





# Table of Contents

**Introduction, 3**

**Mission & Learning Outcomes, 4**

**Getting Started:**

**A. Is Med Services Right for Me?, 5**

**B. Where Can I Volunteer? (DNA Base), 6**

**C. Unit Descriptions, 7**

**D. Sign-Up Process for New Volunteers, 22**

**E. Returner Sign Ups, 24**

**F. Sign-Up FAQ's, 24**

**Important Dates, 26**

**Contact Information, 27**

**Organization, 31**

**FAQ's, 32**

**Procedures & Policies:**

- A. **General Medical Services, 33**
- B. **UVa Health System, 36**
- C. **Martha Jefferson Hospital, 42**

## Introduction

### *WELCOME TO MEDICAL SERVICES!*

We are a team of dedicated UVa students connected by a passion in service in healthcare, regardless of career interests. As a “Med Services” volunteer, you will have the incredible opportunity to make a meaningful impact in the lives of patients, families, and staff members each week. Our work provides a critical service at several facilities in the larger Charlottesville community, including the UVA Health System, Sentara Martha Jefferson Hospital, Charlottesville Free Clinics, and New Century Hospice.

We thank you in advance for sharing your time and skills with the community and hope that this year-long, weekly commitment will be a memorable experience in your college career!

*SINCERELY,*

Mackenzie Shannon and Michael Lim

Head Program Directors

(P.S. Please refer to the ‘Getting Started’ section to start your journey with Med Services.)

Medical Services is a program within Madison House, the student volunteer center for the University of Virginia. For more information about Madison House, please visit the website at <http://www.madisonhouse.org>.

## Mission

Madison House Medical Services exists to serve patients and their families at the UVa Health System, Sentara Martha Jefferson Hospital, the Charlottesville Free Clinics, and New Century Hospice and to provide meaningful volunteer experiences to UVa students.

## Learning Outcomes

**Service.** Staff and patients of the unit have a need for proactive, compassionate service. Specific skills will be taught during training and orientation. Volunteers will learn to be proactive and respectful of life perspectives in a non-academic, diverse environment.

**Commitment.** The Community Partners (CP) and unit staff depend on each volunteer's presence every week. Volunteers will learn that their time is highly valued and learn how to make the most out of their weekly shift.

**Professionalism.** Volunteers will learn to communicate promptly with the unit's Program Director (PD) and to develop a professional relationship with other volunteers, PDs, CPs, and hospital clients.

# Getting Started

## A. Is Medical Services right for me?

Med Services is neither intended nor designed for experiences in shadowing or providing direct medical care. Our focus is on filling the community's needs, rather than padding students' pre-health resumes. We strongly discourage anyone from joining with the sole purpose of checking off a box for medical school applications.

Successful volunteers come in with a passion for service and an open mind. Regardless of your career goal, you are much more likely to enjoy yourself and to gain valuable skills and experiences if you come in excited to help the people we are privileged to meet. In this light, volunteering will certainly prepare you for a career in healthcare and beyond.

### What experiences are offered through Med Services?

- Year-long (academic), weekly 3-hour commitment at 1 unit
- Direct interaction with patients, their families, and/or staff
- Exposure to clinical and non-clinical settings in the hospital
- Exploring beyond the UVa "bubble"
- Connection with peer volunteers with similar interests
- Developing leadership and professional skills as a volunteer or Program Director (applications in Spring 2018)
- Support and guidance from your unit's Program Director

### What experiences are NOT offered through Med Services?

- Shadowing experience
- Direct experience in providing medical care

## B. Where Can I Volunteer?

We offer a variety of volunteering units, and your role will depend on the unit you sign up for. Each unit is led by a student **Program Director (PD)**, who will be your primary coordinator and contact.

### The Short Answer...

**At a unit matching your designated DNA Base!**

### The Long Answer...

Although interviews are the ideal way to determine which unit is right for YOU, Med Services cannot accommodate them for the hundreds of prospective volunteers. **Instead, you will be assigned a “DNA Base” based on a placement questionnaire sent out during the signup process** (see ‘The Sign-Up Process’ on p. 22.) **New volunteers must sign up for units under their designated DNA Base.** Returning volunteers with Returner Status may sign up for any unit.

**Adenine (A)** A pre-professional designation assigned only to those interested in volunteering at Pre-Dental, Pre-Pharmacy, or Pre-Physical Therapy sites.

**Guanine (G)** Volunteers should be comfortable taking direction from staff, completing assigned tasks, and interacting with patients they may encounter. They should be organized and detail oriented.

**Cytosine (C)** Volunteers should be comfortable working independently, taking occasional direction from staff, assisting staff without prompting, engaging in conversation with patients and assisting them as needed.

**Thymine (T)** Volunteers should be self-starters and work well under potentially uncomfortable or stressful conditions. Volunteers should feel comfortable approaching guests and engaging in conversation, and should actively seek out ways to help beyond their usually assigned tasks

## C. Unit Descriptions

The units listed below are organized first **by partner site (UVa Health System, Charlottesville Free Clinics, New Century Hospice, and Sentara Martha Jefferson Hospital)** then **by DNA base**. Please be familiar with your role before signing up.

**Warning!** Be aware that the unit name is often NOT related to the volunteer's role at that unit, which may be mostly administrative, for example. In contrast, some units require volunteers to converse with strangers and to be proactive in providing customer service.

## The UVa Health System

### Adenines

#### Dental (A) **\*Only pre-Dental students may sign up for this unit.**

**Summary:** At the **UVa Dental Clinic** (1222 JPA), volunteers primarily provide administrative support such as filing, making folders, copying documents, and stocking cleans supplies and occasionally assist in the dental lab. After the completion of these tasks volunteers can go to operation rooms and ask to shadow dentists/dental hygienists alongside residents. There is also an option to volunteer at the **UVa Pediatric Dental Clinic** (Battle Building).

**Requirement:** Must be interested in pursuing a dental career. Must be a self-starter with attention to detail and demonstrate excellent customer service skills. Must provide your own scrubs for this unit.

**Questions? Contact the unit's PD, Alexa Dray, at [and2vn@virginia.edu](mailto:and2vn@virginia.edu).**

#### Inpatient Therapy Services (A,T)

**\*Priority sign up is given to pre-Physical Therapy students.**

**Summary:** Volunteers who are pre-PT support physical therapy care by preparing equipment, materials, and assisting the therapist. Volunteers have a chance to form relationships with the physical therapy staff and help patients from nearly all levels and units of the main hospital. Providing administrative support may also be asked of you.

**Requirement:** Interest in pursuing a career in physical therapy. Ability to easily interact and engage in conversation; communicate clearly; understand and follow directions; work in a fast paced professional setting;



be mature and fairly independent; enjoy working directly with patients; lift, push, and pull objects up to 25 lbs and stand for long periods of time.

**Questions? Contact the unit's PD, Julie Hanson, at [jrh3ff@virginia.edu](mailto:jrh3ff@virginia.edu).**

## Guanines

### Outpatient Cancer Center- Flourish (G)

**Summary:** Flourish is a positive-image boutique in the Emily Couric Clinical Cancer Center (ECCCC) designed to help those facing cancer to look and feel their best. Help patients to feel more vibrant, confident and better able to face the challenges of cancer. Volunteers run the cash register, stock items, and offer excellent customer service.

**Requirement:** Demonstrate excellent customer service skills, ability to use cash register, stand or sit for prolonged periods of time, frequently bending, attention to detail, safe money handling, and proficient communications skills.

**Questions? Contact the unit's PD, Emily Lin, at [ezl9uu@virginia.edu](mailto:ezl9uu@virginia.edu).**

### Outpatient Cancer Center- Health Education (G)

**Summary:** Volunteers maintain the health education unit in the Emily Couric Clinical Cancer Center (ECCCC) by restocking and developing information materials for patients regarding all different aspects of cancer and treatment.

**Requirement:** Compassionate individual with clear communication skills and ability to help patients understand the information. Interest in stocking and compiling resources for multiple hours. Requires standing for prolonged periods.

**Questions? Contact the unit's PD, Emily Lin, at [ezl9uu@virginia.edu](mailto:ezl9uu@virginia.edu).**

### Outpatient Pharmacy (C,G,A)

**Summary:** Volunteers assist pharmacists and pharmacy technicians with administrative support by organizing prescriptions, restocking medicine, and helping patients. Volunteers who have Pharmacy Technician Certification must provide a copy of their certification to UVAHS Volunteer Services.

**Requirement:** Demonstrate excellent customer service and teamwork, ability to communicate effectively, stand for prolonged periods of time, walk long distances, attention to detail, organization skills, self-starter.

