**DEPARTMENT:** Patient Access

**SECTION / UNIT:** Information Desk at Main Entrance

**POSITION TITLE:** Information Desk Volunteer

**SUPERVISOR:** Admissions Personnel

**REPORTING PROCEDURES:** Report to the front admissions office. Report known absences or vacations as early as possible.

**LOCATION:** Main Information Desk

**TIMES:** Daily, 9:00am – 12:00pm; 1:00pm – 4:00pm

**THIS POSITION INTERACTS**

**WITH THE FOLLOWING**

**AGE GROUPS:** Child, Adolescent, Adult, and Geriatric

**PURPOSE:** To assist individuals entering the hospital, whether they are patients, family, visitors, physicians, clergy, etc.

**PRIMARY DUTIES:** 1. Direct or escort visitors, patients, or others to a specific location i.e. patient room, radiology, lab, etc.

2. Deliver patient flowers/ gifts to patient rooms

3. Locate wheelchairs as needed

**ALTERNATIVE WORK AREA:** Other areas as needed

**SKILLS REQUIRED:** 1. Ability to adhere to confidentiality standards

2**.** Ability to follow proper infection control procedures

3. Familiarity with hospital emergency codes

4. Communication skills

5. Dependability / flexibility

6. Work effectively with others

**PHYSICAL DEMANDS:** Standing, sitting, walking, light lifting, pushing

**EXPECTATIONS:** Confidentiality, professional behavior, adhere to dress code policy, demonstrate a responsible, friendly attitude

**EQUIPMENT USED:** None

**TRAINING REQUIREMENTS:** Volunteer Orientation, Information Desk Orientation with Admissions staff

**BENEFITS OF PLACEMENT:** The opportunity to assist patients and visitors, provide customer service, and work with a broad scope of individuals