

**The Oconee Regional Medical Center
Volunteer Services Mission**

The Volunteer Services Department at Oconee Regional Medical Center has been established to develop and maintain a caring, efficient compassionate volunteer staff. The volunteer provides an extra dimension of care and service to patients, empathy for families and visitors, and supportive services for the ORMC staff.

**WELCOME FROM
ADMINISTRATION**



Dear Volunteer:

Welcome to Oconee Regional Medical Center. I want to thank you for taking the time to become part of our volunteer program. You are now a member of a health care team that serves Baldwin County, the surrounding six county area, and Lake Oconee communities.

As you will soon recognize, the Oconee Regional staff has a very high quality standard for health care. These are the standards we believe you will be proud to help us continue.

As one of the volunteers at Oconee Regional Medical Center, this manual will help you to become better acquainted with the hospital as well as the responsibilities of and opportunities for service in the hospital. I believe that each individual at Oconee Regional serves as a representative of this hospital to the public. What you say and do as you work here will often create the community's impression of Oconee Regional Medical Center.

We want you to have a successful and rewarding experience as a volunteer here at Oconee Regional Medical Center. Thank you again and welcome to our health care team.

Sincerely,

Jean Aycock
President/CEO

Volunteer Pledge

Believing that the hospital has real need of my services as a volunteer worker:

- I will be punctual and conscientious in the fulfillment of my duties and accept supervision graciously.
- I will be dignified, pleasant, quiet and efficient in my behavior and in my response to patients and the hospital staff.
- I will consider as confidential all information, which I may hear directly or indirectly concerning a patient, doctor, or any member of the ORMC staff, and I will not seek information in regard to a patient.
- I will take any questions, problems, criticisms or suggestions to the Volunteer Services Director, or the head of the department in which I am working.
- I will uphold the traditions and standards of this hospital, remembering at all times that I represent the hospital and will interpret the standards to the community at large.

MESSAGE FROM VOLUNTEER SERVICES

We are happy that you have chosen to join our volunteer program and we welcome you as a vital part of hospital staff.

We wish you the joy and fulfillment that is only found in giving oneself to the service of others. As Ralph Waldo Emerson said, “It is one of the most beautiful compensations of this life that no man can sincerely try to help another without helping himself.”

You as a volunteer will be one of the hospital’s most important representatives. Your dignity will inspire confidence. Your courteous manner should extend to everyone – hospital personnel, doctors, fellow volunteers, but particularly to the patients and visitors. The sick and their anxious relatives will appreciate your cheerful manner and willingness to help. Remember, to all people with whom you come into contact that, **you are the hospital.** A warm friendly attitude reaches far, makes an excellent impression and reflects well upon the hospital.

Please read the entire contents of this handbook. It will answer many of your questions and help you become more familiar with volunteering in a hospital atmosphere. Share the handbook with your family and friends. It will give them a better understanding of volunteering and its place in the scope of services and activities at Oconee Regional Medical Center.

If I can be of assistance to you in any manner as you begin your volunteer service please call me. We are all here to make the patient’s stay more pleasant and comfortable. I look forward to working with you to reach that goal.

Colin McCulley
Director of Volunteer Services

HISTORY OF OCONEE REGIONAL MEDICAL CENTER

The 80 bed Baldwin County Hospital facility was formally opened March 6, 1957, and dedicated by Governor Marvin Griffin. In 1961, 46 additional beds and an Intensive Care Unit were added to the hospital, and in 1968 a three-story wing and additional second story were added to the existing wing.

In 1979, the operating suite, the ICU suite, Emergency, Laboratory, and Radiology departments were all enlarged and modernized.

Since, May of 1990. Oconee Regional Medical Center has expanded its services to include a Rehabilitation Services Center, Cancer Treatment Center, Cardio-Pulmonary Rehabilitation Center, Magnetic Resonance Imaging Center and a new four-story medical/surgical wing. The Oconee Regional Medical Center provides laboratory and specialized x-ray services for several other area hospitals and has become a referral center for surgery, intensive care, and cancer patients.

Oconee Regional Health Systems is comprised of Oconee Regional Medical Center (Milledgeville), an 140-bed acute care facility and a 15-bed skilled nursing unit, Oconee Regional EMS, which provides emergency medical service and non-emergency transport for the residents of Baldwin County, Behavioral Health Services, which provides outpatient treatment programs, the Cancer Treatment Center, which provides both radiation oncology and medical oncology services, Jasper Memorial Hospital (Monticello), a 12-bed critical access facility, The Retreat, a 55-bed skilled nursing facility, and the Primary Care Center, which is the local physician group in Jasper County.