**Questions? Contact the unit's PD, Tim Yin, at [tcy9bj@virginia.edu](mailto:tcy9bj@virginia.edu).**

### Student Interpreter's Service Initiative (SISI) (G,C,T)

**Summary:** Volunteers aid Spanish-speaking patients and family members in non-medical interactions. **Spanish Patient Ambassadors** assist in non-medical interpretation, navigation, and social interaction. **Inpatient Ambassadors** help Spanish-speaking inpatients & their family members feel as welcome and comfortable in the hospital as possible. This involves

visiting the rooms of inpatients, asking them about their experience at the hospital and how it can be improved, ensuring they have been able to communicate effectively with the hospital staff through translators, and keeping them company through conversation or games/magazines. You may also be asked to assist with various clerical tasks such as: entry of International Rescue Committee (IRC) appointment requests for all supported refugee languages, entry of interpreter encounter outcome data in the Language Assistance Services database, and making appointment reminder calls.

**Requirement:** **Volunteers must be native or fluent speakers in BOTH English and Spanish, and have exceptional verbal communication skills.**

(What can be challenging about this job is understanding the different Spanish dialects so volunteers must be comfortable with the language.) They must be comfortable directly assisting families and caregivers in a healthcare setting, and be emotionally and mentally competent to understand patients' concerns.

**Questions? Contact the unit's PD, Ali Verster, at [ajv8j@virginia.edu](mailto:ajv8j@virginia.edu).**

### Support Services (G)

**Summary:** 7 different Support Services roles exist within the UVA Health System and Fontaine Research Park. Volunteers work one-on-one with department staff to assist in a variety of clerical and administrative duties including: answering the phone, greeting visitors, filing, data entry, mail, and other administrative tasks. **Minimal patient interaction.**

**Requirement:** Demonstrate excellent professional and customer service skills; communicate effectively both verbally and in writing; demonstrate attention to detail and organized.

**Questions? Contact the unit's PD, Jennifer Cyphers, at [jec3up@virginia.edu](mailto:jec3up@virginia.edu)**

### Surgical Admissions Suite (SAS) (G,C)

**Summary:** Volunteers help the patients get ready for their operation by assisting the Surgical Admissions Suite (SAS) staff with errands and other organizational tasks. Tasks include stocking supplies, preparing beds and any necessary items requested by the medical staff, meeting non-medical needs of patients.

**Requirement:** Demonstrate excellent customer service skills, attention to detail, organization skills, ability to sit and/or stand for prolonged periods of time, ability to walk, frequent bending/stooping and reaching.

**Questions? Contact the unit's PD, Katherine McLaughlin, at [kem6tz@virginia.edu](mailto:kem6tz@virginia.edu).**

### Surgical Supply (G,C)

**Summary:** Volunteers work in a sterile environment (scrubs provided) and transport supplies directly to the operating rooms (OR). Volunteers work entirely behind the scenes with **no patient contact**, alongside staff members who direct them. A typical shift includes carting supplies up the

elevator and to an OR room, collecting excess supplies and bringing it back down to the sterile core, and getting to know the full-time workers in the unit.

**Requirement:** Ability to communicate effectively, work in a team. Must have attention to detail and be organized. Ability to stand/walk for prolonged periods of time and to push a cart.

**Questions? Contact the unit's PD, Anne Elizabeth Heyes, at [aeh8hz@virginia.edu](mailto:aeh8hz@virginia.edu).**

## Cytosines

### Ambulatory Services - Interventional Radiology (C)

**Summary:** Volunteers work in a smaller, more closely supervised areas. Volunteers mostly work behind the scenes and assist department staff with a variety of clerical and administrative duties, including stocking up supplies in patients' rooms, making educational packets, and making stretchers for patients. Scrubs provided.

**Requirement:** Demonstrate excellent customer service skills, communicate effectively both oral and in writing, attention to detail, and organizational skills. Ability to stand/walk for prolonged periods of time.

**Questions? Contact the unit's PD, Chenyu Yang, at [cy5ke@virginia.edu](mailto:cy5ke@virginia.edu).**

### Escort & Wayfinding (C,T)

**Summary:** Volunteers provide a welcoming first and last impression while assisting Front Door Team members by: greeting patients and guests, providing directions, general information about the facility, escorting guests to their destination (option to operate shuttle golf cart) and discharge (wheelchair training provided).

**Requirement:** Must have a friendly, gregarious personality and be comfortable approaching strangers. Demonstrate excellent interpersonal and customer service skills, clear communication in English, use discretion and sound judgment while interacting with others, and remain calm when handling upset patients and family members. Ability to stand for prolonged periods of time, walk long distances.

**Questions? Contact the unit's PDs, Chelsea Li at [cel6rv@virginia.edu](mailto:cel6rv@virginia.edu) and Jack Purcell at [jtp3yx@virginia.edu](mailto:jtp3yx@virginia.edu).**

### Inpatient Cardiology: Friendly Visiting (C,T)

**Summary:** "Volunteers primarily assist unit staff and provide friendly visiting to inpatients. Major front desk duties include answering patient call bells and fulfilling their requests which can range from getting them a drink to paging their nurse for medication, and administrative duties include minor clerical work. Volunteers are encouraged to go visit the patients, sit and chat with them, offer reading materials and so forth to improve the overall quality of their hospital stay.

**Requirement:** Professional and tactful when interacting with patients and staff. Demonstrate excellent customer service and interpersonal skills, ability to communicate effectively, attention to detail.

**Questions? Contact the unit's PD, Sofia Jamal, at [sj5dc@virginia.edu](mailto:sj5dc@virginia.edu).**

### **Inpatient Cardiology: Rounding with Heart (C,T)**

**Summary:** RWH volunteers serve as “navigators” during morning rounds with the Cardiology direct care teams. As navigators, volunteers are responsible for facilitating the smooth operation of the rounds by paging nurses to upcoming rooms as well as communicating the order of room visits to the rounding team. A secondary task will be to support the Health Unit Coordinator at the nurses station.

**Requirement:** Must be proficient in using tablets (iPad) and communicate effectively and professionally. Professional and tactful when interacting with patients, medical care team, and staff. Demonstrate excellent customer service and interpersonal skills; attention to detail.

**Questions? Contact the unit's PD, Megan Nguyen, at [mtn7qn@virginia.edu](mailto:mtn7qn@virginia.edu).**

### **MICU (Medical Intensive Care Unit) (C)**

**Summary:** Volunteers primarily assist a Health Unit Coordinator (HUC) with administrative duties and may also assist nurses with various tasks.

**Most work is not direct patient-interaction** due to the nature of ICU medicine. The MICU is a great unit for becoming acquainted with staff and for learning how the ICU functions!

**Requirement:** Demonstrate excellent customer service and interpersonal skills, ability to communicate effectively, attention to detail.

**Questions? Contact the unit's PD, Jackie Chen, at [jc3rk@virginia.edu](mailto:jc3rk@virginia.edu).**

### **Outpatient Pharmacy (C,G)**

See description under Guanines.

### **Outpatient Surgery Center- Patient-Family Liaison (T,C)**

**Summary:** Volunteers act as a patient-family liaison between the Outpatient Surgery waiting lobby, the pre-op, and the post-op area. Volunteers assist staff by providing administrative support (assemble and disassemble charts) and answering calls as needed. Volunteers provide hospitality to patients and their families by greeting them, assisting with the check-in process, and “rounding” the OPSC waiting lobby.

**Requirement:** Must be a self-starter with professional and warm demeanour and outgoing personality. Excellent communication skills; ability to stand for a prolonged period of time; attention to detail.

**Questions? Contact the unit's PD, Graham Quinn, at [gcq5ne@virginia.edu](mailto:gcq5ne@virginia.edu).**

### **Student Interpreter's Service Initiative (SISI) (G,C,T)**

See description under Guanines.

### **Surgical Admissions Suite (SAS) (G,C)**

See description under Guanines.

### **Surgical Supply (G,C)**

See description under Guanines.

### **Transitional Care Hospital (C,T)**

**Summary:** Transitional Care Hospital is a satellite building for the UVa Hospital and provides a wide variety of volunteer experiences. There are 3 roles- HUC, friendly visitor, and PT/OT- and volunteers take on a combination of ALL three roles (regardless of what they sign up for) based on the unit's needs. Friendly visiting with patients provide a variety of comfort measures. Volunteers may work under the direction of a physical therapist to assist during therapy sessions. Volunteers also assist the Health Unit Coordinator (HUC) with such tasks as paperwork, answering phones, restocking and running errands.

**Requirement:** Mature & perceptive individual with friendly personality. Demonstrate excellent customer service and interpersonal skills; ability to communicate effectively; ability to use discretion and sound judgment while interacting with others; ability to sit and/or stand for prolonged periods of time and walk long distances.

**Special Requirements:** If you don't have a car you will need to take a shuttle to TCH.

**Questions? Contact the unit's PD, Molly Roberson, at [msr2ry@virginia.edu](mailto:msr2ry@virginia.edu).**

### **H4H Harmonies for Healing (C,T)**

**An interview and audition is required for this unit.**

**Summary:** Harmonies for Healing is a unit under medical services that allows students to play for patient's at UVa's Transitional Care Hospital. Music is played in a hallway setting, and patients are able to listen in order to help the healing process in their recovery.

**Requirement:** Mature & perceptive individual with friendly personality. Wide enough repertoire to play periodically for two hours. Soft instruments preferred.

