

Job Title: Patient Companion	FLSA Status: Volunteer
Department: Volunteer Services	
Reports to: Volunteer Coordinator	Date: October 11, 2016

Summary

A Patient Companion (PC) is a member of the health care team who works under the direct supervision of an RN and provides companionship, compassion, and comfort to patient's in the Acute Care setting.

To provide a calm and supportive presence to patients and family members by assisting the nursing staff in providing non-clinical care and general patient comfort items including emotional support to both patients and their family members.

To support inpatients with friendly, non-clinical visitation; provide an opportunity for patients to voice their concerns and enhance socialization and mental stimulation at the bedside

Duties and Responsibilities

1. Partner with the charge nurse on specific units to get referrals of patients who may benefit from a patient visit.
2. Assist patients in navigating the healthcare system by encouraging open dialogue between the patient and their caregivers and helping patients think about concerns or questions they have.
3. To assist patients in becoming their own advocates; empower patients to clarify their understanding of their care plan; ask questions of their provider; discuss where / how to access assistance.
4. To provide sympathetic support, encouragement and stimulating companionship to patients during their hospitalization
5. To assist in maintaining the patients' sense of control, answer questions and listen to their concerns
6. Report any concerns/issues to patients' clinical care team in a way that will encourage trust and cooperation.
7. Maintain confidentiality and model it for others.

Organizational Responsibilities

In addition to the duties and responsibilities listed above, all employees and volunteers 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.

Required Qualifications:

Education:

High School Diploma or GED

Experience:

None.

Licenses, Certifications, Registrations:

None.

Knowledge, Skills, Abilities:

- 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 MGH Patient Companion training

Additional Information:

- All visitation information is to be kept confidential.
- Volunteers must not give medical advice to clients and will be trained on the resources available to help patients and families get questions answered.

Physical Requirements

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

Read: Ability to read patient demographic data (name, date-of-birth, address, etc.)

Speak: Ability to communicate in a professional manner.

Write: Ability to write legible messages inter-office.

Reasoning: Ability to carry out instructions provided in written or oral form

Education and/or experience: 18 years of age or older

Degree of physical demands:

Light work: Exerting up to 20 pounds of force occasionally and/or 10 pounds frequently, and a negligible amount of force constantly. Able to sit, stand, walk, bend.

Reaching: Extending the hand(s) and arm(s) in any direction.

Handling: Holding, grasping, turning, working with hand(s)

Hearing: Ability to accurately hear information given in person.

Fingering: Good manual dexterity.

Degree of visual aspects:

Acuity: Near clarity of vision at 20" or less

Color Vision: Ability to see colors with regard to filing.

Machines, tools, equipment which may be representative by not all inclusive

Computer, Telephone, Copier, Printer