

MON GENERAL
VOLUNTEER SERVICES PLACEMENT DESCRIPTION

TITLE: SURGICARE LIAISON VOLUNTEER
DEPARTMENT: SurgiCare
REPORTS TO: Director, Volunteer Services, and Director of SurgiCare

Placement Summary: Assist SurgiCare with family members and visitors keeping them informed of patient delays, escorting family/visitors to needed areas per staff request, answer phone in waiting room, tracing beepers, communicating to family/visitors specifics via the direction of the nursing staff, other duties as assigned.

Duties and Responsibilities:

1. Check in with Registration Desk and SurgiCare staff upon your arrival for communication purposes.
2. Staff the volunteer desk in the SurgiCare waiting room
3. Answer phones
4. Communicate delays, escort to physician conference rooms, escort to and from pt. rooms and/or recovery per nursing request.
5. Escort family to appropriate areas, offer comfort measures i.e. drinks, magazines, books, etc. Assist in making family comfortable
6. If family members leave waiting room area, please ask where they may be reached. Explain the importance of the beeper.
7. Keep waiting area neat and tidy
8. Provide information for families, i.e. directions, places to eat, motels, etc. (the reception desk has this information).

Training Required:

1. Volunteer Orientation
2. Training with an experienced SurgiCare Liaison Volunteer

Qualifications:

Courteous, dependable person who has the ability to meet the patient's family in a friendly, helpful manner, always keeping in mind the pressures the waiting family may be experiencing. Must have keen hearing for

communicating appropriately. Must have the ability to interact appropriately with visitors, physicians and hospital staff. Must understand the importance of confidentiality of patient information. Must have the ability to comfort others without counseling or giving medical advice or personal opinions.

DVS Signature and Date

Department Signature and Date

02/09/10