

JAMAICA HOSPITAL MEDICAL CENTER  
VOLUNTEER SERVICES DEPARTMENT  
UNIT VOLUNTEER PATIENT AIDE

**PURPOSE:**

To provide an opportunity for volunteers to assist the patients and staff of the nursing unit by providing supplemental services.

**SUPERVISION:**

Volunteers are supervised by the Volunteer Services Department, the Clinical Nurse Manager or charge nurse and the nursing staff.

**DUTIES:** Volunteers will be allowed to provide the following services:

- 1) Work under the direction of the nurse manager, charge nurse or designee.
- 2) Follow all hospital and volunteer policies and procedures.
- 3) Greet and welcome patients to the floor.
- 4) Assemble care packages.
- 5) Stock and re-stock supplies as needed
- 6) Interact with patients that are being discharged throughout the day making sure they leave with all necessary information.
- 7) Face time with patients and family
- 8) Report any accidents, hazards or defective equipment to charge nurse.
- 9) Assist with answering the phone and answer patients' call bells.
- 10) **Maintain proper hand-washing techniques.**
- 11) Perform errands to various areas in the hospital, but **not** to the Pharmacy.
- 10) Affix labels for thank you cards to be mailed daily to patients discharged home the day before.
- 11) Perform other duties as deemed necessary and appropriate

**RESTRICTIONS:** Volunteers **will not**:

- 1) Provide medical information to patients, family or friends, but will alert the staff to questions.
- 2) Provide direct care to patients.
- 3) Escort a patient with an invasive procedure on-going.
- 4) Service any patient in isolation.
- 5) Transport blood or blood specimens.
- 6) Be given total responsibility for a patient.
- 7) Directly feed patients

**QUALIFICATIONS:** Volunteers must be at least 16 years of age, mature, ability to follow directions, maintain good communication skills, have the ability to work under pressure, exercise good judgment, have good hearing and listening skills.