



**VOLUNTEER SERVICES DEPARTMENT**  
**ASSIGNMENT DESCRIPTION**

**ASSIGNMENT TITLE**

ICU Waiting Room - Receptionist

**PURPOSE**

The volunteer serves as a liaison between the staff of the Intensive Care Units and the patient's family. The volunteer will provide information as requested by family members and visitors about the hospital and the Chapel Hill area. The volunteer will notify the Patient Relations or ICU staff of any concerns the family may have to ensure that the best possible customer service is provided.

**SUPERVISING PERSONNEL**

Director, Volunteer Services  
Director, Surgical Services

**TRAINING**

- Must complete general orientation provided by the Department of Volunteer Services.
- Participate in on-the-job training provided by staff or trained volunteers.

**DAYS, HOURS, LOCATION**

Sunday - Saturday - 8:30AM - 9:00PM  
Intensive Care Waiting Room - 2<sup>nd</sup> Floor - Anderson

**ESSENTIAL FUNCTIONS**

1. Contact the units and direct family members and visitors to the appropriate unit for patient visiting.
2. Provide directions to pertinent areas of the hospital including the coffee, shop, hospital motel, cafeteria, and gift shop.
3. Alert the on-call Chaplain when family members need support.

## **PROCEDURES**

1. Get keys from records rack in SICU unit.
2. Check locked supply cabinet in waiting room for coffee supplies and tissue. If supplies are low, let the Volunteer Services Office Manager know. She will order tissue, cups, spoons, sugar, creamer, coffee and tea. Leave a note in the notebook for other volunteers that order has been placed.
3. Register the name of each visitor in the notebook next to the appropriate patient and indicate relationship. **Visitors are limited to three per patient unless the room is not crowded.**
4. Explain and give a copy of the handbook and other information to each family. Ensure that they understand that you are there to help them in any way possible.
5. Phone the appropriate unit when visitors want to visit a patient. **NOTE: After 9:00PM all visitors to the ICU units must obtain a photo ID pass from the Information Desk in the Children's Lobby. Passes will be renewed daily.** Visits area restricted to two (2) family members/friends unless the nurse gives special permission. **Initial** visits often permit additional visitors – check with the nurse.
6. If a visitor is unable to visit for some reason, please explain in a diplomatic and reassuring manner to the waiting family. Check again later with the nurse as busy ICU personnel may not have the opportunity to call the waiting room.
7. Enter in the communications book any important events occurring during the shift that may be of importance to other volunteers. This may include but is not limited to transfer of patients, expirations, especially anxious families.
8. Throughout the shift keep the waiting room tidy. Feel free to ask visitors to keep their feet off the furniture, to dispose of empty cups and paper, and to put their personal belongings away.
9. Linens will be brought to the ICU waiting room late in the afternoons. All linens must be deposited in the dirty linens bins between 7:00AM and 8:30AM each morning when housekeeping comes to clean the room. **NO PERSONAL BEDDING, INFLATABLE MATTRESSES OR LINENS ARE PERMITTED IN THE WAITING ROOM.**
10. Coloring books and crayons, books and games are available for children. These materials are to be returned to the volunteer and placed in the locked cabinet. Inform visitors that there is a lending library on the ground floor down the hall from the Corner Café.
11. Open the conference room when requested by staff. This room may also be used for distraught families and visitors. Be sure to lock the room when not in use.
12. Afternoon and Evening Volunteers:
  - Put away coffee supplies and clean up the station.
  - Turn off the computer and put the mouse in the drawer, keyboard on the top of the file cabinet.
  - Lock the file cabinet – including the small padlock.
  - Place binders, notebook, clipboard and sign in book in the locked cabinet.
  - Check that all cabinets are locked.
  - Leave phones, notepads, pens, and tissues within easy reach for visitors.
  - Lock both patio doors.
  - Return the keys to the SICU unit and shred previous day's census.

### **MINIMUM REQUIREMENTS**

- Must demonstrate competency in age specifics, HIPAA, and HEOSH information.
- Must be able to communicate with diverse population.
- Must be able to follow directions from staff.
- Understand the need for confidentiality and ability to maintain such.
- Knowledge of hospital layout, especially those areas that relate to needs of your unit.
- Must be able to walk for long distances.

### **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.

### **PHYSICAL REQUIREMENT**

- Requires walking, standing, sitting, lifting and reaching
- Ability to push/pull up to 25 pounds
- Must be able to read and speak English in simple, understandable terms
- Must have intact sense of sight and hearing

### **PATIENT POPULATION SERVED**

- Demonstrates knowledge of the principles of growth and development and possesses the ability to respond to age specific issues and data reflective of the patient's status.
- Demonstrates the knowledge and skills necessary to provide care for the following age groups: Neonate, Infant, Child, Adolescent, Older Adult

### **PROTECTED HEALTH INFORMATION**

- Will limit access to protected health information (PHI) to the information reasonably necessary to do the job.
- Will share information only on a need-to-know basis for work purposes.
- Access to verbal, written and electronic PHI for this position has been determined based on assignment responsibility.

### **MACHINES, TOOLS and EQUIPMENT**

Telephone, copier, FAX, computer and required application, and wheelchairs.

**LENGTH OF COMMITMENT**

One 3-4 hour shift per week for at least one year.

