

**Sparrow Health System
Volunteer Services**

POSITION DESCRIPTION

Title: Escort - Escort/Information Desk

Location: St. Lawrence Campus

Purpose: To facilitate the admission and discharge of patients; facilitate the movement of patients between departments for diagnostic procedures or treatment; provide directions and/or assistance to visitors

Responsibilities: Escort patients or visitors from lobby area to specific departments or services. within complex; escort surgery patients to Outpatient Surgery. Transport patients to other departments for diagnostic tests. Discharge patients per wheelchair to their transportation. Give accurate directions. Deliver flowers, etc.
**Get lists from Hospice and the Specialty Hospital. Lists must be shredded at the end of the shift.*

Requirements: Must be registered in the Volunteer Department.
Must attend Volunteer Orientation and on the job training.
Must obtain aTB test annually.
Must wear uniform and photo ID badge while on duty.
Must obtain own substitute if unable to work.
Must be on time (if unable, notify the person you are relieving)
Must commit to 48 hours annually.
Must pay membership dues of \$5.00 annually to be paid by December 15th.
Serve as a role model for consistent demonstration of Sparrow Health System's Customer Service Behavioral Standards of Performance, by respecting the Privacy and Confidentiality of those we serve.
Demonstrate knowledge and respect patient, service provider, organizational confidentiality and HIPAA Security procedures and protocols as defined under the HIPAA Privacy and Security Procedures.
Follow established HIPAA privacy procedures when using and/or disclosing protected health information.
Maintain and protect patients right under the HIPAA Privacy Standards.

Qualifications: Mature, outgoing personality, comfortable working with public. Able to respect patient and visitor confidentiality and privacy.
If able, push wheelchairs and assist patients into wheelchairs.
Vision correctable to normal levels.

Supervision: Direct supervision is provided by OP Surgery staff support. Overall responsibility rests with the Program Coordinator of Volunteer Services.

* The Specialty Hospital book is kept at the Information Desk. A new sheet is provided by the associates each day and is to be included in the book.

Revised: July 2007