**Questions? Contact the unit's PD, Grant Frazier, at [gdf8fa@virginia.edu](mailto:gdf8fa@virginia.edu).**

### **Thymines**

#### **Acute Pediatrics (T)**

**Summary:** Volunteers' main role is to provide comfort care to pediatric patients (including those under contact and droplet precautions) and families by visiting patients in their rooms and offering companionship and recreational/educational activities. You will have the opportunity to be trained as a "Baby Cuddler" to hold babies and provide touch stimulation and emotional engagement.

**Requirement:** Self-starter with mature, outgoing, and perceptive personality. Demonstrate excellent interpersonal and customer services

skills. Ability to use discretion and sound judgment while interacting with others; communicates effectively. Ability to sit or stand for prolonged periods of time, ability to walk long distances.

**Questions? Contact the unit's PDs, Neeka Nazari and Elizabeth Wat, at [acutepeds2018@gmail.com](mailto:acutepeds2018@gmail.com).**

### **Ambulatory Services - Cardiac Transition Unit (T)**

**Summary:** Volunteers primarily assist staff with a variety of administrative duties including answering the phone, greeting visitors, filing, data entry, mail, and more. They may provide friendly visiting and hospitality service to patients and families.

**Requirement:** Demonstrate excellent customer service skills, communicate effectively both oral and in writing, attention to detail, organizational skills

**Questions? Contact the unit's PD, Chenyu Yang, at [cy5ke@virginia.edu](mailto:cy5ke@virginia.edu).**

### **Emergency Department- Clinic (T)**

**Summary:** Volunteers assist staff and patients in the patient care area of the Emergency Department (ED). Duties include stocking supplies and making "comfort rounds" on stable patients. Additional tasks may be requested and performed during slow times, such as restocking supplies, ordering wheelchairs, stretchers, and way finding.

**Requirement:** Must be comfortable handling patients who are stressed/tired. Demonstrate excellent interpersonal and customer services skills with mature, friendly, perceptive personality. Ability to communicate effectively in person and by telephone, have basic computer and cell phone skills. Ability to walk, stand, and sit for prolonged periods of time.

**Questions? Contact the unit's PDs, Mercy Mazurek at [mhm6a@virginia.edu](mailto:mhm6a@virginia.edu) and Umar Arshad at [ua8md@virginia.edu](mailto:ua8md@virginia.edu).**

### **Escort & Wayfinding (C,T)**

See description under Cytosines.

### **Emergency Department- Lobby Liaisons (T)**

**Summary:** Lobby Liaisons staff the waiting room in the Emergency Department (ED), supporting families of patients receiving emergency treatment. Volunteers track patients' progress, facilitate communication with medical staff, direct families and patients to hospital and community resources, and offer support as families await news of their loved ones and escort authorized visitors to the patient's bedside; a busy location, suitable for high-energy volunteers.

**Requirement:** Must be comfortable handling patients who are stressed/tired and working in a fast-paced setting. Demonstrate excellent interpersonal and customer services skills with mature, friendly, perceptive personality. Ability to stay calm when dealing with upset patients and family members. Ability to communicate effectively in person and by telephone, have basic computer and cell phone skills. Ability to walk, stand, and sit for prolonged periods of time.

**Questions? Contact the unit's PDs, Olivia Marcantonio at omm5mh@virginia.edu and Kate Daniel at kbd2tm@virginia.edu.**

### **Inpatient Cardiology- Friendly Visiting (C,T)**

See description under Cytosines.

### **Inpatient Cardiology- Rounding with Heart (C,T)**

See description under Cytosines.

### **Inpatient Oncology (T)**

**Summary:** Volunteers primarily provide friendly visiting to oncology patients on 8-West & Stem Cell Unit, by going room to room and offering companionship, empathetic listening, and a cheerful diversion with shared activities. Volunteers also assist staff with administrative duties, such as stocking drawers when needed. .

**Requirement:** Compassionate, mature individual who is comfortable interacting with cancer patients. Demonstrate excellent customer service and interpersonal skills, ability to communicate professionally and effectively, attention to detail.

**Questions? Contact the unit's PD, Shiv Sharma, at ss2ky@virginia.edu.**

### **Inpatient Therapy Services (A,T)**

See description under Adenines.

### **Outpatient Cancer Center- Clinic Hospitality (T)**

**Summary:** Volunteers provide friendly hospitality and support to patients and their loved ones in the Emily Couric Clinical Cancer Center (ECCCC) outpatient clinic waiting areas by offering patients and their families a warm welcome, empathetic listening, and refreshments. In other words, volunteers will visit each waiting room during their shift and bring a cart loaded with beverages & activity sheets.

**Requirement:** Compassionate, mature individual who is comfortable interacting with cancer patients. Demonstrate excellent interpersonal and customer service skills, ability to work in teams, communicate effectively in person. Requires standing for prolonged periods, frequently bending/ stooping, and walking.

**Questions? Contact the unit's PD, Alisha Malak, at am6dg@virginia.edu.**

### **Outpatient Cancer Center- Infusion Hospitality (T)**

**Summary:** Volunteers provide friendly hospitality and support to patients and their loved ones in the Emily Couric Clinical Cancer Center (ECCCC) outpatient infusion clinic by serving refreshments, comfort care items, empathetic listening, and practical support to patients receiving intravenous medications.

**Requirement:** Compassionate, mature individual who is comfortable interacting with cancer patients. Demonstrate excellent interpersonal and customer service skills, communicate effectively in person. Requires standing for prolonged periods, frequently bending/stooping, and walking.

**Questions? Contact the unit's PD, Monica Gonzalez, at [mig4cn@virginia.edu](mailto:mig4cn@virginia.edu).**

### Outpatient Pediatrics- Clinic (T)

**Summary:** Volunteers assist therapy staff and support occupational or physical therapy care by preparing equipment/materials and assisting the therapist with activities during treatment. The **"OT PT and Social Skills" unit** includes working with therapists and children and organizing toys and supplies. The **"Go Girls" unit** focuses on teaching children about healthy behaviors. A typical Go Girls class includes zumba and a talk about living a healthy lifestyle.

**Requirement:** Must love working directly with children and be a self-starter with mature and active personality. Ability to easily engage in conversation with both children and professionals; clear written and verbal communication; understand and follow directions. Ability to lift objects up to 25 pounds, push, pull, and stand for long periods of time. For Go Girls, volunteers should feel comfortable working out and promoting empowerment and healthy living.

**Questions? Contact the unit's PD, Georgia Farthing, at [gif5qb@virginia.edu](mailto:gif5qb@virginia.edu).**

### Outpatient Pediatrics- Creativity Zone (T)

**Summary:** This unit is entirely self-guided, and volunteers are responsible for entertaining children and their families in the waiting room. During a typical shift, you will lead activities, read stories, and do simple crafts with children in UVA Children's Hospital. Activities include arts and crafts, book reading, and playing with toys such as trains and play kitchens. These activities help children, parents, and siblings relax. Volunteers are responsible for making sure every child leaves with a book, which means they must assess reading levels and interact with the child in a positive way.

**Requirement:** Must love working directly with children and be a self-starter with mature, friendly, and perceptive personality. Demonstrates excellent interpersonal and customer service skills. Ability to easily interact and engage in conversation, communicate clearly, and lead activities. Frequent bending, stooping, attention to detail, must write legibly, read well orally, hear, speak and see, and accommodate constant flux of children in a noisy environment.

**Questions? Contact the unit's PDs, Bailey McGrew and Claire Dalby, at [uva.creativity.zone@gmail.com](mailto:uva.creativity.zone@gmail.com).**

### Outpatient Surgery Center- Patient-Family Liaison (T,C)

See description under Cytosines.



### **Patient Ambassador (T)**

**Summary:** Working with a partner, Patient Ambassadors first check-in with Volunteer Services to see if there are any flowers or e-cards to deliver to patients. After finishing deliveries (approx. 30 min,) Ambassadors make rounds floor-by-floor with a cart containing magazines and puzzles, checking-in with each patient to see if they can provide entertainment or companionship. We strive to improve the quality of stay of patients, both short and long-term, while they reside in the hospital. Patients are always grateful for the services we provide or just for a friendly face stopping by their rooms!

**Requirement:** Demonstrate excellent customer service and interpersonal skills, ability to communicate effectively, able to collaborate with others, mature, friendly and perceptive personality. Ability to stay calm when dealing with upset patients and family members, ability to walk long distances.

**Questions? Contact the unit's PD, Liam Spiers, at [lms3wf@virginia.edu](mailto:lms3wf@virginia.edu).**

### **Student Interpreter's Service Initiative (SISI) (G,C,T)**

**See description under Guanines.**

### **Transition Care Hospital (C,T)**

**See description under Cytosines.**

## Charlottesville Free Clinics

The Charlottesville Free Clinics provide free medical care, dental care, and pharmacy service for low-income and uninsured adults between the ages of 19-64 and their families in the Charlottesville area.

