VOLUNTEER SERVICES DEPARTMENT

ASSIGNMENT DESCRIPTION

ASSIGNMENT TITLE

Surgery Waiting Room – Ambulatory Care Center

PURPOSE

The volunteer serves as a liaison between the surgery staff and the patient's family. The volunteer will keep the families and visitors informed of the surgery time period, when and where they may visit and provide information requested by family members and visitors about the hospital and the Chapel Hill area.

SUPERVISING PERSONNEL

Director, Volunteer Services
Director, Surgical Services

TRAINING

General hospital volunteer orientation
Department specific orientation

DAYS, HOURS, LOCATION

Monday - Friday 3:00PM - 6:30PM
ACC Surgery Waiting Room

RESPONSIBIILITIES

1. Register patients upon arrival in the waiting room.
2. Nurse will call when they are ready for you to escort patient and family to come to PAS.
3. Keep families and visitors informed of surgery time period and when and where they may visit the patient.
4. Nurse will call when they want a family member to come to PACU.
5. Provide directions to pertinent areas of the ACC.
6. Be sure the family members who leave sign out so you will know where to find them should they be needed. The family should sign back in upon their return.
7. Alert the on-call Chaplain when family members need support.

PROCEDURES

1. Make sure that coffee machine is on and check supplies.
2. Register visitors on the worksheet next to the appropriate patient name.
3. Alert family member when PACU nurse calls that doctor will be out soon and they will be able to see their family member when the nurse feels that they can have a visitor.
4. Visit the Post Anesthesia Recovery Room to get status reports on patients when necessary.
5. Direct family and visitors to dermatology waiting area when waiting rooms become overcrowded.
6. Keep waiting room clean.
7. Enter important occurrences that happen during your shift in the log to share with other volunteers.
8. Last volunteer of the day should give daily register sheets and Operating Room schedule to the nurse in PACU unit. Leave paper and pencil on the desk by the phone.

MINIMUM REQUIREMENTS

- Must be able to communicate with diverse populations.
- Must be willing to follow directions from professional staff.
- Must be at least 18 years of age.
- Must be able to communicate with people of different educational levels.
- Understand the need for confidentiality and ability to maintain such.

PERSONAL SKILLS, ABILITIES, KNOWLEDGE

- Must be a self-starter.
- Need a friendly, positive attitude.
- Must be reliable.
- Ability to work with detailed information and follow directions.
- Maintain confidentiality.

LENGTH OF COMMITMENT

One 3-4 hour shift per week for at least three months.

SPECIAL INSTRUCTIONS

1. **DO NOT AGREE TO WITNESS** an operative permission for a doctor, nurse or other staff person. The legal implications are complex. You may witness the execution of a Living Will.

2. **DO NOT** communicate an expiration or condition of a patient to any one by person or phone. This may only be done by a staff member. Should a relative phone in, get the number and a staff member will call them.

3. If a visitor becomes ill, contact the ACC PACU charge nurse . If a visitor collapses and a serious situation exists, dial 6-4111. **VISITORS WILL BE CHARGED FOR ANY MEDICAL CARE RECEIVED.**

4. Consistency among volunteers is most important as it relates to food, children and number of visitors.

5. **NO SMOKING!** The UNC Health Care Campus is smoke free.

6. No cell phones or Web- enabled wireless devices-such as Palm Pilots may be used in the ACC.

7. **DO NOT** communicate confidential information to any one.

8. **DO NOT** give the phone number of Bed Control to a visitor.

9. **DO NOT** use telephone to call Post Anesthesia Care Unit unless absolutely necessary.

GENERAL INFORMATION

1. Family visitation does not occur in the Post Anesthesia Recovery Room except for pediatric patients (age 16 and under) or when prior arrangements for visitation are made.
2. Visitation is at the discretion of nurses.
3. A nurse is available at the bedside of the patient.
4. When patients are awake to the point that they will recognize and remember events, they will be discharged where the family may be with them.

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Director, Volunteer Services Director, Surgical Services