

Patient Ambassador Volunteer Position Description

Area: Department of Anesthesiology and Surgical Services (DASS)

Job Title: Surgical Services Patient Escort and OR Support

Immediate Supervisors:

Mike Borostovik, RN (Surgical Services Nurse Coordinator) and BB Holstein (Health Tech Supervisor)

Days and Times Needed:

Monday – Thursday 6:30-10:00am

Friday 8:00am-12:00noon

Duties/Responsibilities:

Sign in at Hospitality Desk north lobby (look for lime green binder) – beginning of shift

Report to 2C529 – Front Desk of the OR (directions below)

Check-in with OR staff and receive daily update

- Patient Transport:
 - Assist OR staff with transport of patients from Recovery Room or straight from the operating room via stretcher to the ICU, inpatient room, and outpatient or day hospital location.
 - Assist OR staff in the pick up of patients from ICU, their inpatient room, outpatient or day hospital location and transporting them via stretcher to the OR.
- In Recovery:
 - Visit with patients and their family and friends
 - Assist with non-medical needs including retrieving blankets for them
 - Answer patients' questions about logistics and similar non-medical areas of need.
- Check the waiting areas:
 - Visit with family members
 - Communicate updates to family members
 - Relay messages to staff
- Restock the warmer with blankets for patients.
- Locate and organizing the stretchers in their storage location.
- Other duties as appropriate.

Sign out at Hospitality Desk north lobby – end of shift

Requirements:

- Volunteers should refer all patient care issues to the OR staff.
- 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 must wear their volunteer jackets, name tags and badges at all times.

Position-Specific Training Required

Emergency Procedures

Universal Precautions

Patient Confidentiality

Stretcher Safety

Wheelchair Safety

DASS OTJ Training

Directions to Room 2C259 – OR Front Desk

Take the West Corridor past the Admissions Desk, past the playroom and through the double doors. Turn right and take the West elevators to the 2nd floor. Make a left and follow the bridge way through the double doors. The OR front desk will be directly in front of you. <http://www.cc.nih.gov/about/visitor/maps/hatfieldfirstfloor.pdf>