

# Emergency Waiting Room

## Saint Agnes Medical Center

Review Date: October 2024

Approved: Manager, Volunteer Services

<b>Objective:</b>	To provide comfort and support to individuals who are waiting in the waiting room.
<b>Hours:</b>	10 a.m. to 10 p.m. – 5 days a week
<b>Reporting to:</b>	Manager of the Emergency Department
<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 families in waiting area.</li></ul>
<b>Training:</b>	As determined by Manager of Emergency Department
<b>Competencies:</b>	<ul style="list-style-type: none"><li>▪ Understanding and following directions.</li><li>▪ Working effectively with others.</li></ul>
<b>Responsibilities:</b>	<ul style="list-style-type: none"><li>▪ Notify designated staff member in assigned department of any absences; sign in and sign out when reporting to and leaving volunteer assignment on the tablet. 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>▪ Volunteers will be seated on the other edge of the triage station, across from Security.</li><li>▪ Escort Visitors back to their loved one's room.</li><li>▪ Check in with Colleagues to see if certain patients are allowed to have visitors.</li><li>▪ Providing visitors and patients with a blanket, water or other miscellaneous items if that patient is discharged and or waiting for a ride.</li><li>▪ Making copies of down time packets.</li><li>▪ Help answer any questions that they are knowledgeable of. If they do not know the answer, reaching out to the R.N. for that information.</li><li>▪ Other duties as determined.</li></ul>