

Patient Ambassador Volunteer Position Description

Area: Medical Records Department

Job Title: Medical Record Transporter & X-ray film collection – late shift

Immediate Supervisors: Tracy Jacobs and David Byce

Days and Times Needed: Monday – Friday 4pm-8pm

Duties/Responsibilities:

Sign in at the Main Lobby Hospitality Desk – beginning of shift

1. Report to room 1N211 & check in with Tracy or David to see what medical records are still out.
2. Make medical record rounds in pairs if more than one Patient Ambassador is scheduled at the same time.
3. Conduct medical record pickup rounds – collect and gather records & x-ray films
 - Outpatient Clinics: Start from the top and work down (most close 4-5pm)
 - Pediatric Clinic 1st Floor, Dental Clinic 1st floor, Alcohol Clinic 1st floor
 - Inpatient Units: Start from the top and work down
 - Day Hospitals: 5SW, 3SE, 1NW (hit these later since they stay open until 8pm)
4. Send single medical records found down to the Medical Records via the Mosler System (Medical Record stop number 35) or just put on Medical Records cart. X-ray films can be taken to the Radiology Department Film Library (usually open until 8pm). If it is closed, leave with the medical records cart in Admissions.
5. If a cart of records is transported, do your best to find a cover for the cart in order to transport it. Records obtained prior to 6pm should be transported directly to Medical Records Department. Records collected after 6pm should be taken to the Admissions Department. Carts of medical records taken to Admissions after 6pm should be stored there until the end of the Patient Ambassador shift. All carts/records gathered and stored in Admissions can be transported to Medical Records at one time with the Admissions Clerk (He/she has a key).

Sign out at Hospitality Desk – end of shift

Requirements:

Volunteers are representing Patient Ambassador Program at all times.

Volunteers should respect patient confidentiality at all times.

Volunteers should not discuss a patient's condition or verbalize assumptions or opinions on patient conditions or visitor inquiries.

Volunteers should be professional and courteous.

Volunteers must wear their volunteer jackets, name tag and badges at all times.

Position-Specific Training Required:

Universal Precautions
Emergency Procedures
Patient Confidentiality

Customer Service
Medical Records Module
OTJ Training