



Mercy Medical Center

VOLUNTEER

POSITION DESCRIPTION

COURTESY ESCORT (NORTH)

Mission Statement

Must have a strong belief in Mercy's Mission and Core Values, demonstrate respect and compliance with Mercy's Patient Rights Statement.

Summary

Courtesy Escorts assist the Admitting staff by helping with registration and taking patients to their destinations within the hospital. They assist the nursing staff by discharging patients via wheelchair to their vehicles. They serve at the north (Admitting) entrance and are considered part of the Admitting team.

Principal Duties & Responsibilities

It is the responsibility of all employees to accept, read, and follow the initiatives of CHI Mercy Health as outlined in the publication *Ethics at Work*. Corporate Compliance is the duty and responsibility of everyone employed by CHI Mercy Health and its related organizations.

- * Promotes a strong belief in Mercy's Mission and has respect for and compliance with Mercy's Patient Rights Statement.
- * Demonstrates behavior consistent with Mercy's Core Values: **Reverence, Integrity, Compassion,** and Excellence.
- * Incumbent has access to restricted or confidential patient information and must comply with the terms of the Mercy Medical Center Security Policies as it applies to their job role.
- * Collaborates with immediate supervisor to establish, define and refine department goals and objectives consistent with facility's Mission and Values, and demonstrates satisfactory progress towards these goals and objectives.
- * Exhibits the ability to make effective decisions based on verifiable and measurable data/criteria.
- * Promotes positive customer relations with internal and external customers.
- * Demonstrates respect and sensitivity to cultural/social differences in interactions with others.
- * Completes assigned tasks in a timely manner.
- * Demonstrates initiative and problem solving skill, using sound judgment.
- * Assumes additional responsibilities as needed, with little or no direction, shows initiative in assisting others within the department.
- * Warmly greets customers and offers assistance as appropriate.
- * Checks the surgery schedule and the Point of Service list to identify those patients who may bypass the Admitting process and escorts them to the appropriate location.
- * Records the time of arrival for pre-registered patients and notifies the admitting staff.

- * Assists the Admitting staff in tracking the order patients arrive for admitting.
- * Assists the Admitting staff by making rounds on patients in the waiting area.
- * After the patient has checked through Admitting, takes patients to the appropriate location within the hospital.
- * Upon request of the nursing staff, will pick up discharged patients from their hospital room and escort them to the car via wheelchair.
- * Washes hands upon entering and leaving a patient room. Demonstrates knowledge of isolation signage and does not attend to patients in isolation rooms.

(*denotes essential function)

Qualifications

Ability to communicate well with others. Treat information and people in a professional, respectful, and confidential manner. Ability to push patients in wheelchair or carry patient belongings. Must have a working knowledge of hospital departments and their locations. Must have excellent listening and communication skills with a caring, friendly attitude. Must exhibit good judgement and ability to quickly identify situations needing action by staff person. Must enjoy patient contact and be sensitive to problems caused by illness/stress. Must become familiar with the hospital complex and areas where various tests are performed and be able to provide clear, concise directions. Must demonstrate dependability and report to work when scheduled.

Physical Requirements

Standing 0% of the time; walking 70% of the time; sitting 30% of the time; lifting and carrying 5% of the time, and able to carry up to 5 pounds. Pushing/pulling 70% of the time; bending, stooping, twisting 2% of the time; reaching and handling 2% of the time. Climbing stairs 0% of the time (Elevator available).

Hearing: within normal limits with or without use of corrective hearing devices, vision: adequate to read 12-point type with or without use of corrective lenses. Must be able to verbally interact with staff, clients and public. Manual dexterity of hands/fingers for writing, computer input.