



Volunteer & Courtesy Services
Porter Adventist Hospital

Volunteer Opportunities

(Placement depends upon volunteer availability and current department needs.)

PUBLIC RELATIONS

INFORMATION DESK

Volunteer provides information for visitors, uses computer, answers phone, sorts and delivers patient mail, delivers flowers and newspapers, and escorts patients and visitors. Visitors and patients may require the use of a wheelchair to reach their destination. (Mon – Fri. 8:00 am – 1:00 pm and 1:00 pm – 5:00 pm, Sat. – Sun. 10:00 am – 2:00 pm)

HOSPITALITY HOUSE

A home away from home. We want our guests to feel welcome. Assist Oncology and Transplant patients and their families. **(Must be 18 or older)**

SURGICAL WAITING ROOM

Volunteer provides a communication service between families/friends of surgical patients, their surgeons, and Operating/Recovery Room Staff. (Mon – Fri. 8:00 am – 12:30 pm and 12:30 pm – 4:30 pm)

PATIENT EXPERIENCE

EMERGENCY DEPARTMENT

Volunteer assists staff by cleaning and preparing emergency bays, stocking bays, visiting with patients and families, assists with fall prevention and in the Psychiatric ED as needed. (Sun. – Sat., shifts are negotiated between 10:00 am and 9:00 pm) **(Must be 18 or older)**

NURSING UNITS

Volunteers support activities of the nursing unit by providing paraprofessional assistance. He/she collaborates with the patient, family, and nursing staff to improve patient satisfaction. (Mon. – Fri, shifts are negotiated between 8:00 am and 9:00 pm) **(Must be 16 or older)**

OUTPATIENT INFUSION CENTER

Volunteer assists staff and patients with clerical duties, greeting the public, assisting patients, running errands, transport patients to the front entrance and other assistance as needed. (Mon – Sat, 9:00 am – 1:00 pm or 10:00 am – 2:00 pm) **(Must be 16 or older)**

SURGICAL SERVICES

PREOP/PACU

Volunteer assists the surgical services staff in the Pre-Op and/or PACU (Post Anesthesia Care Unit) Department assisting patients as they prepare for surgery or awake from surgery/procedures. Assists with making beds and setting up the pre-op and recovery area for patients. Transport Same Day Surgery patients to the front entrance.
(Must be 16 or older)

SALES

PORTER GIFT & FLORAL

Volunteer sells gifts, cards, flowers, and other items, maintains the store and operates a Point of Sale (POS) computerized cash register system. Volunteer visits with customers and assists them with their purchases and delivers flowers to patient rooms. Volunteer also assists clinical staff in ordering their scrubs.

COMMUNITY HEALTH & ASSISTANCE

ACCOUNTABLE HEALTH COMMUNITIES PATIENT COORDINATOR

Volunteer assists patients and their families to determine social needs that can be provided by local resources.
(Must be 18 or older)

CONCUSSION CALL BACKS

Volunteer will contact patients that have been diagnosed with a closed head injury and discharged from the Emergency Department to determine if the patient is still experiencing concussive symptoms. The Volunteer will use a scripted list of questions.
(Must be 18 or older)

PCP APPOINTMENT AT DISCHARGE

Volunteer assists patient with scheduling a follow-up appointment with the patient's primary care physician (PCP) prior to discharge. Patients without a PCP will be referred to the appropriate Case Manager.
(Must be 18 or older)

MyCHART MENTOR

A computer carrying volunteer will encourage patients to sign up for the patient portal - MyChart. Volunteers provide information about the portal and assistance, offering to walk patients through the sign-up process.

OTHER

PAWS FOR A CAUSE

Volunteer promotes patient health and welfare by pet visitation. To minimize separation anxiety and related stresses of all patients visits. Your dog must be at least 2 years of age, in good health, and friendly with young and old alike. Also, your dog must be in a permanent home for at least 6 months prior to the program.

MAILROOM

Volunteer will collaborate with hospital associates, patients, families and other volunteers to assure patient and family satisfaction while providing the mail delivery service. Volunteers will sort based on published guidelines and deliver to each Department.
(Tues. – Fri. morning shift)

GENERAL CLERICAL/DATA ENTRY

Volunteer will assist Departments will basic support services or data entry. The task may range from use of the Microsoft Office suite (WORD, EXCEL, POWERPOINT), SHAREPOINT, and other software. Task may include scanning, filing and telephone skills. Specific tasks depend upon the Department needs.

MUSICIANS

Volunteers that are accomplished musicians will provide healing music to the hospital environment. An audition is required before volunteer acceptance/orientation. Additional training through the Healing Arts program may be required.
(Mon. – Thurs. morning or lunch time shifts)

HOSPITALITY CART

Volunteer will provide books, magazines, puzzle books, coloring books, deck of cards, journals, etc. Some sundries are also available. Materials can be retrieved from the Volunteers Office.