

EMERGENCY DEPARTMENT POLICIES

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Original Date of Issue: 8/87

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| Reviewed: | 6/91 | 11/93 | 5/94 | 3/97 | 8/98 | 8/99 | 4/00 | 4/3 |
| Revised: | 3/89 | 2/96 | 4/06 | | | | | |

Patient Population

| | |
|------------|---|
| Neonate | |
| Pediatric | √ |
| Adolescent | √ |
| Adult | √ |
| Geriatric | √ |

THIS POLICY IS INACTIVE AS OF 4/06

I. TITLE: Emergency Department Patient Care Volunteer

II. SCOPE:

Patient Care Volunteers provide service to patients under the direction of the Nurses in the Adult Emergency Room and Pediatric Emergency Room. Patient Care Volunteers enhance the quality of patient care by aiding nursing staff in rendering physical assistance to patients and extending warmth, friendliness and compassion to patients.

III. RESPONSIBLE TO: Clinical Nurse Manager of the Adult Emergency Room and Pediatric Emergency Room or a Designee.

IV. PRINCIPLE DUTIES AND RESPONSIBILITIES:

The Patient Care Volunteer will function within the Volunteer Services position description for the Emergency Department Patient Care Volunteer.

He/She will maintain confidentiality of patients' records and all communications, written or oral, among themselves, the patient and health care provider. He/She will be privy to information solely with patient consent.

Duties Related to Communications:

1. Explain the registration and admitting process to patients and their families.

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2. Place calls to various hospital departments as directed.
3. Locate physicians, nurses, technicians, etc.
4. Place page calls/direct calls to office.
5. Aid in getting information back to families as instructed.
6. Report anything of an unusual nature to the professional staff.
7. Assist with telling patients in the waiting room how many people are before them.
8. Help the screening nurse as directed.
9. Try to keep the corridors clear.

Duties Related to Traffic Control:

1. The Volunteer may transport patients to and from x-ray in wheelchairs or stretchers as instructed. A volunteer may **not** transport a patient who is on a monitor without a doctor or a nurse.
2. Call and put patients into rooms when told to do so.
3. Greet and direct arrivals to the unit, i.e. patients, staff, visitors, etc.
4. Be available at the nursing station to answer questions and aid in the direction and flow of traffic.
5. Assist patients/visitors in locating the Pharmacy, Cashier, Registrars, Unit Clerks, Patient Service Coordinator, Social Worker, Charge Nurse, Laboratory and Bathroom.

The Purpose of the Position

Emergency Department Patient Care Volunteers provide supplementary service to Emergency Department patients and their families on two levels:

1. To function as a friendly sympathetic link among the medical center, the Emergency Department, the patients and their families.
2. To serve as an aide to the Emergency Department Staff in the delivery of service to the patient.

Miscellaneous Duties:

1. Perform errands and deliver messages that would otherwise take the staff away from their area of work.
2. Perform errands for the emergency room outside of the unit.

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3. Search for and return Emergency Department equipment to the department.
4. Assist Emergency Department personnel as instructed.
5. Assist with play activity for children.

Emergency Department Patient Care Volunteers must dress in the approved volunteer uniform and wear an ID at all times while on the unit.

When approaching a patient or staff member, introduce yourself and your role as volunteer.

Volunteers may not:

- witness examinations without patient/doctor consent
- access lab results through the LIS computer