### Free Clinic - Pharmacy and Evening shifts (C)

**Summary:** Volunteers may perform a variety of roles during one of the following two shifts. **Pharmacy shifts:** Volunteers work in the pharmacy filling prescriptions, interacting with patients, and handing prescriptions to patients. **Evening clinic shift:** Volunteers will work at the front desk, in the pharmacy, or as screeners.

**Requirement:** Compassionate individual willing to demonstrate excellent interpersonal and customer service skills. Ability to easily interact and engage in conversation.

**Questions? Contact the unit's PD, Matt Campbell, at [mkc3sg@virginia.edu](mailto:mkc3sg@virginia.edu).**

### Free Dental Clinic (A,G,C) \*Priority sign up is given to pre-Dental students.

**Summary:** Volunteers greet patients, converse with them to make them comfortable, present a consent form, and take blood pressure. They also assist dentists during acute procedures. Tasks of volunteers are similar to those of a dental assistant: set-up and clean-up of clinic rooms, preparing tools, working in the laboratory, and interacting with patients.

**Requirement:** Same requirements as Free Clinic volunteers. In addition, must become familiar with all the tools used during acute procedures (mainly extractions) and follow the safety procedures since there are several health hazards in the clinic setting.

**Questions? Contact the unit's PD, Alisha Sahu, at [as6zz@virginia.edu](mailto:as6zz@virginia.edu).**

## New Century Hospice

NCH serves patients at various facilities in the Charlottesville area. Hospice provides care to seriously ill patients with the goal of improving the quality of their end-of-life care and is focused on providing support to patients and loved ones during difficult times.

### Hospice Care at NCH (C,G)

**Summary:** Volunteers may choose from administrative tasks and/or patient visiting, but all shifts will involve some level of patient interaction. Volunteers will make deeply emotional relationships with people who will die in the near future and patients may be in various states of physical and mental health.

**Requirements:** Must be comfortable with direct patient contact. Must have high emotional maturity and be comfortable with end-of-life situations.

**Questions? Contact the unit's PD, Megan Ha, at [mvh3cx@virginia.edu](mailto:mvh3cx@virginia.edu).**

## Asera Care

**Summary:** We are excited to offer this new volunteer opportunity in Fall 2017! Volunteers will volunteer at various Hospice centers in Charlottesville, and can help with administrative tasks and spend time interacting with patients. Volunteers will have the opportunity to make meaningful relationships with patients are in the end stages of their lives. **(C, G, T)**

**Requirements:** Volunteers must not have experienced death in the family in the past year. Must be comfortable with direct patient contact. Must have high emotional maturity and be comfortable with end-of-life situations.

**Questions? Contact Madison Hecht, at [mrh4da@virginia.edu](mailto:mrh4da@virginia.edu).**

## Planned Parenthood

**Summary:** Planned Parenthood is a trusted health care provider, an informed educator, a passionate advocate, and a global partner helping similar organizations around the world. Planned Parenthood delivers vital reproductive health care, sex education, and information to millions of people worldwide. Volunteers will be responsible for patient advocacy work. **(C, G, T)**

**Requirements:** Volunteers must be comfortable with speaking to patients firsthand as well as via telephone. Volunteers must be able to drive to and from the site.

**Questions? Contact Dana Needham and Brittany Shook, at [bss4uc@virginia.edu](mailto:bss4uc@virginia.edu) or [drn8zv@virginia.edu](mailto:drn8zv@virginia.edu)**

## Martha Jefferson Hospital

Sentara Martha Jefferson Hospital (MJH) is a privately-run, 176-bed facility located near Peter Jefferson Parkway. Volunteers must drive to the site or arrange a carpool with another volunteer willing to drive.

### Guanines

#### MJH Cornell 3- General Surgery Department (C,G)

Cornell 3 is a medical-surgical unit in which patients are preparing for or recovering from surgery.

**Summary:** Volunteers will assist the hospital staff with delegated tasks, help stock rooms, and interact with the patients and families. Some tasks include restocking supplies, preparing rooms for new patients, aiding the nursing staff, and making rounds to ensure patients are comfortable and that their stay is as pleasant as possible.

**Requirements:** Demonstrate excellent customer service skills and is comfortable taking directions from staff.

**Questions? Contact the unit's PD, Devin Lucas, at [dml2sf@virginia.edu](mailto:dml2sf@virginia.edu).**

### MJH Wendel 1- ICU (C,G)

**Summary:** Wendel 1 is the Intensive Care Unit at Martha Jefferson. The main tasks in the unit are to answer the phone and act as a liaison with the nurses to communicate information between them and others contacting the unit. Volunteers should be comfortable interacting with others in this role. Volunteers will occasionally perform other administrative tasks and errands, such as scanning documents, running errands within the hospital, or stocking supplies, but patient interaction is limited. Overall, the unit is a relatively non-stressful environment.

**Requirements:** Clear communication skills and ability to follow directions.

**Questions? Contact the unit's PD, Schyler McDonnell, at [sjm5fs@virginia.edu](mailto:sjm5fs@virginia.edu).**

### MJH Operating Room (OR) (G,C,T)

**Summary:** Volunteers in the Operating Room (OR) Unit at SMJH will help the OR staff clean and prepare rooms between surgeries. They will also be responsible for ensuring that fluids, blankets, and other supplies are well stocked in substerile rooms. Additional tasks include making surgical bags, checking pillowcases, and restocking turnover kits, masks, etc. In this hands-on unit, volunteers will gain valuable experience in a hospital setting. Furthermore, they will often have the chance to observe the variety of cases that come into the hospital, as surgeons sometimes allow volunteers to watch their surgeries.

**Questions? Contact the unit's PD, Helen Query, at [heq8ef@virginia.edu](mailto:heq8ef@virginia.edu).**

## Cytosines

### MJH Cornel 1- Telemetry (T,C)

The Telemetry Unit works with a wide range of patients who have/had cardiac-related problems (high risk of stroke or arrhythmia.)

**Summary:** Volunteers assist the charge nurse with a variety of tasks with and without patient contact. **Patient-assistance tasks** include wheeling patients to MRI testing or out of the hospital, sitting in with disoriented patients, going on rounds to make sure patients' needs are met, preparing food and drinks for patients, and providing comfort to patients and their families. **Administrative tasks** include answering phones, setting up and maintaining order of patient charts, and ordering patient information stickers, setting up patient rooms, and helping with whatever nurses need.

**Questions? Contact the unit's PD, Anahita Sharma, at [ahs3zq@virginia.edu](mailto:ahs3zq@virginia.edu).**

### MJH Cornel 2- Med/Surgery & Oncology (T,C)

Cornell 2 is the inpatient oncology ward.

**Summary:** Volunteers assist the nursing staff with routine chores such as refilling patient's water pitchers, restocking gloves, and wiping down work stations. In addition, they provide companionship and friendly visiting to patients. During shifts later in the evening, volunteers will also be responsible in helping with the front desk where they will answer phone calls and the patient call bells, directing them to the proper staff member.

**Requirements:** Friendly, outgoing individual who enjoys meeting new people. Ability to initiate conversations with strangers and follow directions.

**Questions?** Contact the unit's PD, Emma Smith, at [ecs8fq@virginia.edu](mailto:ecs8fq@virginia.edu).

### **MJH Cornel 3- General Surgery Department (C,G)**

See description under Guanines.

### **MJH "Caring Always Cart" Program (C)**

**Summary:** Volunteers go on rounds to patient rooms to talk to patients and provide items patients might want, such as magazines or snacks. This is a great opportunity to see patients in a variety of units, as well as to gain experience speaking to patients.

**Requirements:** Friendly; lift objects up to 15 pounds, push, pull, and stand for long periods of time.

**Questions?** Contact the unit's PD, Alexis Catalano, at [amc5ap@virginia.edu](mailto:amc5ap@virginia.edu).

### **MJH Wendel 1- ICU (C,G)**

See description under Guanines.

### **MJH Wendel 2- Orthopedics Department (C)**

Wendel 2 is a unit where most of the patients who have just received knee or hip replacements are recovering from surgery and undergoing physical therapy.

**Summary:** Volunteers work very closely with the nurses to assist group therapy sessions by setting up equipment, providing snacks, conversation, and comfort for the patients, ensuring the patient rooms are stocked with medical supplies, and transporting patients after their discharges. When not involved in a group session or therapy, volunteers perform administrative task or visit patient rooms to provide assistance for other needs.

**Requirements:** Clear communication skills and ability to follow directions.

**Questions?** Contact the unit's PD, Ashley Ewing, at [ane7sd@virginia.edu](mailto:ane7sd@virginia.edu).

### **MJH Wendel 3- Obstetrics/Women's Services (C,G)**

See description under Guanines.

### **MJH Operating Room (OR) (G,C,T)**

See description under Guanines.

## **Thymines**

### **MJH Cornel 1- Telemetry (T,C)**

See description under Cytosines.

### **MJH Cornel 2- Med/Surge & Oncology (T,C)**

See description under Cytosines.

