



Mercy Medical Center

VOLUNTEER

POSITION DESCRIPTION

COURTESY ESCORT, SOUTH

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

The Courtesy Escort assists the hospital staff by taking patients and guests to their destinations within the hospital. Must be very familiar with the layout of the hospital and where departments/patient rooms are located.

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.
- * 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.
- * Takes patients/guests to their destination.
- * Assists Information Desk with logging-in flowers
- * Assists Information Desk with lost/found.
- * Deliver newspapers to the floors.

- * 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 10% of the time; walking 75% of the time; sitting 15% of the time; lifting and carrying 10% of the time, and able to carry up to 5 pounds. Pushing/pulling 50% 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.