

# Patient Escort Service

## Saint Agnes Medical Center

**Review Date: September 2022** | **Approved: Manager, Volunteer Services**

<b>Objective:</b>	To assist in escorting patients to various locations for scheduled procedures, delivering of items to patient rooms, and performing any other duties as needed to help make patient visits to the hospital more pleasant.
<b>Hours:</b>	Adults - Monday to Friday – 5:30 am to 7:00 pm
<b>Reporting to:</b>	Patient Escort Chair and/or Volunteer Services Manager
<b>Qualifications:</b>	<ul style="list-style-type: none"> <li>▪ Demonstrates good verbal and written communication skills.</li> <li>▪ Extroverted, mature, positive, service-oriented individuals.</li> <li>▪ Confidentiality</li> <li>▪ Must be able to communicate clearly in English; bilingual skills are helpful.</li> <li>▪ Ability to take the initiative and be flexible assuming differing roles as needed to provide comfort for patients and their families.</li> <li>▪ Physical ability to withstand three hours of walking and standing.</li> <li>▪ Physical ability to push patients in a wheelchair.</li> <li>▪ Willing to learn and develop skills.</li> </ul>
<b>Training:</b>	As determined by Patient Escort Chair
<b>Competencies:</b>	<ul style="list-style-type: none"> <li>▪ Understanding and following directions.</li> <li>▪ Working effectively with others.</li> <li>▪ Working with confidential documents and records</li> </ul>
<b>Responsibilities:</b>	<ul style="list-style-type: none"> <li>▪ Notify Patient Escort chair of any absences; sign in and sign out when reporting to and leaving volunteer assignment; wear volunteer uniform and hospital-issued identification badge; maintain confidentiality at all times and do not discuss any information learned while on-site to anyone outside of the unit, department or hospital.</li> <li>▪ When requested by staff members, escort patient to area for procedure.</li> <li>▪ Use proper safety procedures at all times including PPE.</li> <li>▪ It is very important that volunteers be compassionate when making themselves available to those who need help.</li> <li>▪ Other duties as determined.</li> </ul>