### **MJH Operating Room (OR) (G,C,T)**

See description under Guanines.

### **MJH Emergency Department (T)**

**Summary:** Martha Jefferson Hospital's Emergency Department is a unit where the volunteers focus on assisting the nurses and ensuring that the ED runs as efficiently as possible. Several tasks include, cleaning and prepping dirty rooms (e.g. replacing soiled linen with clean linen, spraying down surfaces, and restocking supplies), interacting with patients and fulfilling any of their needs, and any other tasks assigned by the nurses. Completing every task diligently is essential to providing the best possible care that the patients in the ED deserve.

**Requirement:** Must be able to work in a fast-paced setting and keep calm in potentially stressful situations. Easily engage in conversation with strangers and follow directions.

**Questions? Contact the unit's PDs, Matt Hagood and Michael Clark, at [mch9md@virginia.edu](mailto:mch9md@virginia.edu) and [dmc2dn@virginia.edu](mailto:dmc2dn@virginia.edu), respectively**

## D. The Sign-Up Process

If you've decided that Med Services is right for you, you are on your way to becoming a volunteer! Make sure that you are ready to commit three hours weekly to volunteering in BOTH Fall and Spring semesters. The hospital staff rely on our attendance! The following steps are required for new volunteers to sign up for a weekly 3-hour shift. **Please see the "Important Dates" section on pg. 26 to be sure you are available for mandatory training!**

1. Have at least one free 3-hour block during weekdays & be able to commit for the entire academic year.
2. Complete and obtain **documentation** of required immunizations before Sign-up Sunday (9/9).
  - a. UVA Health System: **2 doses of varicella or have had chicken pox (need documentation or titer test results); 2 doses of the MMR (Mumps, Measles, Rubella); 1 TDAP (tetanus, diphtheria, pertussis) vaccines received before Aug 1, 2018.**  
**NOTE: Anyone who has received live-virus vaccines later than Aug 1 is INELIGIBLE to volunteer at UVAHS but may still sign up at other sites (MJH, CFC, NCH, Asera). UVAHS now requires a titer test for varicella if documentation is unavailable.**
  - b. Charlottesville Free Clinic, Sentara Martha Jefferson Hospital, New Century Hospice and Asera Care: no requirements before signup
  - c. We strongly encourage all applicants to complete immunization requirements for UVAHS if possible, since the majority of shifts are offered through UVAHS.
3. Attend one of four required Information Sessions.
  - a. Mon 9/3, 6-7 pm, Ern Commons
  - b. Tues 9/4, 6-7 pm, Ern Commons
  - c. Wed 9/5, 6-7 pm, Ern Commons
  - d. Thurs 9/6, 6-7 pm, Newcomb Ballroom (3rd floor)  
 \*Ern Commons is in First Year New Dorms area

4. Complete the **Online Application Form** (sent via email after you attend the Information Session.)
  - a. All applicants will be emailed a sign-up appointment time and a DNA base by Sat 9/8 afternoon. (See p. 5 'Where can I volunteer?')
5. Become familiar with the volunteer units offered through Medical Services and their tasks by...
  - a. Attending the **PD Meet & Greet** (highly recommended)  
WHEN: Thurs 9/6 TIME TBD  
WHERE: Kaleidoscope Room (Newcomb 3rd floor)
  - b. OR reading through all unit descriptions on p. 6.
6. Sign up for a shift at a unit of your designated DNA Base on **Sign Up Sunday**, during your appointment time (sent via email by Sat 9/8 afternoon). Do arrive on time or a few minutes earlier, but there also is no advantage to coming extremely early.
  - WHEN: 9/9, appointment time between 9am-5pm
  - WHERE: Newcomb Ballroom (3rd floor)
  - **Under 18?** Please fill out AND print [THIS FORM](#). You will need to bring this when you signup on Sunday.
  - After Sign Up Sunday, programs vary in their prerequisites. **Please pay special attention to the instructions you receive on Sign Up Sunday.**
7. Authorize a background check (UVAHS, MJH, and Asera only). Complete online modules and complete a TB screening (MJH only).
8. Attend hospital orientation (and complete Tb test for UVa).
  - a. See "Important Dates" below for details.
9. Complete unit-specific training with the Program Director.
10. Receive the annual flu shot (UVAHS & MJH only).
  - a. Volunteers will be notified of free flu shot clinics.



## Returning Volunteers...

**Please look out for an email near the beginning of the semester detailing the sign-up procedure.**

Returner Sign-Ups will take place at Madison House in the week of Aug. 27, 2018. Volunteers who did not get returner status must attend an information session to receive an appointment time for Sign Up Sunday as described on p. 22.

## Sign-Up FAQ's

### **IS THIS THE ONLY VOLUNTEER OPPORTUNITY THROUGH MADISON HOUSE FOR PRE-MED STUDENTS?**

No. Madison House also offers opportunities through our [Adopt-a-Grandparent](#) and [Recreational Therapy](#) programs. Both of these programs have hands-on patient care.

### **IF I CANNOT MAKE IT TO SIGN-UP SUNDAY, CAN I STILL SIGN UP FOR A VOLUNTEER SHIFT?**

No. You must attend Sign-Up Sunday in person at your designated appointment time, no exceptions.

### **AM I GUARANTEED A SHIFT AS A MEDICAL SERVICES VOLUNTEER IF I ATTEND AN INFORMATION SESSION?**

No. There are typically over 1,000 interested students and approx. 600 available shifts (depending on the needs of our partner sites at UVA Health System, Martha Jefferson Hospital, and the Charlottesville Free Clinic). Sign-up times are assigned randomly without the consideration of additional factors (prior interest, year). However, those who are willing to be flexible with regards to their unit and shift time are usually able to be placed.

### **IS THERE A WAITING LIST?**

If you are not able to sign up for a shift and are eligible to volunteer at UVAHS, you may be placed on the Medical Mosaics list. If you are not able to sign up for a shift and are eligible to volunteer at Martha Jefferson Hospital Units you will be placed on a Needs Assignment list. Those who work with the Medical Mosaics and Needs Assignment PDs have a very high rate of being placed into a volunteer unit!

### **WHAT IMMUNIZATIONS ARE REQUIRED TO BE ELIGIBLE TO SIGN UP FOR MEDICAL SERVICES?**

Beyond entrance immunizations required for the University, volunteers interested in signing up for a UVA Health System unit must have had the

chickenpox or 2 doses of the varicella vaccine. Additionally, UVA Health System volunteers must undergo a two-part Tb skin test and receive a mandatory flu vaccine when they become available in the fall. Martha Jefferson Hospital requires a TB test, while a flu vaccine is optional.

**WILL I BE ABLE TO SHADOW A DOCTOR AND OR HAVE A CLINICAL EXPERIENCE?**

No. We do not offer shadowing or clinical experiences through the volunteer office. As a volunteer, you will be able to learn a lot about the hospital environment and the roles of different healthcare professionals in caring for patients. Volunteers never give medical care.

**WHAT ABOUT TRAINING?**

After attending a mandatory (annual) orientation, position specific training comes next. You will receive a position description and training geared specifically to the job you'll be doing. You'll participate in training sessions, and work closely with your program director and/or community partner. You'll discuss the tasks you'll be doing, and work through a training checklist for the specific role you are filling.

**IS THERE A DRESS CODE?**

Yes. Volunteers at the UVA Health System follow the same dress code as UVA Health System employees. Volunteers should not wear jeans, shorts, sweatpants, yoga pants, sweatshirts, open toe shoes, or t-shirts. No halter tops or bare midriffs. Volunteers may not have visible facial piercings or tattoos. Some patient areas have additional dress code requirements. All volunteers must wear their Volunteer hospital ID badge while on duty. If a uniform is required for your role, it will be provided to you. Uniforms are worn over the volunteer's street clothes. The dress code at Sentara Martha Jefferson Hospital is essentially the same as that of the UVA Health System.

**I need a copy of my TB/Flu shot for work outside of UVA.**

If you are a UVA Health System volunteer, you will sign a Release of Information statement at the beginning of the year. When you need the documentation, you must call directly to UVA Employee Health at 434-924-2013 to request your record. Shots given at Employee Health are NOT reflected on your immunization record with Healthy Hoos.

