

SUBJECT: CONFIDENTIALITY OF INFORMATION GENERAL ISSUES	REFERENCE #1003
	PAGE: 1 OF: 2
DEPARTMENT: VOLUNTEER SERVICES	EFFECTIVE:
APPROVED BY:	REVISED:

POLICY:

It is the policy of _____ Hospital to maintain an individual’s right to privacy and confidentiality of information. Information known or contained in the patient’s medical record (known as protected health information) shall be treated as confidential and will be released in appropriate circumstances only with the written consent of the patient or legal guardian. Information concerning patients, visitors and staff shall be managed with the highest degree of appropriateness and confidentiality, pursuant to organizationwide policies and procedures.

PROCEDURE:

- All persons employed at _____ Hospital having access to information concerning patients, such as volunteers, hospital staff members and physicians must hold all information in strict confidence, and shall abide by the Health Insurance Portability and Accountability Act (HIPAA) regulations.
- Information concerning patients which may be considered ordinary facts and necessary for planning of specific care and services, will be handled with professional discretion and on a "need to know" basis.
- Information regarding physicians, staff members or volunteers is to be relayed to others as appropriate to the related job function or task and/or to facilitate patient care and services only. Information regarding physicians, staff members or volunteers is to be kept on a professional level, and only discussed in relationship to the individual’s purpose and function within the institution.
- Requests for patient information will be directed to the Health Information Management Department. Disposition of such requests will be in accordance with the hospital's established policy and procedure for Release of Information and pursuant to the HIPAA regulations.
- Advances in technology will be reviewed as these are made available to the institution, to determine if these advances can be employed to improve privacy and confidentiality practices.
- Personal opinions as to the competence of hospital staff members or any staff members, are not to be expressed in a public environment and should always be addressed to the staff member's supervisor, hospital Chief Executive Officer or the Chief of Staff for resolution.

SUBJECT: TRANSPORTING OF PATIENTS BY WHEELCHAIR	REFERENCE #2005
	PAGE: 1 OF: 2
DEPARTMENT: VOLUNTEER SERVICES	EFFECTIVE:
APPROVED BY:	REVISED:

POLICY:

- It is the policy of _____ Hospital to provide a uniform method of transporting patients by wheelchair.
- The Volunteer staff may provide simple wheelchair transport, primarily when a patient is discharged from the hospital.

PRECAUTIONS:

- Assure the safety of the patient as well as the transporter.
- Provide for the patient's comfort in transit.

PROCEDURE:

- Wheelchair Transport:
 - Bring wheelchair to the patient's bedside and secure in locked position.
 - Assist the patient into locked wheelchair under the supervision of a licensed nurse.
 - Place safety belt around the patient as necessary.
 - Arrange the footrests to position of comfort for the patient.
 - Proceed to destination.
 - Keep to the right of corridors.
 - Proceed with caution at intersections and doorways.
 - Place the elevator in the stop position before taking the patient into the elevator. Transport the patient onto the elevator so that the patient is facing the doors of the elevator.
- After the patient is discharged, return the wheelchair to its designated area.

POSITION DESCRIPTION / PERFORMANCE EVALUATION

Job Title: Volunteer
 Prepared by: _____
 Date: _____

Supervised by: Director of Volunteer Services
 Approved by: _____
 Date: _____

Job Summary: Performs a variety of duties that support the patients, staff and facility. These duties include, but are not limited to, visitor information receptionist, patient transport, messenger and clerical assistance. Follows the policies and procedures of the facility.

DUTIES AND RESPONSIBILITIES:

E = Exceeds the Standard M = Meets the Standard NI = Needs Improvement

<u>Demonstrates Competency in the Following Areas:</u>	<u>E</u>	<u>M</u>	<u>NI</u>
Greets all patients and visitors warmly and professionally.	2	1	0
Provides general information to visitors and outpatients.	2	1	0
Provides directions to different departments of the facility; escorts patients if needed.	2	1	0
Maintains patient confidentiality at all times.	2	1	0
Maintains patient, visitor and staff safety at all times; reports any safety hazards observed.	2	1	0
Able to provide support for the general population; neonate, pediatric, adolescent, adult and geriatric population.	2	1	0
Provides emotional support to patients and visitors. Is an empathetic listener, remains non-judgmental. Communicates any meaningful discussions to nursing staff, department staff.	2	1	0
Picks up and delivers items, messages for various departments of the hospital; delivers patient mail, flowers, etc.	2	1	0
Performs clerical duties for departments of the facility, i.e., photocopying, filing, collation.	2	1	0
Provides transportation for patients to and from nursing units and other departments when it is appropriate.	2	1	0
Demonstrates the safe use of wheelchairs and gurneys. Never leaves patient unattended. Never transfers patients from a wheelchair or gurney.	2	1	0
Escorts ambulatory patients to departments, assigned room, etc.	2	1	0
Immediately notifies professional staff of any changes in the patient's physical and/or mental condition that is observed.	2	1	0
Assists with patient meals and snacks. Under the supervision of the nursing staff gives out meal trays, nourishments and fills water pitchers. May assist patient with eating with the direction of the patient's nurse.	2	1	0
Provides for patient comfort, i.e., pillows, blankets, towels, books, magazines, newspapers, call light in reach.	2	1	0
Always refers patient medical questions to the nursing staff.	2	1	0

SUBJECT: BOOK/CANDY/MAGAZINE CART	REFERENCE #8002
DEPARTMENT: VOLUNTEER SERVICES	PAGE: 1 OF: 2
APPROVED BY:	EFFECTIVE: REVISED:

POLICY:

- Volunteers will take the book/candy/magazine cart to the patient care units every day during the following times:

- The volunteers will take the cart to the following patient care units:

- Only volunteers who have been assigned and inserviced to the cart will take the cart to the patient care units.

PROCEDURE:

- The cart will be stored in the _____. Obtain a key from _____ to gain access.
- The volunteer will:
 - Ensure the cart is clean.
 - Restock inventory as needed.
 - Perishable items will be stacked back to front, with the older items in the front of the cart.
 - Obtain change from the Cashier. No more than \$_____ will be kept on the cart at any time.
 - Never leave the cart unattended.