

**MON GENERAL HOSPITAL
VOLUNTEER SERVICES PLACEMENT DESCRIPTION**

TITLE: Pre-Admission testing Volunteer
DEPARTMENT: Pre-Admission Testing
REPORTS TO: Director of Volunteer Services and Director of Pre-Admission Testing

Placement Summary:

To assist the health care team in Pre-Admission Testing to provide support via office house keeping tasks to enable the staff to provide additional focus on customers.

Duties and Responsibilities:

1. Understand operation of the Pre-Admission Testing and patient flow.
 - a) Clean and refurbish file folders.
 - b) Delivers specimens to main lab.
 - c) Sends and receives pneumatic tubes.
 - d) Prepares blood bank bracelets and their envelopes.
 - e) Assist staff via receiving stock and putting away/organizing stock.
 - f) Faxes and copies EKG's.
 - g) Transports any additional information between various hospital departments per staff request.
 - h) Assist in promoting a positive image of Mon General Hospital and work toward increasing patient satisfaction.
2. Recognize and alert the staff of any potential threats of litigation(s) or other Risk Management issues.
 - 1) Safety issues
 - 2) Abuse issues
3. Demonstrate professional behavior while functioning in the health care environment.
 - a) Recognize and utilize chain of command when dealing with employees/customers/families/visitors.
 - b) Maintain the confidentiality of all customers/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.
4. Cooperate and participate in the evaluation process of this program and individual volunteers as necessary.

Training Required:

1. Volunteer orientation, including thorough familiarization of Pre-Admission Testing.
2. In-service training by Pre-Admission Testing personnel.

Qualifications:

Possess personal qualities such as kindness, sympathy, understanding, respect, good judgment, integrity, a sense of humor, loyalty, and an ability to relate effectively to customers, their families and staff. 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