## Important Dates

### Signing Up

#### Information Sessions (ONE session required for new volunteers)

- I. Mon 9/3, 6-7 pm, Ern Commons
- II. Tues 9/4, 6-7 pm, Ern Commons
- III. Wed 9/5, 6-7 pm, Ern Commons
- IV. Thurs 9/6, 5-6 pm, Newcomb Ballroom (3rd floor)

#### PD Meet & Greet (optional) Thurs 9/6 TIME TBD

#### Sign Up Sunday (required for new volunteers)

Sun 9/9, during your appointment time (sent via email by  
Sat 9/8 afternoon) between 9am-5pm, Newcomb Ballroom

### UVA Health System Volunteers

#### Safety & Service Orientation (required)

- I. *Option 1:* Tuesday 9/11, 6-9 pm, Pinn Hall Conference Center
- II. *Option 2:* Friday 9/14, 2-5 pm, Pinn Hall Conference Center
- III. *Option 3:* Monday 9/17, 6-9 pm, Pinn Hall Conference Center
- IV. *Option for returners only:* Fri 9/7, 2-4 pm, Education Resource Center (ECCC 2nd floor)

**Tb screening (required)** - Must pick ONE option and attend all three dates for that option. Bring a government photo ID (ie: driver's license or passport, *not* UVA student ID). You must also know your SSN, if applicable. Drop by Employee Health (1st floor of 1222 JPA, hours are M/W/Th/F 8-12N & 1-4:30PM, Tu 8:00-12N & 1-3:45pm):

- I. *Option 1:* Mon 9/10, Mon 9/17, AND Wed 9/19.
- II. *Option 2:* Tues 9/11, Tues 9/18, AND Thurs 9/20.
- III. *Option 3:* Wed 9/12, Wed 9/19, AND Fri 9/21.
- IV. *Option for returners only:* Fri 9/7, 2-4pm, Education Resource Center (ECCC 2nd fl) (during the returners only S&S)

**Returner "One Stop" S&S + 1st TB placement** is an option for **UVAHS** returners only. Returners may also attend above Tb/S&S dates instead.

Fri 9/7, 2-4pm, Education Resource Center (ECCC 2nd fl)

\*Must have placed TB test read later on

### Sentara Martha Jefferson Volunteers

**Online Application Deadline: 9/09/18 (Thursday) by 11:59pm**

**Online Modules Deadline: 9/13/18 (Thursday) by 5pm**

#### Orientation (One session required)

- I. Mon, 9/24, 6:00-8:00pm, Sentara Martha Jefferson  
Dominion Conference Room, Hospital, Ground floor
- II. Thurs, 9/27, 6:00-8:00pm, **TBD**

#### TB Assessment (One session required)

- I. Tues, 9/18, 9:00-11:30am,  
Location: 590 Peter Jefferson Pkwy 2nd floor  
Occupational Health Department
- II. Wed, 9/19, 9:00-11:30am; same location
- III. Thurs, 9/20, 12:30-3:00pm; same location
- IV. Fri, 9/21, 12:30-3:00pm; same location

**Flu Clinic Dates TBD**

## Contact Information

### Medical Services Head Program Directors

[Mackenzie Shannon](#), Head Program Director for **UVa Health System** units

[Michael Lim](#), Head Program Director for **Sentara Martha Jefferson Hospital, Charlottesville Free Clinics & New Century Hospice** units

Both HPDs can be reached at [medicalservices@madisonhouse.org](mailto:medicalservices@madisonhouse.org).

### Site Community Partners

[Maureen Oswald](#), Volunteer Coordinator at **UVa Health System**  
[mmo7u@hscmail.mcc.virginia.edu](mailto:mmo7u@hscmail.mcc.virginia.edu)

[Renee Walker](#), Volunteer Coordinator at **Sentara Martha Jefferson Hospital**  
[RMWALKER@sentara.com](mailto:RMWALKER@sentara.com)

[Laura Young](#), Volunteer Coordinator at **Charlottesville Free Clinic (Clinic)**  
[laura@cvillefreeclinic.org](mailto:laura@cvillefreeclinic.org)

[Anne Cressin](#), Volunteer Coordinator at **Charlottesville Free Clinic (Dental)**  
[anne@cvillefreeclinic.org](mailto:anne@cvillefreeclinic.org)

Margaret DiMeglio, Volunteer Coordinator for **Asera Care**  
margaret.dimeglio@aseracare.com

### **Madison House Program Advisor**

Faran Saeed, Director of Community Engagement at Madison House  
faran@madisonhouse.org

## Medical Services Program Directors

UVA Health System		
Spanish Interpreters (SISI)	Ali Verster	ajv8j@virginia.edu
Harmonies for Healing (H4H)	Grant Frazier	gdf8fa@virginia.edu
Acute (Inpatient) Pediatrics	Elizabeth Wat	ekw7nf@virginia.edu
	Neeka Nazari	nn7kb@virginia.edu
	Joint email account	acutepeds2018@gmail.com
Outpatient Pediatrics (Clinic)	Georgia Farthing	gif5qb@virginia.edu
Outpatient Pediatrics (Creativity Zone)	Bailey McGrew	bjm8sx@virginia.edu
	Claire Dalby	ced5as@virginia.edu
	Joint email account	uva.creativity.zone@gmail.com
UVA Dental Clinic	Alexa Dray	and2vn@virginia.edu
Inpatient Therapy Services	Julie Hason	jrh3ff@virginia.edu
Outpatient Pharmacy	Tim Yin	tcy9bj@virginia.edu
ED Lobby Liasons	Olivia Marcantonio	omm5mh@virginia.edu
	Kate Daniel	kbd2tm@virginia.edu
ED Clinic	Mercy Mazurek	mhm6a@virginia.edu
	Umar Arshad	ua8md@virginia.edu
Surgical Supply	Anne Elizabeth Heyes	aeh8hz@virginia.edu
Support Services	Jennifer Cyphers	jec3up@virginia.edu
Ambulatory Services: CTU, Interventional Radiology	Chenyu Yang	cy5ke@virginia.edu
MICU	Jackie Chen	jc3rk@virginia.edu
Inpatient Oncology	Shiv Sharma	ss2ky@virginia.edu
Outpatient Cancer Center	Alisha Malak - Clinic Waiting Room Hospitality	am6dg@virginia.edu

	Emily Lin- Flourish, Health Ed & Admin Support (3)	ezl9uu@virginia.edu
	Monica Gonzalez-Cejo - Infusion Hospitality	mig4cn@virginia.edu
Inpatient Cardiology	Sofia Jamal	sj5dc@virginia.edu
Rounding with Heart	Megan Nguyen	mtn7qn@virginia.edu
<b>Charlottesville Free Clinic</b>		
Clinics	Matt Campbell	mkc3sg@virginia.edu
Dental	Alisha Sahu	as6zz@virginia.edu
<b>Asera Care</b>		
AseraCare	Madison Hecht	mrh4da@virginia.edu
<b>Planned Parenthood</b>		
Planned Parenthood	Dana Needham	drn8zv@virginia.edu
Planned Parenthood	Brittany Shook	bss4uc@virginia.edu
<b>New Century Hospice</b>		
Hospice Care	Megan Ha	mvh3cx@virginia.edu
<b>Sentara Martha Jefferson</b>		
General Surgery Dept	Devin Lucas	dml2sf@virginia.edu
ICU	Schyler McDonnell	sjm5fs@virginia.edu
Operating Room	Helen Query	heq8ef@virginia.edu
Telemetry	Anahita Sharma	ahs3zq@virginia.edu
Oncology	Emma Smith	ecs8fq@virginia.edu
Caring Always Cart	Alexis Catalano	amc5ap@virginia.edu
Orthopedics Dept	Ashley Ewing	ane7sd@virginia.edu
Emergency Department	Matt Hagood and Michael Clark	lmch9md@virginia.edu and dmc2dn@virginia.edu

# Organization

## **“Program Director” (PD)**

Each unit is coordinated by 1-2 unit Program Directors. They are UVA students who have gone through the same process as you are beginning now, have experience in your unit, and understand what it takes to be an awesome volunteer! Your unit's PD is responsible for training and communicating with you and is your go-to person for any questions you might have regarding volunteering. Take some time to get to know your PD! We're here to help you make the best out of your volunteering experience and to answer questions or to listen to anything you have to say!

## **“Community Partner” (CP)**

Community Partners are staff of the unit who help students with training and learning their new volunteer roles. If you have a question or concern about something that happened at your shift you can speak with your CP for help.

## **“Head Program Director” (HPD)**

The HPDs are in charge of coordinating volunteers. We take care of things like organizing unit PDs, sign-ups, and special events. In general we're just working to make sure things run smoothly for all our volunteers and to thank them for their commitment!

## **Medical Services Volunteers are affiliated with both Madison House and their partner sites.**

At the end of the day, everyone is helping out each other and working together toward a common goal - service. You'll most likely be interacting with people all over the organization chart throughout your volunteer experience.



## FAQ's

### **I'm not sure what units there are/what they entail. How can I find more information about the different areas of the hospital?**

There is a unit description section in a later part of this manual that describes the roles and responsibilities of the unit. If you still have questions, you should email the PD of that unit. PD emails are listed on p.3-4.

### **I am a little confused about attendance and returner status. What is returner status?**

Volunteers are required to complete one 3 hour shift each week during the academic year (not during breaks). Returner status is given to consistent, motivated volunteers, who stayed in good communication with their CP & PD, and allows them to get a priority sign up time the following year. If you have more questions, ask your PD.

### **I have a question related to my unit specifically. Where can I get help?**

Just ask your PD or CP! You can copy both of them in your email just to be safe.

### **I have a question related to the hospital policy. Where can I get help?**

First look through the site-specific policy outlined at the end of this handbook. If the handbook does not answer your question, then contact your PD, and then the site CP.

