



## **VOLUNTEER SERVICES DEPARTMENT**

### **ASSIGNMENT DESCRIPTION**

#### **ASSIGNMENT TITLE**

Patient Relations Visitor – Non English Speaking

#### **PURPOSE**

To assist the Patient Relations Department in visiting with hospital in-patients who have English as a second language and informing them of the availability of advocacy services should they have any questions, concerns or unmet needs during their stay.

#### **SUPERVISING PERSONNEL**

Director, Volunteer Services  
Director, Patient Relations

#### **TRAINING and EDUCATION**

- 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**

Monday – Friday 8:30 am – 4:30 pm  
Volunteers will be assigned specific nursing units in the hospital

#### **ESSENTIAL FUNCTIONS**

- Visit patients and family members to inform them of advocacy services and to ascertain if they have any concerns or unmet needs.
- To follow through with all requests for services or information by a patient or family member.
- Maintain detailed notes on all patient concerns discussed during the visit.
- Report any urgent concerns immediately to the Charge Nurse or Patient Relations staff.

**PROCEDURES**

1. Sign-in at the Volunteer Services Department. Be sure to wear your volunteer jacket and ID badge.
2. Check in with the supervisor in Patient Relations and sign-in. Get the appropriate computer print-out for your assigned area.
3. On an in-patient unit, check in with the Charge Nurse or Supervisor prior to beginning your rounds to verify the patient's list.
4. Visit briefly with all patients and family members present on the unit. Please feel free to make notes on the computer print-out of any needs or concerns or assistance identified.
5. If the patient is not available for a visit, leave a Patient Relations business card on the bedside table and note that on the computer printout.
6. Should the patient express a concern which indicates follow-up is necessary, the volunteer should assure the patient that a staff member will investigate the concern and contact the patient with the results.
7. If a patient expresses concerns that need immediate attention, notify the appropriate staff person- Charge Nurse.
8. Report to the Charge Nurse that you are leaving and share any information or issues that were identified and any actions taken.
9. Report to Patient Relations and inform the staff of any concerns expressed by patients or family members. Be sure to give full details of the matter and indicate any concerns were reported to staff.
10. Return all sheets to Patient Relations.
11. Sign out in both the Patient Relations Department and the Volunteer Services Department.

**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.
- Must be able to dictate notes effectively for staff to review.

**PERSONAL SKILLS, ABILITIES, KNOWLEDGE**

- Must be a self-starter
- Ability to work with detailed information and follow directions.
- Have a friendly, positive attitude
- Ability to converse in Spanish is very helpful

**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**

Prefer a one year commitment of 3-4 hours per week.

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Director, Volunteer Services

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Director, Patient Relations

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.