Oconee Regional Medical Center is a reorganized 501-C-3 hospital with a 9-member Board appointed by the County Commission. The hospital's service area has a population of 125,000. There are 75 active physicians on staff, plus 30 consulting staff physicians. Average Daily Census is 55 for inpatient acute beds plus an active outpatient service. Park Tower, a \$24 million addition, was completed in 2000 to provide additional services for obstetrics and surgical patients.

RECRUITMENT OF VOLUNTEERS

Volunteers are recruited by the Volunteer Director from organizations within the community, from churches, schools, past employees, and from present volunteers in the program. All volunteers have to come through the Department of Volunteer Services and present the following qualifications and credentials:

QUALIFICATIONS:

1. A sincere desire to serve others.
2. A cooperative spirit.
3. Adaptability.
4. Friendliness.
5. A gracious manner.
6. Possess integrity.

Volunteers are selected without regard to race, creed, color, sex or national origin.

ELIGIBILITY/CREDENTIALS FOR VOLUNTEER SERVICE

1. Submit a completed application with references.
2. A personal interview with the Director of Volunteer Services and the Department Manager from the department in which you will serve.
3. Attendance at an ORMC staff orientation class.
4. Successful completion of Health Screening. As part of the health screening process a volunteer may be asked to provide a statement from their physician to verify the volunteer's physical and mental health in relation to their ability to serve as a volunteer.
5. Successful completion of a background check—required of all volunteers and staff members.

Volunteers are a part of the hospital family and are expected to comply with the hospital rules and regulations as explained to them by the Volunteer Director and the Department Manager where the volunteer will be serving.

Volunteers are responsible to the Volunteer Director, who recommends them for placement. He in turn, is responsible to the hospital for their performance.

VOLUNTEER HEALTH SCREEN

Mandatory pre-service and annual health screens are a condition of service with Oconee Regional Medical Center. The screenings are conducted by Employee Health Services. The objectives of the Hospital's Health Service are:

1. To foster the on-going concept of wellness through means of the Annual Physical Health Screens in conjunction with Hospital Health and Safety Education programs.
2. To stress maintenance of personal wellness and individual responsibility in prevention and control of infection.
3. To maintain Volunteer immunization records.
4. To provide control and follow-up of service related illness and exposure to infection.

Volunteers **MUST** complete the Health screening on the anniversary date of their entry into volunteer service at Oconee Regional Medical Center. The health screen will consist of TB skin test administered by the Employee Health Service and completion of the annual health screening.

INFECTION CONTROL

Infection Control is a vital function of the hospital, and it encompasses all aspects of patient care. A global view of infection control implies that every person involved in health care impacts on the customer, our patients. Volunteers are involved in health care. Prevention is the ultimate goal of infection control.

- **Hand washing** is the most important and effective method of infection control. Hand washing requires only three things: water, soap, and friction. Hand washing must be done consistently, between all patient contact, after handling patient equipment, before and after eating, after using the bathroom and after smoking or drinking.
- **Personal Illness** puts our patients at risk. Many of our patients are severely compromised and may catch what we bring into the hospital with us. **Do not come to the hospital to volunteer or serve as an intern if you are ill.** Report any personal illness to your supervisor.
- **Universal precautions** are the standard of practice at Oconee Regional Medical Center, and were put into place to prevent diseases spread through blood and other body fluids. Universal precautions simply mean that the blood and body fluids of all patients will be considered potentially infectious. This definition allows us to protect ourselves while protecting the patient. Universal precautions require some form of barrier, and the most common form of barrier is that of gloves. The Universal precautions that you as a volunteer will use, if needed, will be explained to you by your department supervisor.

The contribution of volunteers to prevention of infections at Oconee Regional Medical Center is greatly appreciated.

VOLUNTEER INJURY

Should injury occur while you are acting within the scope of your duties it must be reported promptly to the Director of Volunteer Services and your immediate supervisor. An "Incident Report" that requires your signature must be filled out before the end of your shift, and you must go to the Emergency Department to have your injury evaluated and to receive any necessary treatment.

VOLUNTEER ILLNESS

Those reporting for volunteer service after any of the following situations must present a physician's recommendation in writing to the Director of Volunteer Services.

- Illness lasting for a period of five days or more.
- Having a communicable disease; i.e., hepatitis, measles, mumps, chicken pox.
- Hospitalization for any reason.
- Surgery of any kind.
- Following an absence due to an Oconee Regional Medical Center Volunteer service related injury or illness.

RESIGNATION

Volunteers desiring to terminate their services to Oconee Regional Medical Center should notify the Director of Volunteer Services of their intentions in writing and must return their hospital badge to the Volunteer Services office.

