# Volunteer Service Description

## Position Title: Telemetry and 5 East Volunteer

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<th>Location: SMH 4E &amp; 4C &amp; 5E</th>
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<th>Issue Date: 8/20/14</th>
<th>Liaison: Travis Bertleson</th>
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<td>Director: Debi Cale</td>
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## Service:
Telemetry is a 55 bed cardio vascular unit that cares for cardiac patients, open heart patients, medical cardiac patients and transplant patients. 5 East is a 16 bed cardiovascular unit with a primary focus on cardiac and vascular interventions. Volunteers are an important team player to assist with meeting the needs of our cardiac patients and their families.

## 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-Sunday 8am-8pm

## 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. Must train on a day with the liaison.

## Competencies:
Confidentiality/HIPPA
Phone etiquette
| Responsibilities: | Assist staff with hourly rounds  
Answer call Lights  
Help with food trays  
Assist with feeding patients  
Answer Phones  
Visit with patients- read or talk with them  
Assist staff with ADL (assistance of daily living)  
Stock supplies  
Assist unit secretary with breaking down patient charts and filing  
Run errands to the Lab and Central Supply  
Pass water to patients  
Can assist with discharge of patients  
Assist with transports to Diagnostic Imaging, ED and Cath Lab  
Tele box (electrode placement/cleaning)  
Assist with disinfecting equipment/wheelchair  
May observe bedside procedures (chest tubes/cardioversion) only with RN and MD approval  
Assist with CCTV  
Other duties as assigned  
Volunteers are encouraged to let staff know what they would like to do and learn after they have been initially trained  
If unable to make shift please call unit at: 733-1940 or 733-1942 (tele) 733-1952 (5E) ask for charge nurse |