<table>
<thead>
<tr>
<th>Position Title:</th>
<th>Patient Support For Healing – Patient Care Partner</th>
</tr>
</thead>
<tbody>
<tr>
<td>Location:</td>
<td>Adult floors only</td>
</tr>
<tr>
<td>Reports To:</td>
<td>OVP Staff and Charge Nurse or Unit Secretary</td>
</tr>
<tr>
<td>Schedule:</td>
<td>Prefer weekdays, between 10am – 6pm. Schedule will depend on volunteer availability</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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</tbody>
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**Purpose:**

To offer bed-side support for patients to improve their mood through engaging in conversation, activities, and helping with meal consumption.

**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
- Will come to OVP with questions about any roles the volunteer can/cannot fill

**Role Specific Qualifications:**

- Comfortable in clinical areas, working directly with patients and clinical staff
- Desire and comfort level to initiate and engage in conversation with patients

**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 PSH volunteer
- Vocera is recommended, but not required

**Duties:**

- Patients on adult units that are not on precautions can be visited with. Visitation includes: conversation, listening, reading, utilizing items from Activity Case (i.e. playing cards, checkers, etc.).
- Pick up supply tote (including Activity Case). This includes the Activity Log, which needs to be filled out for each patient visited
- Stop by nursing stations on recommended units and introduce yourself so they are aware of
your presence on their unit
- Ask if there is anyone in need of a visit or supplies that you can assist with
- Offer to leave supplies for precaution room patients with nursing staff to be delivered by nursing
- Knock prior to entering a patient’s room and announce yourself
- Use antibacterial foam when entering and exiting all patient rooms
- If you are in the room when a meal arrives, assist by: clearing off and moving the tray table to where the patient can reach, offer to open containers and offer to sit and visit while they are eating (if you have a meal and are comfortable, you can offer to eat with them)
- Do not accept any food off of a patient’s tray
- Do not feed a patient
- If patient is unable to visit (due to; sleeping, staff member or visitor present, on phone, in bathroom or out of room for test), make a note and try to return to that room at the end of visits on that unit
- Obtain Patient label for each visit and adhere to log to accompany notes
- Place Activity Log face down in OVP office at end of shift
- Alert clinical staff if patient suddenly becomes ill or rapidly declines
- Alert staff if patient is or uses inappropriate language/messaging

Restrictions:
- Volunteers must not give physical support while walking patient
- Volunteer will not assist with transfers or pottying
- Volunteer will not offer food/liquids without approval of nursing
- Do not feed a patient
- Volunteer will not enter or engage with precaution room patients

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.

Volunteer Signature                Date                                                OVP Staff Signature          Date