

MON GENERAL
VOLUNTEER SERVICES PLACEMENT DESCRIPTION

TITLE: Women's Imaging Liaison Volunteer

DEPARTMENT: Women's Imaging

REPORTS TO: Director, Volunteer Services, and Director of Radiology Services

Placement Summary: Assist Women's Imaging with patients, family members and visitors, keeping them informed of patient delays, assisting Registrars with patient locations, and other duties as assigned.

Duties and Responsibilities:

1. Check in with Registration Desk and Women's Imaging Center staff upon your arrival for communication purposes.
2. Staff the volunteer desk in the Women's Imaging waiting room.
3. Greet patients and families upon entering the waiting room.
 - Make eye contact and greet each visitor with a smile and ask, "how may I help you today?"
 - Attempt to make small talk to set the visitor at ease.
 - Appear interested in them and the services they will be receiving.
 - Set the tone with engaging the visitor and make them feel as if they are the first priority.
 - Explain to the visitor you will be giving the registration clerk her name and appointment time and the registration clerk will be with them shortly.
4. Give patient exam questionnaire to Mammography patients, as appropriate.
5. Offer coffee/tea to patients and/or families. Make sure coffee is always prepared and fresh.
6. Direct Radiology patients who are not supposed to register in the Women's Imaging Center to the Radiology Services Department, which is just right down the hallway at the next door. Walk them to this area or phone a PathFinder rather than verbal directions.
7. Notify Registrar that new patient has arrived, when necessary.
8. **Communicate delays**, escort to physician consultation rooms, escort to and from patient rooms per technologist and/or nursing request.
9. Escort family to appropriate areas, offer comfort measures i.e. drinks, magazines, books, etc. Assist in making family comfortable.
10. If patient or family members leave waiting room area, please ask where they may be reached. Explain the importance of the beeper.
11. Keep waiting area neat and tidy.

12. Provide information for families, i.e. directions, places to eat, motels, etc. (the reception desk has this information).
13. Be mindful of who is present. Reading materials are appropriate at down time, but be patient focused when visitors are in the waiting room.

Training Required:

1. Volunteer Orientation
2. Training with an experienced Women's Imaging Liaison Volunteer or Women's Imaging Mammography Employee.

Qualifications: Courteous, dependable person who has the ability to meet the patient's family in a friendly, helpful manner, always keeping in mind the pressures the waiting family may be experiencing. Must have keen hearing for communicating appropriately. Must have the ability to interact appropriately with visitors, physicians and hospital staff. Must understand the importance of confidentiality of patient information. Must have the ability to comfort others without counseling or giving medical advice or personal opinions.

DVS Signature and Date

Department Signature and Date

02/09/10