific requirements of the department based on safety or infection control procedures. This includes, but is not limited to, the use of sterile gowns, gloves, and masks.

Electronic Devices

- Do not use your cell phone or electronic devices. Ensure your ringer is turned off or set to silent mode.
- Absolutely no taking photos inside the facility with your cell phone.
- Only take a call if you can move to a private (non-public) area.
- Inform your family they can use the hospital's landlines in an emergency. No texting, social media, or playing games while on duty.
- Personal computers are strictly prohibited at workstations.

Prohibited Volunteer Services

Volunteers may not:

- Manage an IV and/or infusion pump.
- Administering pain relief
- Remove meal trays or water pitchers without nursing approval.
- Assist patients with eating or drinking.
- Providing physical assistance to a patient (e.g., helping in bed, wheelchair, or car).
- Turn off any alarms.
- Explain clinical matters/treatments.
- Keep food and drinks visible at public workstations
- Engaging in medical tasks typically carried out by paid hospital staff, such as administering medication, bathing patients, handling bedpans, urinals, syringes, attending to "bathroom needs," operating or adjusting equipment (except wheelchairs).
- Offering opinions/advice on personal affairs, medical treatment, medication administration, choice of physicians,

or referral of services

- Remember to use keywords if you cannot assist: "Let me find the appropriate person to assist you," or "I'll wait with you until help arrives."

Termination

Volunteers may face termination due to:

- Breach of confidentiality
- Harassment of patients, staff, or fellow volunteers
- Substance use
- Inability to fulfill volunteer responsibilities.
- Non-compliance with volunteer and hospital guidelines/policies
- Excessive absences
- Demonstrating rudeness, bossiness, complaining, or inappropriate behavior
- It is essential to recognize that this list is not exhaustive, and the conduct of each volunteer reflects upon the hospital

Smoking Policy

Mon Health facilities are tobacco free. Visitors, patients, employees, medical staff, and volunteers are not permitted to smoke or use tobacco products within the hospital or on hospital grounds, including the parking lots. This includes vapes and e-cigarettes.

Customer Service

Core Responsibilities for Volunteers

- AIDET: Acknowledge, Introduce, Duration, Explanation, and Thank you.
- Always maintain punctuality and exhibit a friendly, courteous, patient, and compassionate demeanor.
- Be proactive and observant. Look for patients or visitors who may require assistance, such as a wheelchair or directions, and approach them with warmth and willingness to help.
- Make eye contact and smile.
- Introduce yourself as a volunteer and ask, "How can I assist you?" and "Is there anything else I can do for you?"
- Never leave a visitor without a response. If unsure, respond, "I'm not certain, but I will find out for you."
- Contribute to the upkeep of the facility by disposing of garbage and notifying housekeeping of any requirements.
- Familiarize yourself with the layout of the hospital
- Ask patients/visitors if they need assistance, such as providing a wheelchair.
- Always offer to escort patients/visitors to their location, taking the extra time can make them feel the difference
- Remain open to supervision
- Volunteers/Students are NEVER allowed to accept tips or presents from patients, their families, or friends. If someone continues to want to donate to the hospital refer them to these locations:
 - MHMC: Auxiliary can accept donations that go back to the auxiliary that helps support Mon Health see volunteer manager.
 - PMH: The PMH Foundation can accept donations to go in funds that support patients. Contact x1510.
 - SJMH: Please see Auxiliary Gift Shop.

Information Desk Volunteers/Answering Phones

- When receiving incoming calls, it is imperative to clearly state your name and the facility's location.
- The recommended script for answering calls follows: "Thank you for calling the "Your Facility" "Department" This is volunteer (insert name). How may I be of assistance?"
- Hospital Phone Directory - make yourself familiar with the directory so you can quickly help callers.
- Information Desk Help Book - Please become familiar with this book if you volunteer at the Information Desk.
- Ask to escort families and visitors to locations.