### **Who can I ask for a letter of recommendation?**

You can ask your PD, CP, an HPD, or anyone else who has worked with you.

### **I'm a little unsure of how many hours I've volunteered so far. How can I find out?**

Ask your PD.

### **I have a general question about my volunteering experience, and I would like some advice. Who can I ask for help?**

You should first ask your PD, but feel free to reach out to the HPDs or the CPs.

# Medical Services General Procedures & Policies

See 'Getting Started' on p.4 for information on how to get involved with Med Services.

## Attendance Requirements

1. All volunteers are required to complete at least one 3-hour shift each week while school is in session, with the exception of university holidays and inclement weather.
2. Your unit's Program Director - NOT your Community Partner - is in charge of decisions regarding your attendance.
3. **ALL absences**, regardless of reason, MUST be notified to the PD and any other persons as required by your unit. This must be done as soon as you determine that you must miss a shift; **please note that calling in a few hours/minutes before your shift is irresponsible and disrespectful toward the people that depend on your presence.** Any absences that are not notified or communicated after the missed shift will be counted as unexcused absences, regardless of reason.
4. **Excused absences:** Family emergencies, illness or other medical reasons, job or school interviews, and religious events. Each volunteer may miss 1 shift per semester for an excused reason without having to make it up; all absences after the first must be made up. Even excused missed shifts need to be communicated to the unit PD.
5. **Unexcused absences:** Oversleeping, studying, social events. For important, one-time conflicts, you may make arrangements with your PD ahead of time and schedule a make-up shift without penalty. Repeated unexcused absences, even if they are made up, will impact your returner status.
6. Med Services volunteers are excused from volunteering when classes are not in session, including inclement weather and university holidays.
7. If arrangements are made (with your PD) to consistently arrive late or leave early from your shift (max. 15 minutes) due to a class, then missing hours must be made up by the end of the semester.

## Communication Requirements

1. All absences must be reported to the unit PD long before the day of the missing shift.
2. Respond promptly (usually within 1 day) to all Medical Services-related emails (from your PD, CP, or HPDs).
3. Fill out any required forms in a timely manner.
4. If you have a question, ask someone, especially if it is important. But before you ask someone, make sure that your question has not

already been answered in a previous email or in any available material like this handbook.

5. Use your @virginia.edu email address. **We highly recommend setting up phone notifications for your email.**
6. Use polite, courteous, and professional language when communicating with patients, staff, the PD, and CP's.

### General Standards

1. Phone use, napping, and all other personal use of time is prohibited during your volunteering shift. Volunteering means that you are donating your time to patients and staff.
2. Be proactive. Seek out ways to be helpful within your role.
3. Be pleasant and friendly while volunteering.
4. Be empathetic.
5. Be positive.

**Dress Code** Medical Services volunteers represent UVA, Madison House, and their partner sites while they are volunteering. We want to make sure that our volunteers look professional while doing this. Therefore, the dress code for volunteering is business casual. This means no jeans, no t-shirts, no yoga pants, no shorts or short skirts, and no other clothing that could be deemed offensive. Close-toed shoes are required. If you don't meet the dress code, you will be sent home, and you will not receive credit for your shift. Changing into your volunteering clothes at the hospital before your shift is perfectly acceptable.

**Illness** Volunteers should not report to their shift if they are ill. Please stay at home and rest. You must be symptom free for 24 hours without the aid of medication before returning to volunteering. Some units have more strict policies regarding illness so be sure to clarify that with your PD.

**Volunteers Who Need Placement List** Applicants who are flexible but truly cannot find a shift that works with their class schedule may still sign up as a volunteer who needs placement. Needs-assignment volunteers are trained and complete required health screening like all other volunteers, and will be matched to an open unit throughout the year. In the past, we've been able to place most students on the list (exceptions mainly being people with extremely limited schedules.) We must receive your class schedule printed from SIS and full cooperation in order to help you find a shift.

Questions?

UVA: **UVAHS Placement PD, Caroline Rothermel**, at [cer3gv@virginia.edu](mailto:cer3gv@virginia.edu).  
 MJH: **SMJH Placement PD, Selena Moore** at [sym6dn@virginia.edu](mailto:sym6dn@virginia.edu)

**Training** All unit specific training will be carried out by some combination of your PD, CP, and experienced volunteers in your unit. There may be an abbreviated training session available for volunteers returning to the unit.

**Time Commitment** Volunteering with Medical Services is a yearlong commitment. Each volunteer is required to do one three-hour shift every week while classes are in session. Because of the extensive training required for some units, volunteers are required to remain in the same unit for the entire school year.

All of our partner sites invest a lot of time and effort into preparing Medical Services volunteers for their service. We owe a lot to them, and we want to make sure that they get a good return on their investment. We also want to ensure that volunteers give a substantial amount of time each semester, not just so that we can better serve others, but also because we want our volunteers to have a truly meaningful and legitimate experience. Medical Services volunteers put in a lot of time, and get a lot out of it.

**Returner Status** Returner status is a designation to volunteers who have completed a full academic year of service through Medical Services, or sometimes through the UVA summer volunteering program. Volunteers with returner status get a priority sign up time and are able to join any unit (they are not restricted to their “base” pair group). Volunteers who meet all requirements and standards will be assigned returner status and a tier, which determines your sign up time during returner sign ups, based on the following criteria:

**I. Tier 1 Returner**

- Perfect Attendance: No missed shifts OR all missed shifts made up, with minimal unexcused misses
- Excellent communication.
- Stellar volunteering, going above and beyond expectations.
- Attended special/social events as much as possible.

**II. Tier 2 Returner**

- Good Attendance: Met requirement (1 excused miss, the rest are made up), with minimal unexcused misses.
- Excellent communication.

**III. Tier 3 Returner**

- Minimum Attendance: Met attendance requirements (1 excused miss, the rest are made up), with many unexcused misses.
- Any volunteer who discontinued volunteering due to illness or other circumstances beyond control AND met all requirements before discontinuing.

**IV. No Returner Status**

- Did not meet attendance requirements (more than 1 excused absence; missing shifts are not made up.)
- Poor/no communication when missing shifts. A lot of unexcused misses; or
- Had discipline issues or was uncooperative.

# UVA Health System Procedures & Policies

**Training** All UVA Medical Center volunteers must attend a safety and security session every year. They must also complete unit specific training, which may include wheelchair training or level C training. During unit specific training, all volunteers will complete a training checklist, and will be responsible for understanding everything on it.

**ID Badges** All UVA volunteers will be issued a photo ID card. This card must be worn at all times above the waist while volunteering. At the end of your last shift in the spring semester, all ID badges must be returned. Not returning your badge may affect your eligibility to volunteer with Medical Services and UVA Medical Center in the future. Volunteers will be individually billed the \$20 fee associated with replacing any lost badges.

**One-Day Events** Occasionally, the UVAHS will need help with smaller events. Medical Services volunteers are given the opportunity to make up hours by helping with these. The Placement PD will let you know when these are happening and how to sign up.

## Our Goals

### I Care. I Heal. I Build.

These statements embody our 6 core organizational goals:

1. Become the safest place to receive care.
2. Be the healthiest work environment.
3. Provide exceptional clinical care.
4. Generate biomedical discovery that better the human condition.
5. Train healthcare providers of the future to work in multi-disciplinary teams.
6. Ensure value-driven and efficient stewardship of resources.

Each of us has a vital role in shaping the services we deliver and in evaluating and improving the way our processes work. Join in our efforts to achieve the highest levels of patient safety and the best possible quality outcomes for the patients and families we serve. Together, we can make UVA the safest place to work and received care by following these basic principles:

- Walk with me | Assist patients and visitors with way-finding by escorting them to their destination.
- Lend a hand | Pick up trash when it is visible in our facilities.
- Meet and greet | Smile and say hello when passing others in the environment.

- Fix it | Call 2-FIXX when you see something that needs to be fixed or cleaned.
- Patients first | Always show respect towards our patients, especially during their most vulnerable times (e.g., when they are being transported on a stretcher in an elevator).
- Knock before going into a patient's room, introduce yourself
- Maintain professional boundaries
- "Is there anything else I can do for you"

**As a volunteer you have the opportunity to impact the patient and family experience by providing superlative and compassionate service.**

All patients have rights and responsibilities when receiving health care. These help foster an environment of quality care. The list of rights and responsibilities is posted in public locations and is also found in the patient handbook.

**Diversity** The UVA Medical Center fosters an appreciation for the diversity of our team and our patients, embracing ways in which our differences improve collaboration and innovation in clinical care delivery. We recognize and respect the characteristics that make individuals unique. Both UVA and the Medical Center have "Diversity Statements" available on their website which provides more details.

