

## Outpatient Surgery Pre-Admit Volunteer

MASON GENERAL HOSPITAL  
Volunteer Services  
Outpatient Surgery

<b>Job Title:</b>	Outpatient Surgery Pre-Admit Volunteer	<b>FLSA Status:</b>	Exempt Volunteer
<b>Department:</b>	Outpatient		
<b>Reports to:</b>		<b>Date:</b>	January 5, 2017

**PURPOSE:** To assist the personnel in Outpatient Surgery and Pre-Admit by first checking the list available with the tasks that need to be completed. The list will have the items checked off that need to be completed for that day.

**SUPPORTIVE DATA:** The volunteer will work under the direction of the Pre-Admission Registration Specialist.

### Duties and Responsibilities

1. Check files in Pre-Admit offices
2. Run off copies
3. Make up admit packets for Inpatients, Outpatients and Procedure Room patients
4. Work with Outpatient Surgery staff to give messages to patients' families
5. Walk patients' families to waiting area
6. Deliver next day's charts to Anesthesia
7. Deliver next day's Procedure Room charts to Outpatient Surgery
8. Check mail box in mailroom periodically
9. Pick up patient charts from Health Information Management for next day's visit
10. Deliver EKG's to Respiratory Therapy
11. Deliver lab draws to Lab
12. Filing in Pre-Admit Registration Specialist Office
13. Deliver surgery paperwork for next day's cases
14. Professional interaction with MGH staff, patients, and community members.
15. Completes tasks and special assignments in a timely manner.
16. Demonstrates effective listening and verbal skills.
17. Demonstrates effective communication skills; communicates directly with person(s) and when necessary uses lines of authority appropriately to resolve problems.
18. Responds to requests (personal, memo, telephone) in a timely manner.
19. Always promotes a good image and speaks positively about Mason General Hospital, personnel, projects and activities.
20. Demonstrates initiative, flexibility, and a willingness to learn in performing duties as needed.

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21. Demonstrates personal and professional responsibility and accountability including appearance (adheres to the hospital dress code), attendance, and punctuality.
22. Maintains a neat and orderly work area.
23. Competent and efficient use of variety of office machines.
24. Filing.
25. Assistance in preparation of supplies and materials.
26. Cleaning and organization of supplies, paper, etc.
27. Mail distribution as directed.
28. Assistance with District and community special events as requested.
29. Maintain confidentiality and model it for others.

### **Organizational Responsibilities**

In addition to the duties and responsibilities listed above, all employees are expected to support the Mason General Hospital & Family of Clinics mission, vision and values; comply with District policies and procedures; and conduct themselves in an ethical, professional, respectful, and collaborative manner at all times. Volunteers will adhere to all mandated federal, state, and hospital Compliance, Safety, Infection Control, Employee Health, Patient Confidentiality and Civil Rights Regulations as they are relevant to their position.

### **QUALIFICATIONS:**

#### Education:

High School Diploma, GED, or currently enrolled in high school.

#### Experience:

None.

#### Licenses, Certifications, Registrations:

none

#### Knowledge, Skills, Abilities:

- Excellent comprehension of number sequences, filing methods and alphabetizing.
- The ability to stand and do physical activity for a period of time.
- Should have neat and legible handwriting.
- Self-motivated, dependable, cooperative, and well organized.
- Able to work independently and productively.
- Known to be a team worker and to respect co-workers.
- Must be able to read, write, and follow verbal and written instructions and document the activity provided.
- Must enjoy meeting and working with the public.
- Present self in a professional, friendly and mature manner.
- Must complete the Orientation trainin

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THE FOLLOWING INFORMATION IS PROVIDED IN ACCORDANCE WITH THE AMERICAN WITH DISABILITIES ACT (ADA):

**Minimum reasoning ability:**

Ability to apply knowledge of legal documentation in regard to validity of requests for releasing patient information as the need arises.

**Language ability:**

**Read:** ability to comprehend information from dictated reports as the need arises. Able to read policies and procedures as they apply. Fully comprehend terminal digit filing system and numerical sequencing.

**Speak:** ability to speak in a professional manner to other departments requesting chart and to outside physician representatives requesting patient information.

**Writing:** ability to clearly communicate telephone messages to other staff, clearly convey location of charts removed from filing system, clear and accurate microfilm log sheets.

**Degree of Physical Demands:**

**Light work:** exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or a negligible amount of force constantly to move objects. Physical demand requirements are in excess of those for sedentary work in that walking and/or standing are required to a significant degree.

**Reaching:** extending the hand(s) and arm(s) in any direction. Handling, seizing, holding, grasping, turning, or otherwise working with the whole hand and arm.

**Handling:** seizing, holding, grasping, or otherwise working with hand(s).

**Fingering:** working with fingers.

**Hearing:** ability to accurately hear patient information given by telephone and in person.

**Degree of visual aspects:**

**Acuity:** near-clarity of vision at 20 inches or less.

**Field of vision:** ability to be aware of others in your work area.

**Accommodation:** ability to bring an object into sharp focus.

**Color vision:** ability to see and identify color-coded terminal digit filing system.

**Machines, tools, equipment representative but not all inclusive are:**

- Telephone
- Copy Machine
- Mechanical Filing System

**Job Task**

- Purging
- File Maintenance