

UNC REX HEALTHCARE VOLUNTEER POSITION DESCRIPTION

Volunteer Position Title: M/S ICU Greeter/ Materials (Education & Patient Supplies) Stocker

Service Area/location: M/S ICU

Hours and Days of Assignment: 5pm – 9pm
One day a week

Relationships:

Reports to: MSICU Clinical Manager

Interrelationships: ICU nursing staff, critical care family members and visitors, Intensivist, NP, Respiratory Therapy, Physicians, and other hospital department staff (PT, OT, Case Managers, Social Workers, Pharmacist, and Dietary)

Role and Purpose of Assignment: To help improve customer service and patient care by assisting the critical care nurses with light clerical duties and providing excellent service to visitors to the unit.

Essential Job Duties and Responsibilities:

- Answer the phone by the third ring using the script: This is (your name) in ICU. How may I help you? Transfer patient-information calls to the assigned ICU nurse.
- Greet anyone who enters the unit via the employee entrance and assist them when necessary.
- Re-stock the patient isolation carts, patient room carts and the nurse's work station areas with supplies (Ex: Restocking lab tubes, wipes, gloves, etc.)
- Replenish break room coffee supplies.
- Assist Patient Care Coordinator in restocking ICU room supplies when vacated.
- Pick up blood/plasma from lab.
- Return blood/plasma coolers to lab
- Take blood samples to lab
- Replenish blanket warmer
- Replenish bath/shampoo warmers and storage containers
- Retrieve medication from pharmacy tubes. Place non-refrigerated medication in the appropriate drawer assigned to the patient's room
- Place "refrigeration-required" medications in the refrigerator
- Replenish copy paper in all copiers.

