

### Surgical Waiting Room Liaison

**PURPOSE:** To assist family & visitors while their loved ones are in surgery and during the immediate postoperative phase.

**Days/Hours:** Monday – Friday, 1 – 6pm

**Number Of Volunteers:** One volunteer per 5-hour shift

**Volunteer Responsibilities:**

- To be courteous, cooperative, and considerate when dealing with patients, visitors, and UConn Health Staff.
- To hold in strict confidence any information, observed, overheard, or surmised regarding a patient, a diagnosis, or a member of the hospital staff.
- To be patient & sensitive to divergent cultures, religions, ethnicities, and persons with disabilities.
- To perform only those tasks within the scope of volunteer duties
- To be punctual and attentive in performing duties
- To be compliant with the department specific standard operating procedures
- To be compliant with all UConn Health trainings & competencies

**Duties/Daily Procedures:**

1. Provide an empathetic ear, updates on logistical progress via the patient tracking screen, resolve non-medical concerns and problem solve and advocate on the caregivers' behalf.
2. Provide directions to pertinent areas of the hospital including the coffee market, cafeteria, and chapel.
3. Alert the Chaplain when family or visitors are requesting support.
4. Escort visitors into Pre Op/PACU areas as directed by the Periop staff.
5. Ensure patient charts for next day arrive via Courier.
6. Review charts to confirm accurate patient identification stickers on all paperwork.
7. Answer surgical front desk phone and direct callers as appropriate.

**Special Requirements:**

- Ability to carry out written and oral instructions
- Strong interpersonal, communication and customer service skills and computer abilities
- Ability to maintain professional demeanor with patients, visitors and staff in high-stress situations
- Ability to sit or stand and walk long distances for a period of time

**Supervision:** While on duty, receives direction from the Charge Nurse or their assigned delegate.