

Patient Ambassador Volunteer Position Description

Area: Department of Imaging Services

Job Title: Radiology Patient Escort

Immediate Supervisors: TBD

Days and Times Needed:

Monday – Thursday 7:00am-3:00pm and Friday 8:00am-12:00noon

Duties/Responsibilities:

Sign in at Hospitality Desk north lobby – beginning of shift

Report to Front Desk of Radiology

Check-in with Tony Staton 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 page to notify you when a patient is ready to be returned to the unit or clinic. There will be two pagers assigned to the Patient Ambassadors; you will have to coordinate with the incoming person to hand off.
 - Pick the patient up and receive any instructions from the modality area
 - Procedure for arrival on 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 and 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 – end of 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 and DRD OTJ Training