

Patient/Family Ambassador Rehabilitation Services

- High impact volunteer service to patients and their families
- To work as a part of a team to improve customer service. To meet and go beyond the expectations of the patients and families of Henry County Health Center and provide a five-star experience to our patients and their families. Every patient, every time.
- To assist department associates in meeting department specific goals and health center initiatives.

PATIENT CONTACT OPPORTUNITIES:

- Greeting patients as they enter the department
- Ensuring everyone has registered
- Transferring patients to and from the waiting room, elevator and/or front door

GENERAL SUPPORT:

- Escort family members to their destinations [i.e. ATM, cafeteria, gift shop, etc]
- Offer assistance in the halls to all visitors
- Assist family members in wheelchairs to the exits
- Maintain waiting room tidiness
- Light clerical duties - Answer the telephone, prepare charts
- Wipe down tables and change sheet between patients
- Assist with basic therapy procedures (i.e. throwing a ball while the therapist helps the patient catch it)

TRAINING:

- Identify department volunteer supervisor
- Resource binder
- Department specific checklist
- Scripting
- Lists of health center services
- Maps of the hospital and surrounding area
- Body language
- Customer Service
- Space to work from in department