Performance Description

**Title: ER Patient Escort/ Customer Service**

**Department: ER Registration Desk/ ER Department**

**Classification: Volunteer**

**Job Summary:** Provides high quality customer service and patient satisfaction by making sure the patients and family member’s needs are met by:

**Always have Volunteer ASCOM on you at ALL times.**

* + - * Greet all guest upon entering our facility
      * **When a patient is brought in by EMS do not allow any visitors until it has been cleared by the Doctor or the charge nurse.**
      * Walk all guest requesting directions to their requested destination, if you are not currently busy with another patient.
      * Two wheelchairs at the ER entrance at all times.
      * Wheelchair rounding should be done every hour to relocate wheel chairs. (check with 3rd fl. , PACU, stair well in the professional building)
      * Be diligent in getting wheelchairs to requesting department.
      * After patients have been registered, walk them to the correct area for treatment.
      * Direct patient’s family / guest to correct ER bed. The correct bed number is always located on the sticker the guest is wearing. Stickers are given by the registration staff.
      * Always use hand sanitizer when entering and exiting the ER for yours and the patient’s safety.
      * You are in an emergency environment therefore, **always make yourself available to assist the staff in whatever needs arise.**
      * Always wear your volunteer jacket and wear your badge in your collar area.
      * Know your ALWAYS POINTS in handbook
      * **SMILE** it’s the most important part of your uniform.

**Job Relations A**. **Workers Supervised**: **Not responsible for supervising other employees, only assists with giving directions whenever needed.** .

**B.**  **Interrelationships/Contacts include but are not limited to**: **Patients, Staff, and Volunteers**

**Reports to:**  **Director of Volunteer Services / ER staff**

**Workers Supervised: None**

**Qualifications:** A. **Special Qualifications and Job Knowledge**: **Must be customer service oriented;**

**Physical Demands and Working Conditions: Must be able to bend, squat, reach above shoulder level, do pushing and pulling; moderate lifting of 20-40 pounds; standing 80%; sitting 20%**

**Hours of Work: Varying volunteer schedule; days, evenings and weekends**

**Training** Volunteer Director or assigned Lead volunteer will provide mentor training for not less than 20 hours or 4 shifts. When training period is complete, an assessment check off will be administered, if all skills are mastered the volunteer my being his/her volunteer shift unsupervised. In order to keep our standards of work uniform and accurate your department director and volunteer director will make unannounced rounds weekly to observe your process.

During down times please restock supplies in unoccupiedexams rooms.

Refill glove stations

Organize/restock sodas, cups, straws and lids

If guests request coffee please go to the 2nd floor waiting area.

**Transport** Volunteer will transport patients and guest to their destination upon request. Volunteers will always be aware of their transport limitations such as:

Volunteers are not allowed to transport patients unless they have been trained and passed all wheelchair competencies. Wheelchair certification must be on file in the director’s office. Volunteers may not transport patients on elevators if they are pregnant or have heart conditions or weigh more the 250 pounds. Volunteers are never allowed to physically assist in getting the patient into or out of a wheelchair. If a patient is out of your scope of care, always ask our clinical staff to transport the patient.

**Physical Demands and Working Conditions:**

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| --- | --- | --- | --- |
| Physical/Cognitive Requirements  (Working Conditions and Physical Requirements) | Occasionally  (Under 20% of the time) | Frequently  (20-80% of the time) | Constantly  (Over 80% of the time) |
| 1. Close eye work, hearing, manual dexterity and ambulation (Job requires use of computers, typing reading, writing and answering phones) | X |  |  |
| 1. Sedentary Work (Job requires continuous sitting) | X |  |  |
| 1. Light Work (Job requires standing, walking, lifting under 15 pounds) |  |  | X |
| 1. Moderate Work (Job requires lifting, moving, loading, 15-30 pounds, etc.) |  | X |  |
| 1. Moderately Heavy/Heavy Work (Job requires lifting, moving, loading or unloading 31-50 pounds) | X  X |  |  |
| 1. Heavy/Hard Work (Job requires above average strength and stamina, lifting or moving materials over 50 pounds). | X |  |  |

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Employee Signature

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Vice President

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Human Resources