#### **Diversity Statement Web Links**

[www.president.virginia.edu/uva-commitment-diversity](http://www.president.virginia.edu/uva-commitment-diversity)  
[www.healthsystem.virginia.edu/pub/human-resources/careers/diversity-statement/diversity-position-statement.html](http://www.healthsystem.virginia.edu/pub/human-resources/careers/diversity-statement/diversity-position-statement.html)

**For Your Safety** Infection prevention and control keeps volunteers and patients safe by preventing transmission of bacteria or viruses.

Hand Hygiene is the Single Most Effective means of stopping the spread of infection.

#### **Observe Hand Hygiene Protocol**

Use hand foam or wash hands at the sink:

- Immediately before going into and immediately after exiting a patient's room
- After having contact with anything in a patient's environment
- Before putting on and after removing gloves

Use alcohol gel/foam when hands are not visibly soiled. Apply to palms and rub hands together until dry. Do not wipe off.

Use soap and water when hands are visibly soiled, after using restroom and before eating. Apply soap and rub all surfaces together for 15-20 seconds;

rinse with warm water; leave water running while drying hands with paper towel; use paper towel to turn off faucet.

#### **What are Blood borne Pathogens?**

Blood borne pathogens are germs present in human blood & body fluids and can cause diseases. Blood borne pathogens are transmitted via injuries to the skin, contact with infected fluids, and sexual contact. You don't get blood borne pathogens by casual contact

#### **What are Standard Precautions?**

- All human blood/body fluids are to be treated as if they have blood borne pathogens
- Anything that is wet should never be touched by a volunteer

#### **Exposure Prevention**

##### **An Exposure is defined as:**

- Injury with contaminated sharp object
- Spill, splash, splatter of blood or body fluids into:
  - Non-intact skin (cuts, hangnails, dermatitis, abrasions, chapped skin).
  - Mucous membranes (eyes, nose, mouth).
- Contact with blood covering a large area of skin that seems to be intact.

##### **How Are Exposures Prevented?**

- Do not eat, apply cosmetics, lip balm, or handle contact lenses in patient care areas
- Keep drinks covered
- Do not handle sharp instruments
- Do not handle contaminated materials containers (CMC)
- Do not handle blood or lab specimens
- Do not touch surfaces or objects that may be contaminated with blood or body fluids
- Do not clean up blood or body fluid spills
- Do not handle linen that is visibly soiled
- Do not handle biohazards

##### **If You Have an Exposure**

- Ask staff for help immediately.
- Remove contaminated clothing, without touching eyes, nose, or mouth. Carefully cut garment off, if necessary.
- Needle stick or skin exposure: **Wash** with soap and water, followed by rubbing alcohol.
- Anything in the eyes, nose, or mouth: **Flush** with large amount of water.
- **Report** exposure immediately, ask staff to call PIC #1523

Your exposure will be evaluated by Hospital Epidemiology and you will be sent to Employee Health during weekday hours or the Emergency Dept. on

evenings, nights, weekends and holidays, or if an injury is part of the exposure.

### **Isolation**

Another means of stopping the spread of infection in the hospital is by placing patients on "isolation."

Isolation signs outside the patient room are different colors based on the type of isolation. They alert staff, volunteers and visitors to wear the correct personal protective equipment or to not enter the room.

### **Volunteers may NOT enter isolation rooms.**

Exception: Level C Volunteers may enter Contact Precautions rooms with proper documented training. Volunteers must be adults, have hepatitis B vaccine, and have received special training.

### **Preventing the Spread of Infection**

- Do not report for duty with a cough, fever, cold, body aches, or other contagious illness or after having been exposed to a contagious illness. Do not return until you have been symptom free for 72 hours.
- Maintaining annual Employee Health screenings; immunization review, TB screening and flu shot.

### **Fire, Emergency Codes & Safety**

(92)4-2012: UVA Emergency Operator

911: City/County Emergency Operator

Ask for the correct number to use at the site where you are volunteering.

#### Response to a Fire Emergency, follow directions given by staff:

**R=RESCUE** anyone in immediate danger

**A=ALARM** pull manual fire alarm and call (92)4-2012 or 911

**C=CONTAIN** the smoke/fire by closing doors

**E=EXTINGUISH/EVACUATE** extinguish if safety is assured

Stairs should be used during a fire alarm emergency

#### Response during a Fire Alarm:

4 gongs will sound followed by "Call to Station," and location.

If you are in the affected zone (in the identified area, one floor above or below) your role is to;

- **Check** the area for the signs or the smell of smoke
- **Close** doors that do not automatically close
- **Clear** corridors of obstructions

If smoke or fire is not found, be alert for changing conditions.

### **Medical Emergency Code 12**

Code 12 team is an emergency team trained in resuscitation techniques. When a person has a serious fall, lost consciousness, stopped breathing,



requires resuscitation or otherwise in need of immediate medical attention call for a Code 12 Team.

#### Response during a Code 12

2 gongs will sound followed by "Code 12 Team," and location. Help keep the area clear until emergency personnel arrive.

#### **Missing Child:**

If an infant/child is missing report it by dialing (92)4-2012. Provide a brief description of the infant/child and the location the child was last seen.

#### Response during a Missing Child announcement

Four gongs will sound, followed by "Missing Child" over the overhead page system, followed by a description of the missing infant/child.

Look for suspicious persons walking through or exiting the hospital. Do not get into a physical confrontation. If possible and safe to do so, follow the person and note direction of travel. If the suspect has already left the building get a good physical description, direction of flight and call (92)4-2012 immediately.

#### **Sexual Harassment**

Unwelcome sexual advances, request for sexual favors, and other verbal, visual or physical conduct of sexual nature. A complaint should be directed to the office of Equal Opportunity Programs (EOP) 434-924-3200.

#### **Workplace Violence**

Any act or threat of violence, harassment, intimidation or threatening disruptive behavior. Contact (92)4-2012

If you wish to report any non-emergent harassment or workplace violence, please speak to your CP, PD, HPD, or Maureen.

#### **Hazardous Materials**

Volunteers are not allowed to work with hazardous materials. There are many potentially hazardous materials in our environment (chemotherapy drugs, lab chemicals, cleaning solutions). Do not touch or clean up any spills. Immediately report a spill by calling (98)2-1600 or (98)2-FIXX or report it to a staff member.

#### **Personal Safety**

- Be aware, trust your intuition
- Leave valuables at home
- Secure your purse or backpack
- Maintain boundaries (do not give your personal information to patients or their family, do not loan money, provide rides, etc.)
- Walk in well-lit areas

### **Confidentiality and HIPAA Privacy Regulations**

Confidentiality means that anything done or said will be kept private.

Health Insurance Portability & Accountability Act (HIPAA) is a set of federal regulations on the privacy of health care information. HIPAA defines certain information as Protected Health Information (PHI) and requires use of special safeguards. PHI may only be used for Treatment, Payment and Operations (TPO) but otherwise may not be exchanged or stored. This applies to all forms of PHI including electronic, written or oral. PHI includes name, address, medical record number, Social Security Number, account number, status of health, etc.

Do not look at, read, use, or tell others about a patient's health information unless it is part of your volunteer role. Information is available on a need to know basis. Consider as confidential all information which you may hear directly or indirectly, and do not seek information about or from patients regarding their illness, diagnosis, or prognosis, except as needed to perform your volunteer role. Safeguard all confidential documents you use in your volunteer position. If you have computer access, never share your access code or password and never use someone else's access code or password to gain information. Do not provide patient information over the phone.

Penalties for noncompliance include civil and criminal penalties. Disciplinary action may include dismissal from the UVA Volunteer Program.

### Corporate Compliance

Do the right thing, the right way, at the right time, every time.

Concerns? Contact Corporate Compliance & Privacy Officer at 434-924-9741 or 1-800-235-8700 to call anonymously.

### Hospital Etiquette

- Step off the elevator and do not enter the elevator if a patient in a bed or wheelchair is waiting for the elevator
- Do not ride the elevator or converse with prisoners
- No eating in areas that can be observed by patients and/or visitors
- Drinks must be in covered containers (screw caps, lids, pop-top, lid with straw) and out of view
- UVA is a smoke & tobacco free environment

### General Requirements

- ID badge must be worn at all times, above the waist and visible (temporary badges are available in Volunteer Services if you forget yours but is not a replacement badge)
- Appropriate casual business attire; no jeans, no open toed shoes or sandals
- Perfume/cologne or other strong odors should be limited
- Volunteers must sign in/out for their shift

- Be dependable. Notify Volunteer Services and site supervisor for schedule changes
- Never assume duties that you haven't been properly trained to perform or that you do not feel comfortable performing.

## Sentara Martha Jefferson Procedures & Policies

Policies and procedures can be found in the following Sentara Orientation Overview. Volunteers do not need to review this prior to signing up for a shift, as all pertinent information will be covered at the required Sentara Martha Jefferson Hospital orientation and in required online modules.

Link to Sentara Orientation Overview:

[https://www.sentara.com/Assets/Pdf/About-Us/Careers/Orientation-for-the-NonEmployee\\_Dec\\_2014.pdf](https://www.sentara.com/Assets/Pdf/About-Us/Careers/Orientation-for-the-NonEmployee_Dec_2014.pdf)