**CMC VOLUNTEERS ASSISTING STAFF**

**IN THE EMERGENCY DEPARTMENT**

**UPON ARRIVAL**

* Sign in at Touch Time station.
* Report to the ED front desk.
* Greet nursing staff.
* Confer with the volunteer on duty for a report on current ED activities.

**GREETING PATIENTS**

* Greet patients with a smile and ask how you can help them.
* Direct patients to complete the form at the registration station.
* Help patients who need wheelchair assistance.
  + **Do not** lift patients.
  + **Do not** transport patients who appear to weigh more than 250 pounds.
  + **Do not** provide physical contact assistance.

**AFTER PATIENTS ARE REGISTERED**

* Put wristband on patients and verify the information on the wristband.
* Direct patients to the seating area for triage.

**AFTER TRIAGE**

* Escort each patient to their assigned room.
* Give the patient a gown and offer a warm blanket.
* Inform the patient that someone will come to their room to register their insurance and photo ID.

**DURING PATIENT'S STAY IN THE ED**

* If directed to do so, transport (in a wheelchair) or accompany patients who are able to walk to X-ray or CT.
* **Do not** transport patients with an IV.
* When visitors come to the ED, escort them (with approval) to the patient's room.  One visitor per patient.  Children may have both parents.
* **Never** give patients or visitors information about treatment or clinical care.
* If visitors ask for directions to other parts of the hospital, escort them if you have time.  Try not to point.

**AFTER PATIENTS ARE DISCHARGED**

* Help clean the room.
* Always wear gloves when helping clean rooms.
* Spray the bed and bed table with disinfectant; wipe dry.
* Put clean sheets on the bed and place a clean gown on top of bed.
* When finished cleaning, notify the nurses station that the room is clean.
* If there is blood on the bed, leave the cleaning for a nurse.
* If the floor is dirty, inform the nurses station.

**AT END OF SHIFT**

* Share your report with the next volunteer coming on duty.
* Notify nursing staff that you are leaving.
* Sign out at Touch Time station.