\_\_\_\_\_ Director, Volunteer Services

The above statements are intended to describe the general nature and level of service being performed by volunteers assigned this service description. They are not to be construed as an all-inclusive list of duties, skills, and responsibilities for people assigned.

Revised 11/01; 07/06; 12/06; 07/06

## ICU WAITING ROOM

### Special Instructions

1. Consultation rooms are to be used only for those families in crisis situations and on a short-term basis. Lights are to be left on at all times.
2. It is essential that placement of a family in the Family Room by either a volunteer, Chaplain, nurse, physician or social worker be noted in the log book. If you have a problem getting the family to leave the consultation room in a reasonable time, **CALL THE ICU SUPERVISOR AT 123-1773.**
3. **DO NOT** communicate an expiration or any medical information to anyone either personally or by phone. This information may only be communicated by a staff member. Should a relative phone, get a number and have a staff member return the call.
4. Should a visitor become ill, contact the IUC supervisor at **123-1773.**
5. Should a visitor collapse and an obviously serious situation exist, call **6-411. VISITORS WILL BE CHARGED FOR ANY MEDICAL CARE RECEIVED.**
6. Use discretion in notifying families that a doctor wants to speak with them. It is preferable to speak with the family personally.
7. Volunteers may page ICU Nursing Supervisor 123-1773 at any time for any assistance needed.
8. **DO NOT** give the phone number of bed control to a visitor.
9. Sleeping on the floor is to be discouraged. Blankets and pillows will be provided by Housekeeping. **NO PERSONAL BEDDING OR LINENS PERMITTED.**
10. Assist in distribution of ICU satisfaction survey.
11. Take phone messages for visitors. Date them including time of day and put on message board.
12. Distribute mail to ICU patients.

### Closing Routine

1. Afternoon and evening volunteers unplug the coffee pot.
2. Put coffee pot, log, communication book and other supplies in the locked cabinets.
3. Check the consultation rooms and lock the doors. If a family in a critical situation is in one of the rooms, call the nursing supervisor, 123-1773, and alert her to the situation.
4. Return the keys to the nurse manager's door in SICU Unit.

### Witnessing of a Signature

Volunteers are asked **NOT** to serve as witnesses on either a Consent for Treatment Form, surgery consent, or the execution of a Living Will.

Volunteers **MAY WITNESS** a signature for a Living Will and Healthcare Power of Attorney only.

## **ICU Waiting Room Student Volunteer Training Notes**

### **Arrival**

Get keys from the **CTICU** desk if the previous volunteer has left before you arrive. Keep the keys with you at all times. Keys are labeled Coffee, Desk, Pillows, Blankets, Cups, Volunteer, Patio and A (for the consultation room).

If the previous volunteer is not there, retrieve the message book, visitor log, and the most recent census sheets from the back of the bottom desk drawer.

If a census sheet has not been printed for the day, ask the person behind the desk in the **CTICU** to print one.

Check that the coffee equipment has been put away for the day; if not, stow it in the cabinets below, using the Coffee key. Coffee things are usually stowed by 4 pm. You can always suggest Starbucks in the Cancer Lobby and the Terrace Café in Children's (1<sup>st</sup> floor) for coffee in the evening.

### **Duties**

Greet visitors and ask as they enter if you can help them. Enter the patient's name in the visitor log and whether they are family, friends, minister, etc.

On the census sheets circle the room number of the patient names that have visitors so you can easily tell staff whether or not a particular family is or has been present. The first volunteer of the day usually lists the census names on a single sheet if you prefer using that. Circle the names with visitors on that sheet also.

Call **Security** if there is a serious behavior problem.

On request, call the units to see whether visitors can enter the unit. The extension numbers are at the top of the census sheets and also posted above the desk.

Escort new visitors to the units and tell them how to enter the units, clean their hands before and after the visit, etc. Generally two visitors at a time are allowed. Children under 12 are allowed on a case-by-case basis. Visitors can ask the Unit receptionist first.

Call out names of the patient family when staff is looking for a family.

Keep kleenex and paper and pen available for visitors. Keep the mint dish filled when there is candy available.

Remember not to be intrusive or violate confidentiality. Cover the patient names before you leave the room.

Keep an eye out for people using the lockers and tell them 1 locker to a family.

Give out blankets and pillows with cases on request, if there are any in the cabinet.

Do not feed the fish. They are fed twice a week by a designated volunteer.

On request from a staff member, use the **A key** to open the consultation room across from the desk.

Call **Environmental Services** (966-5611) if there is a spill in the waiting room or a problem with one of the bathrooms or the room temperature.

Answer questions. If you don't know the answer, call **Information** (966-4311) and have the inquirer speak with them. Many people who are lost come in to ask directions. If you are not busy, escort them.

### **Departure**

Lock the patio door if not already locked (it must be locked after 4pm).

Return the message book, census sheets, and visitor log to the back of the bottom desk drawer.

If on, turn off the computer. Put the keyboard, mouse and mouse pad in the top desk drawer and lock the desk drawer (locking is not easy).

Turn off the 2 desk light switches.

Leave the security monitor on. It may encourage better behavior during the night if visitors think they are being monitored.

Return the keys to the **CTICU** desk. They go in the paperclip dish.