Patient Ambassador Volunteer Position Description

**Area:** Radiology and Imaging Sciences Department (DRD)

**Volunteer Title:** Radiology Patient Escort

**Immediate Supervisors:** Diane Jenifer – Patient Support Services

Damien West – Preceptor

**Days and Times Needed:** Monday – Thursday 7:00am-3:00pm and Friday 8:00am-12:00pm

**Duties/Responsibilities:**

Sign-in at Hospitality Desk North Lobby at the beginning of the shift.

Report to the Front Desk of Radiology.

Check-in with Damien West and receive daily update.

- Transport patients from Ultrasound, Diagnostic X-ray, MRI, CT or Special Procedures (Interventional Radiology) via wheelchair or stretcher to the ICU, inpatient, outpatient or day hospital location:
  - Modalities (Ultrasound, Diagnostic X-ray, MRI, CT or Special Procedures (Interventional Radiology) will notify you when a patient is ready to be returned to the unit or clinic.
  - Retrieve the patient and receive any instructions from the modality area.
  - Procedure for arrival at unit or clinic: bring patient to nursing or clinic desk, announce to nurse or clerk that patient has returned from Imaging; nurse will take patient back to room and get settled; wait for chair if you like and return with it. Remember isolation wheelchairs must be left on the unit for cleaning.

- Monitoring the waiting areas:
  - Visiting with patients, their family, and friends.
  - Informing patients and family members about wait times.
  - Communicating updates to family members.
  - Answering patients’ or patient’s family members’ questions about directions, logistics and/or similar non-medical questions.

- Locating and organizing wheelchairs for easy retrieval.

- Other duties as appropriate, to be determined.

Sign out at Hospitality Desk North Lobby at the end of the shift.

**Requirements:**

- Volunteers should refer all patient care issues to the DRD 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 and badges at all times

**Position-Specific Training Required:**

- Emergency Procedures
- Universal Precautions
- Patient Confidentiality
• Stretcher Safety
• Wheelchair Safety
• DRD On-the-Job (OTJ) Training