

# BRACKENRIDGE HOSPITAL

## VOLUNTEER SERVICE AREAS

***Please note:** The times available for each department may vary, because of volunteers that have recently been assigned. We will inform you at orientation of the days and times available for volunteer placement.*

### **INFORMATION DESKS** (Available times M-Sunday, 9:00am - 4:00pm)

Volunteer duties include meeting and greeting patients, families and visitors, providing directions, answering questions about patient location, answering the telephone, delivering flowers, gifts, and selling newspapers. This is a great service area because you learn your way around the hospital and have a chance to meet hospital staff.

### **GREAT HABITS GIFT SHOP** (Available times M-Sun, 9:00am - 5:00pm)

Volunteer duties in the Gift Shop include meeting and greeting customers, sales, answering the telephone, customer service, restocking merchandise, arranging flowers and various displays, and entering inventory into the computer. Retail experience is preferred, but not required. *Bilingual volunteers are especially needed.*

### **VOLUNTEER SERVICES OFFICE** (Available times M-F, 9:00am - 5:00pm)

Volunteers must possess excellent communication and phone skills. Volunteers must be people-oriented. Volunteers will assist with administrative projects such as the College Volunteer Program or various projects assigned by the Director of Brackenridge Volunteers. Volunteers also assist with Brackenridge Auxiliary fund raising projects. Responsibilities include answering phones, computer data entry, filing and various other managerial and administrative duties. Computer skills are a plus.

### **PATIENT FLOORS** (available times M-Sun 8am-10pm)

- **6<sup>th</sup> floor - Intermediate Care Unit**
- **7<sup>th</sup> floor - Medical Patient Room Floor**
- **8<sup>th</sup> floor - Trauma, Spinal & Orthopedic Patient Room Floor**
- **9<sup>th</sup> floor - Brain & Spine (Neuroscience) Patient Room Floor**

Volunteers chosen to work on the patient floors (*floors 6,7, 8 &9*) must be of mature judgment. Volunteer duties include passing food trays to patients, filling water pitchers, assisting with

making chart packets, answering phones, running errands, discharging patients, and cleaning IV pumps/poles. *Bilingual volunteers are a real plus.*

**CLOTHES CLOSET (CDU, 7<sup>th</sup> floor)**

Volunteers in this service area will assist the staff in organizing donated clothes for low-income clients. Volunteers must possess organizational and interpersonal skills.

*Note: Volunteers are needed as requested by the department staff. If interested in this area, please ask the volunteer office for more information.*

**ONCOLOGY CLINIC (THE SHIVERS CENTER) (Available times M-F, 8:00am - 4:30pm)**

Volunteer duties include: Attend all training's as requested by your area supervisor and volunteer services staff, provide clerical support to the administrative staff, prepare bulk mailing by filing envelopes and affixing address labels, sort bulk mailing according to the standards of the U.S. Postal Service, assemble folders for educational programs, send birthday, get well and sympathy cards to Texas Cancer Center patients/families as directed, photocopy and staple documents as assigned, complete small tying assignments, and pick up/deliver mail for the Texas Cancer Center.

*Bilingual volunteers especially needed.*

**CLINICS AT BRACKENRIDGE HOSPITAL: SPECIALTY CLINIC, SURGICAL SERVICES &OB-GYN (available times M-F 8am-5pm)**

Volunteer duties in this area will include: retrieving medical records, picking up supplies from SPD, running errands to the pharmacy or to the laboratory, accompanying patients to other departments, restocking rooms with supplies, making photocopies and sending faxes, translating for physicians, and assist with information management.

**OB-GYN HIGH RISK OUTPATIENT CASE MANAGEMENT (available times Wed. afternoons 1-5pm)**

Volunteer duties include assisting the staff make photocopies, preparing packets for patients, delivering and retrieving mail within the department, some computer assignments, and administrative support.

**MATERNITY UNIT: NEW MOTHER AND BABY (Available times M-F, 8:00am - 7pm)**

Volunteer duties in maternity include: running errands, passing and collecting food trays, assisting in transporting patients, changing linens as requested, assuring patients have fresh water, deliver specimens to the lab, deliver and retrieve medical records, answering phones, assembling literature, and assisting staff as needed.

