ASSIGNMENT TITLE
OB/GYN Clinic Volunteer

PURPOSE
To assist the clinical staff in the OB/GYN Clinic areas to provide the best care possible to the patients in the clinic. The volunteer may also provide help as needed in the Labor & Delivery unit. Opportunities to observe and learn from healthcare professionals may assist in career decisions through this volunteer opportunity.

SUPERVISING PERSONNEL
Director, Volunteer Services
Clinic Manager

TRAINING and EDUCATION
General Volunteer orientation
Specific training related to the OB/GYN Clinic

DAYS, HOURS, LOCATION
Monday – Friday 8:00AM – 5:00PM
OB/GYN Clinics, Women’s Hospital, first floor
Labor & Delivery Unit, Women’s Hospital, 4th floor

ESSENTIAL FUNCTIONS
• Assist with patient check-in
• Prepare files for clinics
• Answer phone inquiries from patients
• General medical office duties
• Escort patients to various hospital labs
• Assist patients in preparation for their visit. This may include the following:
  o Chaperoning female patients
  o Room preparation and cleanup (reminder that volunteers may not be exposed to blood or body fluids)
• Instrument care
• Assist with patient education materials
• Run errands such as delivering x-rays
• Refer all clinical questions from patients or family members to the nursing staff.

PROCEDURES

• Report to the volunteer office and sign in and put on the appropriate uniform and photo ID badge.
• Report to the supervisor when you arrive at the clinic to receive your assignments for the shift.
• Ensure that you are visible and available at all times for the clinic staff, patients and patient families.
• Return x-rays and patient records to a responsible member of the clinic staff. Do not give patient records to the patients. Follow all the HIPAA guidelines that pertain to patient confidentiality.
• When leaving the clinic area inform the staff of where you are going and when you return be sure to let them know you are back.
• When running errands go to the specified location and return to the clinic. Do not go to other areas while you are running errands.
• Inform the supervisor when you leave for the day.
• Return to the volunteer office and sign out for the day.

MINIMUM REQUIREMENTS

• Must be at least 18 years of age.
• Must have the emotional stability to work in a patient care area.
• Must be willing to participate in any additional orientation specific to the clinic.
• Must follow the infection control guidelines of the clinic and hospital.
• Ability to ambulate.
• Must have sight and hearing capabilities.
• Ability to push a patient in a wheelchair.
• 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 follow directions from staff.
• Must be able to walk for long distances.

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 at least a 6-month commitment.

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Director, Volunteer Services

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OB/GYN Clinic Liaison

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.

07/06; 6/08