INTERESTED IN VOLUNTEERING???

APPLY ONLINE

1. Log on to www.dimensionshealth.org
2. Click on the “Employment” tab located at the upper right hand corner of the page
3. Scroll down to the bottom of page. Click on apply now
4. Scroll down to the middle of the page until you see Select job category
5. Under job category scroll to the end and select/highlight…Volunteer/Clergy/Students (Non paid positions)
6. Click...Begin Search (do not select a facility)
7. View the listing of available opportunities
8. Click/highlight the Volunteer Prince George’s Hospital Center
9. Scroll down to the end of the page
10. Click here to apply for volunteer/Non paid positions
11. Complete the on-line application form and click submit

***First time users must register first. Click “Apply Now” to register. ***
If you have already registered, log in using your user name and password.

For more information, please contact Wanda Harper-Howard at 301-618-3795

Dimensions Healthcare System
Prince George’s Hospital Center
Volunteer Expectations – PGHC Emergency Department

The primary task of volunteers at PGHC ED will be customer service provision and recovery. Tasks will include:

- Assistance in greeting of patients
- Explaining course of visit
- Building expectations as to wait time
- Regular rounding in Main Side, Fast Track and Results Waiting areas to address concerns / changes in status / build expectations as to continued wait times
  - Rounding should occur in each site every hour
- Relaying concerns / status of waiting room to clinicians / charge nurse
- Customer service surveys and recovery
Volunteer Position Description

ER Hospitality Volunteer (Patient/Family)

LOCATION: Emergency Department

HOURS/DAYS: Monday through Sunday
Shifts may vary based on department needs.

JOB SUMMARY: To be a customer service liaison to patients and visitors in the Emergency Department at Prince George’s Hospital Center. Provide support to clinical staff and leadership in order to promote patient satisfaction and a positive patient experience.

DUTIES/PROCEDURES:

Job Duties and Responsibilities

1. Note patient’s name from census and greet each patient by name.
2. Introduce yourself by giving your name and title (Hospitality Volunteer). Make sure your badge is visible at all times and is at eye level.
3. Record all comments/complaints and make sure that they are relayed to Emergency Department staff.
4. Retrieve written and verbal communications that relay patient and/or family concerns. Document patient information and issues in patient relations logs and relay information to Charge Nurse, Nurse Manager, or physician.
5. Always check in with Charge Nurse or patient’s primary nurse prior to allowing visitors to the rooms.
6. Check with waiting patients and visitors in the Main Waiting Area and Ambulatory Care to assess their needs or identify questions.
   - Updating patient visitors on the status of their loved ones (as directed by the primary nurse or nursing staff.)
   - Provide magazines, books and other literature to waiting patients and visitors.
   - Guide/direct and/or escort visitors to other services such as the rest rooms, vending areas, Cafeteria, Noble Romans, Gift Shop Meditation Room, Pavilion, etc.
   - Assist in escorting stable patients (ambulatory or in a wheelchair) to and from ancillary departments (Radiology, ultrasound, CAT scan, etc.).
   - Under the supervision of the clinical staff, assist with recording of patient belongings and submission or retrieval from Security Office.
7. Hourly rounding on the Emergency Department main waiting room and Ambulatory Care area. Informing nursing staff of any concern by patient or family member of worsening symptoms (increase pain, fever, vomiting, etc.).
8. Periodically check to determine status of patients for family members or anticipated wait times for waiting ED patients.
9. Answer calls with scripted response. Attempt to refer call to appropriate staff member.
10. Do not give patients food or drink without first consulting with nursing staff.
11. Oversee Results waiting area (patients waiting for discharge). Make sure patients are kept informed of their wait and consult with physician or nursing staff immediately if patients want to leave before treatment is completed.

QUALIFICATIONS:

- Must maintain confidentiality of all information obtained.
- Be dependable and reliable.
- Good communication skills.
- Be dependable and reliable.
- Able to follow directions, work independently.
- Good health and physical condition.

TRAINING: Hospital orientation, hospital tour, emergency department tour, medelearn

SUPERVISION: Emergency Room Department Manager/Physician/Manager
Volunteer Services Coordinator

Volunteer Signature_________________________ Date______________