**PHYSICAL THERAPY** (*Available times M-F, 8:00am - 5:00pm*)

Volunteer duties include answering phones (often speaking with physicians or nurses as well as physical therapists), running errands, getting supplies, cleaning patient treatment areas, assist with transporting of patients, completing paperwork, assembling charts and interacting with patients, families, etc.

**OCCUPATIONAL THERAPY** (*Available times M-F, 8:00am - 5:00pm*)

Volunteer duties include running errands; picking up supplies and equipment; transporting patients; Xeroxing, filing, and typing; stocking clean linen; answering phones; engage in games with O.T. patients, etc.

**EMERGENCY ROOM** (*Available times M-Sunday, 6:00am - 10:00pm*)

Volunteers must be mature and able to work in a stressful setting. Volunteers duties include assisting with the transport of patients, running errands, delivering supplies, transporting medical records or labs, etc., helping patients, families, visitors, and staff, making up beds and occasional filing or paperwork duties. *Training for this area is scheduled separately from orientation.*

**RADIOLOGY** (*Available times M-F, 6:00am - 10:00pm*)

Volunteer duties include assisting the Radiology Technicians in patient radiography, assist with transporting of patients, retrieving patients files and assisting with film processing.

**SURGERY - RECOVERY ROOM** (*Available times M-F, 6:00am - 7:00pm*)

Volunteers must be mature and able to work in a stressful setting. Volunteer duties include: assisting the nursing staff in monitoring the patients temperature, getting an EKG strip, measuring output, listening and talking to the patient, and provide administrative support. Volunteer will also assist the clinical assisting staff with duties such as: gathering supplies (warm blankets, ice packs, and pillows), setting up equipment (ice cooler, plexi foot pump), transporting patients with the aide of the nurse, clean equipment as needed, and restocking warmer and bedside supplies.

**ICU** (*Available times M-Sunday 6am - 10:00pm*)

Volunteers must be mature and able to work in a stressful setting. Volunteer duties include running labs, paperwork, etc., making charts, stocking supplies, answering phones and running various errands for staff. Volunteers must be people-oriented and willing to lend an ear or a shoulder to cry on.

**PHARMACY** (*Available times M-F, 8am -4:30pm*)

Volunteer duties include filling orders, answering phones, meeting and greeting visitors, making deliveries, labeling and distributing stock and assisting staff as needed.

**CLINICAL RESEARCH DEPARTMENT** (*reserved for medical students*)

Volunteers must possess excellent communication and phone skills. Volunteers must be people oriented! Volunteers will assist the staff in copying research patient medical records, filing, and packing files for storage. All volunteers must report to the Department Coordinator, Lynn Gantt.

**DIETARY/NUTRITION SERVICE**

Volunteer duties include creating and updating nutrition bulletin boards, answering phones, interacting with patients, compiling data for Quality Improvement reports and assisting with special projects.

*Note: This area is not available at this time*

**HEALTH INFORMATION MANAGEMENT** (*Available times M-F, 8:00am - 7:30pm*)

Volunteer duties include organize, sort files, supplies and reports, deliver records to Emergency Room, make new charts for patients, and assist in data entry. Other duties will be assigned, as they become available.

**AUXILIARY SEWING ROOM** (*schedule available in the volunteer office*)

Volunteer duties include providing Brackenridge and Children's Hospital with items such as stuffed animals, heart pillows, baby blankets, camisoles, etc. Volunteers must be able to sew, turn and stuff, and distribute items to appropriate areas.

**AUSTIN MEDICAL EDUCATION PROGRAM/LIBRARY** (*times available M-F 8-5pm*)

AMEP library patient education volunteer duties will include to staff the library's patient education desk and assist patients and their families obtain reliable consumer health information. Their primary goal is to enhance the experience of Brackenridge/CHOA patients and their families seeking information about medical conditions or procedures.

AUSTIN MEDICAL EDUCATION PROGRAM/INTERNAL MEDICINE  
*(times available M-F8-4pm)*

Volunteer duties include administrative tasks such as: organizing files, delivering and distributing mail, contacting physicians, preparing informational packets for recruitment.