ADMISSIONS VOLUNTEER POSITION DESCRIPTION

Area: Admissions, Patient Support Services Department
Volunteer Title: Admissions Patient Greeter
Immediate Supervisor: Cheryl Swinson, Clinical Operations Manager
Days and Times Needed: Tuesdays, 6:30am – 11:00am

Duties and Responsibilities:

- CUSTOMER SERVICE
  - Demonstrate excellent customer service in all interactions with Clinical Center patients, visitors, employees, contractors, vendors, and other Clinical Center guests, including:
    - Caring smile, sincere greeting and proactive offering of assistance as the consistent approach (in-person & on the phone).
    - Maintain professionalism at all times, even when not engaged with customer as the position is in the public eye.
    - Present calm demeanor and use appropriate actions when interacting with internal and external customers, with focus centered on solving problems and not blaming others.
    - Demonstrate active listening and open communication.
    - Express concern for the patient so they feel they have been cared for as a result of their interactions with you.
    - Ability to anticipate customer needs and readily provide assistance as needed.

- PATIENT CONFIDENTIALITY
  - Perform appropriate actions to maintain patient confidentiality at all times:
    - Use approved method to call patients from the waiting room.
    - Cover documents which contain Personal Identifiable Information (PII), such as patient name, date of birth, etc.
    - Place discarded documents containing PII in shred boxes, not in trash cans or recycle bins.

- START OF EACH SHIFT:
  - Secure personal belongings.
  - Report to the Admissions Front Desk.
  - Sign-in the volunteer log.
  - Contact supervisor, or designee, and receive daily assignment.

- DAILY:
  - Assist customers by performing the following:
    - CUSTOMER SERVICE
      - Ensure all paperwork for each patient is complete.
      - Greet and welcome patients, visitors, and staff who come to Admissions.
      - Answer customer questions, or if needed, refer customer to another staff member.
      - Instruct parents or guardians of pediatric patients to sign-in to be registered.
      - Provide patients or parents/guardians the consent forms they will have to sign so they can review them while waiting to be registered.
      - Review the patient demographic update sheet with each patient and have the patient or guardian make corrections on the update sheet.
      - Assign a number to each patient and explain the Admissions clerk will call the person by number when ready to take them to the registration booth.
Monitor the waiting room for patients who may be waiting a long time and bring to the attention of the Admissions assistant at the front desk.

Provide directions to other areas of the hospital, as needed.

Obtain the name and phone number of any person delivering paperwork to the Admissions front desk.

Give the paperwork to the appropriate person for review.

Monitor the waiting room for cleanliness.

**PHONE CONTACTS**
- Answer phone and triage calls (routine, priority, emergency) as appropriate.
- State name, location, and “May I help you?”
- Answer the question or if unable to, take a message including caller’s first and last name, phone number, and what they are calling in reference to.
- If unable to answer question, then inform caller you are a volunteer and someone who can assist them will call the person right back.
- Give message to appropriate staff member.

**ADMINISTRATIVE DUTIES**
- Sort and file Admissions papers in designated locations.
- Tube wristbands, patient labels, or other paperwork to patient care areas.
  - Perform other duties as assigned by supervisor or designee.
  - Ask supervisor or designee for clarification or direction if unsure how to handle an issue or answer a question.

**END OF EACH SHIFT:**
  - Inform supervisor or designee when you are leaving work.
  - Sign out of the volunteer log.

**REQUIREMENTS:**
- Complete orientation and all required training.
- Wear casual business attire, volunteer badge, and name identification at all times.
- Contact supervisor or designee and the Volunteer Services Program Director if unable to report for volunteer shift or if arriving late.

**TRAINING:**
- Emergency Procedures for the Hospital
- Standard/Universal Precautions
- Privacy Awareness
- Patient Confidentiality and Privacy
- Department-Specific Training and Other Training as Required by Supervisor