

**MONONGALIA GENERAL HOSPITAL
VOLUNTEER SERVICES PLACEMENT DESCRIPTIONS**

TITLE: Reception Desk Volunteer
DEPARTMENT: Volunteer Services
REPORTS TO: Director of Volunteer Services

Placement Summary:

Greet visitors, helping in their orientations to the hospital; answers questions, escorts patients to Their rooms or other assigned area of the hospital; answers telephone inquiries regarding patient Room assignments; answers incoming patient telephone calls, transferring call to patient's room; delivers in a courteous and friendly manner all floral arrangements;

Duties and Responsibilities:

1. Answer incoming calls to Ext. 1323, transferring to appropriate patient room, or hospital department.
2. Use computer for patient census information.
3. Maintain current patient list (verify with computer).
4. Register and deliver all patient floral arrangements (if needed).
5. Escort patients to room on nursing unit at request of Patient Registration (as needed).
6. Greet visitors, assisting in their orientation to the hospital.
7. Give directions, or if able, escort visitor or patient to various areas of the hospital.
8. Perform other functions as needed.

Training Required:

1. Volunteer Orientation
2. In-service training at the Information Desk

Qualifications:

Gracious, dependable person who knows the hospital and can meet the patient and their family easily, answer questions they may have, and assist in their orientation to the hospital. Must have the ability to interact with patients, visitors, and staff in a friendly, courteous and helpful manner. Must be physically capable of handling wheelchair transportation. Ability to file and sort alphabetically required. Must understand the importance of confidentiality of patient information.

DVS Signature and Date

Department Signature and Date

02/09/10