**Volunteer Service Description**

| **Position Title:** O/P Surgery Recovery, PACU, Pre-OP, Endoscopic Volunteer  
**Location:** Capitol Pavilion |
|---|
| **Issue Date:** 8/19/14  
2725 Capitol Ave |
| Manager and/or supervisor of volunteers:  
Russiel Roper A.N.M and James Nicholls, Mary (Jean) Jensen ANM |
| **Service** |
| This department provides outpatient services to adult and pediatric patients. The procedures are simple and the patients are released to go home approximately 1 hour post surgery. The surgery center provides different services, such as: ENT, Plastic’s, Orthopedics, Breast Cancer, GI Endoscopy, and Urology. Approximately 250-350 patients are seen every month. Volunteers will assist the staff with daily duties in the Pre-op and post-op areas. |
| **Objective:** |
| The main priority of the volunteer is to assist the staff with providing comfort measures to patients, families, and visitors through the utilization of "rounding" with the patients and assisting staff with routine duties of the department.  
Provide the volunteer opportunities for learning professional and social interaction in a medical setting and to experience hands on (either directly or indirectly) educational and real-life learning experiences. |
| **Hours:** |
| Monday-Friday 0800-1800 (6pm)  
NO weekends or Holidays |
| **Qualifications:** |
| Friendly, positive, and professional attitude. Works well with patients, staff and visitors. Does not have an aversion to procedures and blood.  
Ability to display compassion, and caring in a non-judgmental way.  
**Artificial nails for patient care staff are prohibited due to infection control concerns.** |
| **Training:** |
| Hospital orientation.  
Specific departmental orientation and competencies.  
Please be aware your first day of training may not correspond with your regularly scheduled shift. Training is mandatory. |
| **Competencies:** |
| Strict adherence to HIPPA/Confidentiality  
Communicate effectively and compassionately  
Phone etiquette  
Understanding and following directions from nursing staff  
Ability to be self-directed |
Responsibilities:

**Surgery Recovery waiting area and Pre-Op (28 beds):**

*Surgery Recovery waiting:*
- Retrieve surgery “shortlist” from surgery office.
- Check to ensure that family members/visitors are located in the waiting room.
- Visit with family members/visitors in waiting room; keep family informed of patient location and estimated schedule.
- Show family members how to check the Navi Care screen to check on patient’s status (if they want to).
- Assist physicians in locating family members/visitors. (Certain doctors like to talk in private waiting room, others come to family members in waiting room).
- Stock blanket warmers.
- Assemble chart packets for RN staff.
- Run errands as requested by staff (lab, central supply).
- Assist staff in answering phones in recovery room and the waiting room.
- Escort family members to PACU.
- At end of shift, the “Shortlist” is to be shredded (HIPPA).
- Assist staff with discharging patients.

*Pre-Op*
- Assist staff with discharging patients.
- Assist staff with hooking up Blood Pressure monitors.
- Assist Patient’s family members to waiting room.
- Shadowing Staff and rounding with patients as directed.
- Assemble admission packets.

*PACU:*
- Assist RN with placing of monitors.
- Assist with transporting patients with licensed staff.
- Stock blanket warmers.
- Stock bedside bins.
- Assist in stocking store room.
- Assist with maintaining Log Book.
- Assemble PACU Packets.

*ENDO:*
- Assist RN with placing of monitors.
- Assist with transporting patients with licensed staff.
- Stock blanket warmers.
- Stock bedside bins.
- Assist in stocking store room.
- Assist staff with hooking up Blood Pressure monitors.
- Assist Patient’s family members to waiting room.
- Shadowing Staff and rounding with patients as directed.

Upon demonstrated satisfactory performance, a solid attendance record, and fulfillment of a minimum of 75 hours service, volunteers may request to observe a surgery. Please note: requesting observation does not automatically guarantee approval. The department manager will review.
| each request on an individual basis. |
| If you cannot make your shift for any reason call the department 916-262-9352. |