



HOSPITAL INFORMATION DESK

PURPOSE: To provide an Owatonna Hospital Information center for the purpose of directing patients, family members and visitors in a warm, friendly and welcoming way within the hospital.

VOLUNTEER REQUIREMENTS:

- Must be available Monday-Friday: 8:00-noon or noon-4 pm.
- Must have completed orientation including 2-step mantoux test
- Must wear smock or vest with ID badge
- Must treat all information with extreme confidentiality as this is an integral part of the hospital's success. Must abide by legal and compliance obligations of confidentiality and patient related information.
- Must have interest in medical center procedures, be familiar with layout of center and knowledgeable about the medical history, its facilities and services
- Must be dependable, able to work independently and have attention to details
- Must be able to converse well, listen to people and respond both to verbal and non-verbal communication
- Must be posed, discreet, warm, friendly and sensitive to others
- Must have basic computer knowledge/skills

VOLUNTEER DUTIES:

- Shall ensure wheelchairs are available and cleaned
- Shall deliver flowers to nursing stations
- Shall greet and assist patients, patients families or visitors
- Shall provide patient room numbers and direct or accompany visitors
- Shall provide maps of hospital and/or assist in directing patients and visitors to requested area
- Shall perform light housekeeping duties to keep area clean and neat
- Shall perform miscellaneous clerical duties or other various duties as requested
- Shall answer and respond to phone calls

(Signature)

(Date)