Emergency Codes

Vandalia North uses plain language alerts to ensure clear communication during emergencies. If you find yourself in an emergency, follow these contact procedures for your location:

Mon Health Medical Center – DIAL 1234

Preston Memorial Hospital – DIAL 5150 OR 5155

Stonewall Jackson Memorial Hospital – DIAL 0

Plain Language Alerts

|  FACILITY ALERT | |  Mon Health. Vandalia Health | |
|---|--|--|--|
| EVENT | | PLAIN LANGUAGE ALERT | |
| Fire/Code Red | | Facility Alert + Code Red + Location + Directions | |
| Emergency Operations Plan | | Facility Alert + Activate Emergency Operations Plan | |
| Helicopter Landing | | Facility Alert + Helicopter Landing + ETA | |
| Hazardous Spill | | Facility Alert + Hazardous Spill + Location + Directions | |
| Evacuation Plan | | Facility Alert + Evacuation + Directions | |
| Severe Weather | | Facility Alert + Weather Alert + Directions | |
| Shelter in Place | | Facility Alert + Shelter in Place + Directions | |

|  SECURITY ALERT | | | |
|---|--|--|--|
| EVENT | | PLAIN LANGUAGE ALERT | |
| Missing Person - Child | | Security Alert + Missing Person-Child + Directions | |
| Missing Person - Adult | | Security Alert + Missing Person-Adult + Directions | |
| Bomb Threat | | Security Alert + Threat + Location + Directions | |
| Active Shooter | | Security Alert + Active Shooter + Location + Directions | |
| Lockdown | | Security Alert + Lockdown + Location + Directions | |
| Workplace Violence/Security Assistance | | Security Alert + Security Assistance + Location + Directions | |



MEDICAL ALERT

EVENT

Rapid Response
Stroke
Code Blue
Heart Level 1 or Level 2
OB Stat
STEMI
Trauma Priority 1, 2, or 3
Sepsis
Need Lifting Assistance
Fall
Malignant Hyperthermia
Mass Casualty Incident
Anesthesia Stat
Massive Transfusion

PLAIN LANGUAGE ALERT

Medical Alert + Rapid Response + Location + Directions (i.e., pediatric, neonate)
Medical Alert + Stroke + Location + Directions
Medical Alert + Code Blue + Location + Directions (i.e., pediatric, neonate)
Medical Alert + Heart Level 1 or Level 2 + Location
Medical Alert + OB Stat + Location
Medical Alert + STEMI + Location
Medical Alert + Trauma Priority (1,2, or 3) + Location
Medical Alert + Sepsis + Location
Medical Alert + Need Lifting Assistance + Location
Medical Alert + Fall + Location
Medical Alert + Malignant Hyperthermia + Location
Medical Alert + Mass Casualty Incident + Directions
Medical Alert + Anesthesia Stat + Location
Medical Alert + Massive Transfusion + Location

Code Red – Fire

In your assigned area, make sure you are familiar with the following:

- The location of the nearest fire alarm pull box.
- The location of the nearest fire extinguisher.
- The evacuation routes, which are posted throughout the hospital.

If you are in a fire, remember RACE and PASS

R – Remove: Remove patients in immediate danger

A – Alarm: Pull the nearest alarm box and dial extension, give exact location

C – Confine: Close all doors and windows in the area

E – Extinguish/Evacuate

How to use a fire extinguisher:

P – Pull the pin

A – Aim the nozzle at the base of the fire

S – Squeeze the handle

S – Sweep with side-to-side motions with the nozzle

Code Blue/Little Blue – Cardiac Arrest

A Code Blue should be called when:

- Patient is in cardiac or respiratory arrest
- If the person is choking
- If the person is blue
- If the person has collapsed

- If the person is unconscious
- If the person is having a seizure
- Anytime IMMEDIATE medical assistance is needed

Code Little Blue is called when one of these applies to a pediatric patient, up to 12 years old.

