

**MONONGALIA GENERAL HOSPITAL
VOLUNTEER SERVICES PLACEMENT DESCRIPTION**

TITLE:	Emergency Services Patient Liaison Volunteer
DEPARTMENT:	Emergency Services
REPORTS TO:	Director of Volunteer Services and Director of Emergency Services

Placement Summary:

To assist the health care team in the ED in providing information, support, explanations and comfort to patients and their families or visitors.

Duties and Responsibilities:

1. Understand operation of the ED and patient flow.
 - a) Assist in directing patient to the proper area.
 - b) Maintain focus on patients and families in the Emergency Services waiting room.
2. Understand the role of the ED in treating the most critical patients first.
 - a) Assist in controlling visitor access to patient rooms.
 - b) Clearly communicates an explanation of the triage system to patients and families in order to set expectation for timely service.
3. Assist the ED staff in meeting the patients' physical and emotional needs under the direction of the staff.
 - a) Promote patient/family/visitor comfort, i.e. directions, reading material, pay telephones, etc.
 - b) Listen to family/patient concerns and notify staff with appropriate feedback.
 - c) Assist in promoting a positive image of Monongalia General Hospital and work toward increasing patient satisfaction.
 - d) Maintain awareness and work toward diffusing any potential crisis situation in the ED waiting room.
 - e) Recognize and alert the staff to any developing crisis situation beyond the scope and capability of the volunteer.
 - f) Recognize and alert the staff of any potential threats of litigation(s) or other Risk Management issues.
 - 1) Safety issues
 - 2) Abuse issues
4. Patient/Family contact(s)
 - a) Continually communicate to the patient waiting, why they are waiting and what to expect during their visit.
 - b) Offer support to families/patient in crisis as directed by staff.
 - c) Act as liaison between patient/family/physician and staff.
 - d) Make contact with patients/families/visitors in Emergency Services waiting room at regular intervals (goal, every 15 minutes).

5. Demonstrate professional behavior while functioning in the health care environment.
 - a) Recognize and utilize chain of command when dealing with patients/families/visitors.
 - b) Maintain the confidentiality of all patients/family/hospital/physician related information.
 - c) Promote patient respect of all staff members.
 - d) Offer support to staff and perform other duties as assigned within scope and capability of volunteer.
6. Cooperate and participate in the evaluation process of this program and individual volunteers as necessary.

Training Required:

1. Volunteer orientation, including thorough familiarization of hospital.
2. In-service training by Emergency Services personnel and or senior Emergency Room Volunteer.

Qualifications:

Possess personal qualities such as kindness, sympathy, understanding, respect, good judgement, integrity, a sense of humor, loyalty, and an ability to relate effectively to patients, their families and staff. Must be able to be on feet for the length of shift and able to physical move at a fast pace. Demonstrate and maintain a positive attitude, which reflects a good image to the community. Maintain good physical and emotional well being. Be mature and patient. Have an interest in promoting health care in the community. Have a proven demonstration of excellent communication skills. Possess the ability to observe confidentiality procedures.

DVS Signature and Date

Department Signature and Date

02/09/10