ASSIGNMENT TITLE
Receptionist - Hospital Surgery Waiting Room

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 request by family members and visitors about the hospital and the Chapel Hill area.

SUPERVISING PERSONNEL
Director of Volunteer Services
Director of Surgical Services

TRAINING
General hospital volunteer orientation
Department specific orientation

DAYS, HOURS, LOCATION
Monday - Friday, 2:30PM – 9:00PM
Surgery Waiting Room - Suite A - 2nd Floor, Anderson

RESPONSIBILITIES
1. Keep families and visitors informed of surgery time period and when and where they may visit the patient.
2. Provide directions to pertinent areas of the hospital including the coffee shop, hospital motel, cafeteria, and the gift shop.
3. Alert the on-call Chaplain when family members need support.

PROCEDURES
1. Sign in and out at the Volunteer Office.
2. Ensure that you have on your volunteer uniform and photo ID badge.
3. Pick up Operating Room schedule in PCS.
4. Register visitors on the worksheet next to appropriate patient name and indicate relationship to the patient.
5. Alert family and visitors when patient is assigned to a room after surgery. Instruct family and visitors to register at the ICU waiting room if patient is assigned to an ICU unit.
6. Go to the PACU at 5:00PM, 7:00PM and 9:00PM to get the visitor list and escort family members for their visit.
7. Visit the Post Anesthesia Recovery Room to get status reports on patients when necessary.
8. Direct family and visitors to 4th floor Anderson when waiting rooms become overcrowded.
10. Enter important occurrences that happen during your shift in the log to share with other volunteers.
11. Last volunteer of the day should give daily register sheets and Operating Room schedule to secretary in PCS 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 hours shift per week for at least one year.

______________________________________  ___________ _____________________
Director of Volunteer Services    Director of Surgical Services

Revised 10/01; 7/07; 12/07
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 Ann Smith or Doris Jackem at 6-3899 or pager 216-6612. 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!!!**
6. No cell phones and Web-enabled wireless devices - such as Palm Pilots - **ONLY IN THE HOSPITALS' FRONT LOBBY, CAFETERIA AND WENDY'S.**
7. **DO NOT** communicate confidential information to any one else.
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.