Rapid Response/Little Rapid Response

Rapid Response/Little Rapid Response should be called when:

- When a patient has a medical crisis before cardiopulmonary arrest
- A patient has chest pains, but is alert and not in obvious distress
- A patient is having an asthma attack
- A patient is not acting right, and you are concerned
- Anytime urgent medical assistance is needed

Little Rapid Response is called when one of these applies to a pediatric patient, up to 12 years old.

Fall

- If a person has fallen

Active Shooter

- Call extension, operator (PMH and SJMH) and/or hit the panic alarm (MHMC) at the Information Desk, Gift Shop, or Family Birth Center desk. The operator will notify security and call 911. Give a description if able.
- Follow the FBI recommendation of
 - RUN** - When an active shooter is in your vicinity
 - HIDE** - If evacuation is not possible
 - FIGHT** - As a last resort, and only if your life is in danger

Missing Person/Child (Infant/Child Abduction)

- Dial extension if within the main hospital and give the location and description of missing person.
- Monitor the doors/exits and stop suspects. Request all patients, visitors, etc., to remain in the building.
- Inspect any bundles or bags that could be concealing an infant/child.
- Do not attempt to use any type of force to stop any person or any vehicle from leaving the hospital.
- Never be afraid or embarrassed to question anyone that appears suspicious. Abductors often work in pairs. One acts as a decoy, and the other takes the infant/child.
- An abductor that is desperate may use any means to get the baby out, including taking an employee or another visitor hostage. This means we must question everyone that could be concealing a baby whether they are wearing a Mon Health ID badge or not.
- Take down the license plate number, make and model of the vehicle and description of the person leaving the facility.

Stroke

BEFAST is the Early Recognition Protocol for Stroke

- **B**- Balance loss suddenly
- **E**- Eyes may be blurry or vision lost
- **F**- Face numbness or weakness on one side, uneven smile
- **A**- Arm numbness or weakness on one side of body
- **S**- Speech slurred or difficulty speaking or understanding
- **T**- Time noted, time to immediately call a code stroke

If you see anyone presenting with these signs, call the code immediately.

Other Emergency Codes

| Code Name | Explanation |
|-------------------------|--|
| Need Lifting Assistance | Need Lifting Help |
| Threat | Bomb Threat |
| Security Assistance | Violent/Threatening Situation |
| Lockdown | Lockdown/Secure the Building |
| Evacuation | Evacuation - Total or Partial |
| Hazardous Spill | Hazardous Spill |
| Mass Casualty Incident | Mass Casualty |
| Missing Person-Adult | Missing Patient - give description and last known location |
| Severe Weather | Weather Emergency |

Safety Information

Safety for Administrative and Office Areas

- Do not lift or move computers, printers, typewriters, bulk supplies, or any other heavy pieces of equipment without help. Call Maintenance/Facilities to request the moving of file cabinets, desks and similar large and/or heavy items of furniture.
- Do not stand on chairs.

- Drawers should be kept always closed when not in use.
- Do not open more than one file cabinet drawer at a time.
- Keep aisles clear of debris - papers, paper clips, pencils, and other tripping hazards.
- Keep stored items orderly. Nothing should be permitted within eighteen (18) inches of a ceiling in order to ensure proper operation of the fire sprinkler heads.
- Keep all drawers and chairs pushed in under the desks and tables so as not to create stumbling hazards.
- All electrical power cords should be taped out of the way and not allowed to lay in the aisles or other areas where people walk.

General Safety Rules

- The use of extension cords and multiple outlet adapters is prohibited throughout the hospital except for temporary installations.
- The person responsible for the spilled liquid must clean it up immediately.
- Beverages may not be removed from the cafeteria or vending area unless the container is tightly covered with a lid.
- Open doors slowly. There may be somebody on the other side.
- Walk down the center of corridors passing oncoming traffic by moving to the right.
- Notify department supervisor of all safety hazards so that they can be corrected.
- Report all equipment that may be defective to the department supervisor.
- All aisles and corridors are to be kept free of obstructions in order to provide clear and safe exits in case of an emergency.
- All fires and/or presence of smoke must be immediately reported
- Do not run in the hospital.
- Do not sit in wheelchairs or on stretchers.
- Do not ride on carts or any other hospital equipment.

