



# Tennova<sup>TM</sup>

## Healthcare

### Emergency Department

#### Volunteer Responsibilities

Hours of Operation: 24 hours a day, 7 days a week  
Reports to: ED Director (502-1345) and Nurse Manager on duty

#### **Responsibilities of Emergency Department Volunteer**

1. Greet and assist patients/visitors as they enter the waiting area.
2. Direct visitors to front desk staff for patient's admission status and / or room number
3. Check waiting area and rest room for cleanliness and report any findings to Environmental Services, if necessary
4. Inform patients/visitors of telephones, restrooms, vending, and their location
5. Provide comfort measures to visitors (i.e. blankets, coffee, etc.) – please check with nursing staff before providing food and/or liquids to the patient
6. Take family members back to the patient care areas as instructed and in compliance with ED policy
7. Assist Triage staff with transporting patients to the ED treatment area, alerting staff as to placement of patient
8. Assist staff with cleaning and restocking of rooms upon discharge of patient – deep cleanings will be performed by EVS
9. Check in with the charge nurse AND each nursing station every hour to see what help you can provide
10. May assist with other non-clinical duties as requested
11. Volunteers must follow all HIPAA and Confidentiality guidelines – volunteers may not view patient's charts or review any electronic patient information
12. Volunteer are NOT allowed any direct hands-on patient care or procedures.
13. Volunteers will follow required dress code of Volunteer polo shirt or jacket and khaki pants. No scrubs allowed.
14. Volunteers are under the supervision of **Tennova Healthcare Emergency Department Staff** and are to follow instructions given by Tennova staff.

#### **Supervision and Training**

The Emergency Department Director has overall responsibility for assuring that the Volunteer gets appropriate orientation, training and supervision. However, training may be also be provided by a member of the nursing staff, the ED educator, and a volunteer that has experience in the Emergency Department. All ED staff members will be made aware of the roles that volunteers may and may not fill in the Emergency Department.

Training will include:

Departmental tour and introduction to staff  
Function of the department within the Medical Center  
Departmental Orientation as outlined by the ED training tool

When interacting with our patients, please say "Hi, my name is -----". While you are here, if I can be of any assistance, please feel free to ask me. I will be around checking on you frequently." Feel free to get blankets, keep children occupied, walk patients to the bathroom, assist in getting people out of cars (do not part or drive their cars), check on waiting times for patients, and in general, keep them informed.

PLEASE interact with the triage nurse for answers to questions, not the registration staff

Do not get drinks or food for anyone without checking with the nurse first.

Circulate the waiting area frequently so that patients feel we are always concerned about them.

If they encounter any difficult situations or people, they are to get the triage or charge nurse immediately.

#### **Qualifications**

Individuals must be able to walk easily through the facility as needed. Past customer service experience is helpful but not required. The ideal candidate will have a pleasant, upbeat and outgoing personality and the flexibility to do what is needed for the patients, visitors, and families.

**Age of Population served** Neonate, Infant, Pediatric, Adolescent, Adult, and Geriatric

#### **Evaluations**

Volunteers will be evaluated (verbally) by their direct supervisor, in conjunction with the DVS, after one month of service, then evaluated (verbally) yearly at the discretion of the DVS. Supervisors will complete a (written) competency checklist as a means of evaluating the volunteer once every three years. Likewise, volunteers will complete a verbal evaluation of their responsibilities after one month of service, then yearly at the discretion of the DVS. To better meet the needs of the volunteer, evaluation remarks by the volunteer may be shared with their departmental supervisor by the DVS.