

### Procedure Center Liaison

**Purpose:** To assist family & visitors while their loved ones are preparing for or following a procedure

**Days/Hours:** Monday – Friday, 10AM-2PM

**Number Of Volunteers:** One volunteer per 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 all 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 directions to pertinent areas of the hospital including the coffee market, cafeteria, and chapel.
2. Greet patients who are entering the unit or passing in the hallways
3. Provide drinks or snacks as appropriate and approved by the clinical staff
4. Assist preparing patient bays and stretchers
5. Prepare bags for patient care that include linens, gowns, and other necessary items.
6. Escorting patients out to their approved transportation after the procedure complete
7. Administrative duties as assigned i.e.. refilling printer, filing paperwork, etc

**Special Requirements:**

- Ability to carry out written and oral instructions
- Ability to sit, stand and walk for extended periods of time
- Ability to lift 40lbs
- Ability to push/pull adults in a wheelchair
- Strong interpersonal, communication and customer service skills and computer abilities
- Ability to maintain professional demeanor with patients, visitors and staff in high-stress situations

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