General Patient Safety

- Gurneys must have safety rails in the up position whenever transporting patients.
- Observe the hospital no tobacco policy.
- Patient supplied electrical devices and those in critical care areas must be safety checked by the Facilities Services Department prior to allowing them into the patient's room. The Facilities Services Department will place a safety inspection decal on the inspected devices.
- Hanging plants are permitted in patient rooms with Nurse permission only.
- Infection Control Policies must be strictly enforced. Refer to the Infection Control Manual.

Infection Control

- Patients in Isolation - Volunteers, are not to enter isolation rooms. Isolation rooms are identified by a sign on the door. You should report to the nurses' station if you have any questions.
- Wheelchairs must be cleaned after every use.
- Proper hand hygiene, washing with soap and water for at least 20 seconds, or using hand sanitizer, is the single most effective way to prevent the spread of disease and should be done each time you:
 - Arrive to work
 - Before leaving restroom
 - Before and after eating
 - Before serving food
 - After removing gloves

- Before and after patient contact
- After using devices such as walkers and wheelchairs

Please view the hand washing video below

<https://www.youtube.com/watch?v=TS60HaM7njg>

Body Mechanics

- Size up the load
 - Keep a broad base
 - Move close
 - Squat
 - Lift using leg muscles
 - Turn with body, don't twist
- * Volunteers should not lift heavy items and are not allowed to lift patients in/out of bed or a wheelchair

Wheelchair Guidelines

- Offer the assistance of a wheelchair to anyone having difficulty breathing, walking, or in pain.
- Lock **ALL** the wheels and position the footrests up prior to the person sitting in the wheelchair.
- After they are seated, ensure feet are on footrests and unlock the wheels to transport.
- Volunteers are allowed to transport patients outside the building if they can get in/out of the wheelchair on their own. If you cannot help a patient, please notify an employee and/or the house supervisor.
- When entering an elevator, pull the wheelchair into the elevator backward, so the patient is facing the front.
- Keep your back straight and knees slightly bent.
- Only volunteers that have completed education on wheelchair use are allowed to transport patients.
- If a wheelchair needs repaired, take it out of service, place a "broken" sign on it and bring it to the volunteer services staff, maintenance, or patient access staff.
- If a visitor or patient needs assistance that you cannot safely render, ask an employee for assistance, or call the house supervisor.

Confidential Information

HIPAA (Health Insurance Portability & Accountability Act)

Protects against the deliberate or inadvertent misuse or disclosure of a patient's medical record. This includes name, address, names of relatives, employer, contact information, social security number, medical record number, and any other identifying number, characteristic, or code.

- If a patient gives the hospital permission to list his/her name in the patient directory, any member of the public may visit the patient by asking for him or her by name. Patients can choose to be listed as confidential (a "No Pub" or red-lined patient). In that case, our response is, "I am sorry I do not have that person listed in my public directory. Please check with a family member for information."
- Do not accept flowers or mail for a confidential patient. You may phone the house supervisor if needed.
- At MHS admission, patients can choose to list their religion. The list will then be available to our hospital chaplains. If

patients wish not to have visits, then, “No Clergy Visit” is entered.

