

Patient Escort Service

Saint Agnes Medical Center

Review Date: July 2024		Approved: Manager, Volunteer Services	
Objective:	To assist in escorting patients to the various locations for scheduled procedures and to perform any other duties as needed to help make patient visits to the hospital more pleasant.		
Hours:	Adults - Monday to Friday – 5:30am to 4:00pm Jr. Volunteers – Monday-Friday 4:00pm to 7:00pm		
Reporting to:	Manager of Volunteer Services		
Qualifications:	<ul style="list-style-type: none"> ▪ Demonstrates good verbal and written communication skills. ▪ Extroverted, mature, positive, service-oriented individuals. ▪ Confidentiality ▪ Must be able to communicate clearly in English; bilingual skills are helpful. ▪ Ability to take the initiative and be flexible assuming differing roles as needed to provide comfort for patients and their families. ▪ Physical ability to withstand long periods of walking and standing. ▪ Willing to learn and develop skills. 		
Training:	As determined by Patient Access Manager		
Competencies:	<ul style="list-style-type: none"> ▪ Understanding and following directions. ▪ Working effectively with others. ▪ Working with confidential documents and records 		
Responsibilities:	<ul style="list-style-type: none"> ▪ Notify Volunteer Manager staff member 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. ▪ Greet patient upon arrival and direct to the counter to register. ▪ When registration complete, escort patient to area for procedure. ▪ Use proper safety procedures at all times. ▪ When surgical procedures are complete and patients are ready to depart, escort to awaiting family. ▪ It is very important that volunteers use extreme and compassionate discretion when making themselves available to those who need help. ▪ Other duties as determined. 		