# Volunteer Service Description

**Position Title:** High Risk Maternity 2C  

**Issue Date:** 8/19/14  
**Location:** SMH 2C  

**Manager and/or supervisor of volunteers:**  
Karen Kiyomura  
Ranuka Ram, Mary Olsen, Andrea (Annie) Lamy

## Service:
This service cares for the pregnant high-risk patient, her fetus and newborn infant and her family. The range of patients includes antepartum and delivered patients who have complications to the pregnancy including patients who have experienced a pregnancy loss. Overflow care is also provided to healthy delivered moms and their well newborn infants. The unit can also care for women requiring inpatient gynecological procedures. Patients in this unit may remain in the hospital for long period of time. Creating a home-like atmosphere and meeting extended stay needs are an important part of the patient care plan.

## 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:
7 days/week  
9am-9pm

## 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 and specific departmental orientation.

## Competencies:
Confidentiality  
Phone etiquette  
Works effectively with others  
Understanding and following directions  
(Once trained to dept.) can act without waiting for instructions
### Responsibilities:

- Round with patients
- Provide comfort measures to patients and visitors as requested by RN
- Check in with the supervisor at start of shift
- Answer patient call lights
- Visit with patients-read or talk with them
- Stock supplies, carts, blanket warmers
- Assist Unit secretary with breaking down patient charts and filing
- Make chart packs
- Run errands to the Lab and Central Supply
- Pass water to patients
- Can assist RN with discharge of patients
- Assist staff with patient transports
- Can disinfect wheelchairs and other equipment as needed per staff member
- Isolation rules: volunteer must check with nursing staff to receive clear direction and use of proper PPE

If unable to make your shift please give the department a courtesy call at 454-3333 x. 11225