- Volunteers may NOT give out information about any patient’s condition to anyone, including news media or even friends and relatives of patients.
- What you see, hear, or learn about patients’ condition, treatment, or personal data – STAYS AT THE HOSPITAL.
- As staff and volunteers, we cannot use the directory for our own purposes. We cannot visit a patient after seeing their name on the patient directory. The permission must come from the person or their family before visiting.
- We all represent Mon Health, and our patients must be able to trust us with their information.
- Avoid discussions about patients in elevators, cafeteria lines, and other public areas, please conduct behind closed doors.
- Be discreet at the Information Desk to protect the patient’s privacy.
- Patient information must be accessed only if you have a need to know.
- News Media –The Marketing Department handles all media requests.
- Wrongful disclosure of patient information carries fines and can involve jail time.
- All documents with any patient information must be shredded. DO NOT throw away in the regular trash. Shred containers are located throughout the facility.
- DO NOT leave patient information on the printer or visible at a desk.
- DO NOT leave patient's name up on computer. Cover sheets with confidential statements need to be used on all faxes. Always stop to pick up paper to make sure no protected health information (PHI) is listed.

EMTALA The Emergency Medical Treatment and Labor Act

The Emergency Medical Treatment and Labor Act (EMTALA) is to ensure that individuals with emergency medical conditions are not denied essential lifesaving services.

- EMTALA applies to individuals who come to the emergency department and request an examination for a medical condition OR any individual on hospital property who is seeking or are in need of an examination or treatment for a possible emergency medical condition, the hospital, within its capabilities, must provide an appropriate medical screening examination by a qualified individual to determine, with reasonable clinical confidence, whether or not an emergency medical condition exists, regardless of the individual’s ability to pay.
- Hospital property defined within EMTALA includes the hospital building as well as any sidewalks or parking lots and structure within 250 yards of the hospital.
- Once a medical screening examination has been performed and a physician or other qualified medical personnel has determined that the patient does not have an emergency medical condition, the hospital has no further obligations under EMTALA
- If an emergency medical condition is determined to exist, the hospital must provide stabilizing treatment within its capabilities to minimize the risk to the individual’s health and, in the case of a woman in labor, the health of the unborn child; or transfer the individual to another medical facility.
- A hospital that has specialized capabilities or facilities may not refuse to accept from a referring hospital an appropriate transfer of an individual who requires such specialized capabilities or facilities if the receiving hospital has the capacity to treat the individual.
- A hospital may only transfer an individual with an unstable emergency medical condition when it is appropriate and the individual (or a legally responsible person acting on the individual’s behalf) requests the transfer after being informed of the hospital’s obligations and of the risk of transfer.
- A hospital may not delay providing an appropriate medical screening examination or further medical examination and treatment in order to find out the individual’s method of payment or insurance status.

What Everyone Can Do

No Pass Zone

When you're a patient in the hospital, waiting for a call light to be answered may seem to take a long time, even when the response is prompt. The patient is watching and waiting for a caregiver to arrive and seeing hospital staff walk past the door (regardless of their role) can make the patient or family become anxious or frustrated. Always stop for call lights.

Patient Assistance:

- Arrange the call light, phone, bedside table/chairs, tissues, or personal items within easy reach.
- Aid with phone calls, answering the phone, adjusting TV channels, and managing the TV's power.
- Procure personal items such as blankets, pillows, towels, washcloths, slippers, and toiletries from the nurses' station.
- Obtain additional items like pens, pencils, books, and magazines from the volunteer department.
- Manage the privacy curtains and inquire, "May I close the door for you?"

Enhancing Patient Satisfaction:

What can our volunteers do to ensure patients have the best experience possible?

- Greet everyone you encounter with a warm smile and "hello".
- Ask to take patients and visitors to their destination rather than just give them directions.
- Help keep the hospital quiet. A quiet environment promotes healing.
- Put patients first - treat everyone with the same level of dignity and respect. Be authentic and compassionate.
- Listen without interruption.
- If you see someone that appears lost or needing help, offer your assistance by escorting them or obtaining a wheelchair.
- If you need assistance, please call the Volunteer Services representative at your respected facility.

Quality

National Patient Safety Goals that directly apply to volunteers:

- Reducing the risk of healthcare-associated infections through hand hygiene.
- Improving patient identification accuracy - Use at least two patient identifiers (i.e., wrist band, patients' name, and date of birth) when providing escort to services or admitting to hospital.