<table>
<thead>
<tr>
<th>Position Title:</th>
<th>Patient Care Partner</th>
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<tbody>
<tr>
<td>Location:</td>
<td>Nursing units both campuses</td>
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<tr>
<td>Reports To:</td>
<td>OVP Staff, Nurse manager/Charge Nurse/Unit Secretary</td>
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<tr>
<td>Schedule:</td>
<td>8am-4pm; typically 4 hour shifts</td>
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<tr>
<td>Physical Demands:</td>
<td>See Attached</td>
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<tr>
<td>Uniform:</td>
<td>Badge, choice of official OVP issued uniforms</td>
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<tr>
<td>Purpose:</td>
<td>To provide support to the patients and staff on the unit and at the bedside to impact the patient experience</td>
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| Qualifications:          | - Understanding of and ability to maintain patient confidentiality  
- Committed to the Mission of Upstate University Hospital  
- Sensitivity and respect for the diversity of the people we serve  
- Abide by all infection control standards  
- Conduct oneself in a mature and responsible manner  
- Positive and approachable attitude  
- Good communications skills  
- Able to communicate clearly in English; bilingual skills are helpful  
- Understanding and ability to use good customer service skills  
- Understand scope and limitations of the volunteer role assigned  
- Adhere to the Volunteer Code of Conduct  
- Adhere to the Volunteer Dress Code expectations  
- Desire to support the Patient Experience and support enhancing patient satisfaction within the scope of your role  
- Honor the commitment you have made to your role |
| Role Specific Qualifications: | - Comfortable in a clinical setting |
| Training:                | - Completion of New Volunteer Orientation through OVP  
- Maintaining compliance with annual and any additional, mandatory trainings  
- Completion of Department specific orientation  
- Shadow OVP staff or other seasoned volunteer  
- Vocera Training |

### Duties:

**Specific duties will vary from unit to unit, but may include:**

- Promote patient satisfaction by rounding on patients:
  - Addressing the 5 P’s- Potty, possession, PO, Pain and position  
  - Comfort rounding – providing blankets, magazine, water, pillows, ice packs when appropriate (alert nurse for other needs – meds, bathroom, etc.)
- Provide companionship as needed; conversing with patients/families
- Hand out Patient Education Folders
- Stock patient rooms/isolation carts- i.e. gloves, cavi wipes, gowns-
- Escort visitors to cafeteria, gift shop, or other areas of the hospital as needed; using a wheelchair when necessary
- Deliver paperwork, charts and specimens as requested
- Straighten waiting areas
Service Description - Volunteer

- Be available for other duties as requested

**Restrictions:**

- Volunteers are never to enter rooms or transport patients on Isolation Precautions
- Cannot provide hands-on care of patients, perform any duties which will result in contact with bodily fluids or handle soiled linens/soiled items
- Cannot assist in cleaning dirty rooms or stretchers
- Cannot transport a stretcher alone
- Cannot feed patients
- Cannot help patients in/out of bed, recliner or wheelchair

I agree that I have read and understand the scope of my role that I have been assigned. I agree to follow the description set out above. If I need further qualification, I will return to the OVP staff with questions.

<table>
<thead>
<tr>
<th>Volunteer Signature</th>
<th>Date</th>
<th>OVP Staff Signature</th>
<th>Date</th>
</tr>
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</table>