RELEASE FROM VOLUNTEER SERVICE

The following are some reasons that could result in release from your commitment to volunteer service at Oconee Regional Medical Center.

- Gross neglect of assigned duties.
- Behavior deemed inappropriate while on duty.
- Disregard of the requirements set forth in the Volunteer Handbook or the Code of Conduct Book.

CONFIDENTIALITY

**“What you see here, and
What you hear here
Is a trust...
Let it remain here.”**

Confidentiality is one of the most important obligations of the hospital volunteer. As part of the hospital’s “helping hand”, volunteers play a vital role in humanizing the hospital environment. Working as you do in so many areas, you are exposed to a great deal of information about patients.

We have a moral obligation, as well a legal one to treat all information we acquire regarding patients as confidential. Breach of confidentiality can be very serious. It could result in a lawsuit not only against the hospital, but also against the individual revealing private information. The Health Insurance Portability and Accountability Act of 1996 (HIPAA) and the Federal Privacy Act of 1974 prohibit information from being released without informed consent of the individual. All communications concerning the patient’s care are also confidential. So what we overhear or learn through transporting records or speaking with other hospital employees must be treated with concern and respect, and must be considered completely confidential. All volunteers must sign a confidentiality statement agreeing to uphold this obligation to our patients prior to starting in a volunteer or intern position.

ATTITUDE AND APPROACH TO PATIENTS

Your assignment will not always be easy; it requires tact and ability to handle people who are not at their best. The way you handle your assignment will have a tremendous effect on the hospital image.

If assigned to a patient care area and asked to do something that you know you are not permitted to do or are uncomfortable in doing, by all means politely inform the person that you cannot perform that task. If you ever have any question about what you are authorized to do, be sure to ask the department supervisor before you do that task.

Talk with the patients and assist them in any manner which you feel is appropriate such as; reading to them, reading their mail for them if requested, making phone calls or mailing letters when requested, and assisting with patient transport. This type of help can make a patient's stay in the hospital more pleasant.

As a volunteer, always remember:

- The patient is the most important person in the hospital.
- Patients are not dependent on us – we are dependent on them.
- The patient is not an interruption of our work - but the purpose of it.
- The patient is a person, not a statistic. Patients have feelings, emotions, needs and wants. It is our business to help satisfy them.

GENERAL INFORMATION FOR VOLUNTEERS

- **Parking:** The Oconee Regional Medical Center has designated parking available for employees and volunteers throughout the hospital campus. Shuttles are available to pick up people from the parking lots. Volunteers may also use the shuttle service. The shuttles will provide pickup service from all main entrances to the hospital. The Shuttle Service is available at various times throughout the day, based on available staffing.
- **Codes:** Oconee Regional Medical Center uses a code system to alert all personnel of emergencies or conditions that affect the entire hospital. Each work area has a copy of the emergency codes and you should become familiar with them. The codes are also listed on the last page of this handbook.
- **Uniforms:** The volunteer uniform for the Youth Program (khakis and a white button down shirt) is to be worn at all times while on duty. The hospital badge is also to be worn at all times, either pinned or clipped above the waist or on a badge neck cord. Adult volunteers may wear the hospital volunteer jackets or any conservative outfit that does not interfere with their specific volunteer duties. Blue jeans, T-shirts and

open toed shoes cannot be worn at any time while on duty at ORMC.

- *Standards of cleanliness, personal hygiene and appearance must be high. Your appearance reflects on all volunteers and the hospital.*

PLEASE:

- Wear the required uniform/appropriate clothing while on duty. Be conservative in hairstyle and make-up.
- Always, wear your hospital badge – while serving at the hospital. (Above the belt and on the outside of all clothing)
- Leave valuable jewelry at home as it may be lost or damaged.

Training: Each volunteer will receive on-the-job training throughout the areas of service at the hospital. The supervisors in the department to which you are assigned will do the training. Additional training classes are scheduled throughout the year and listed in the monthly volunteer newsletter.

Shifts: Each volunteer will coordinate the length and frequency of their shifts with their immediate supervisor within the department where they will be working. These shifts can be once or twice a month for three to four hours or three to four times a week. As a volunteer, we appreciate your time and commitment and want to be able to work with you to accommodate your schedule as well as that of the hospital.

Confidentiality: Patients must be assured of confidentiality at all times. Therefore, never discuss any patient or incident occurring at the hospital outside the hospital. All inquiries concerning patients must be referred to the Information Desks on the first floor, the Nursing Stations on the respective floor where the patient is staying, or to a Patient Representative.

Cafeteria: Volunteers may enjoy a free meal at the hospital's cafeteria anytime they complete a three-hour shift at the hospital. \$4.00 is paid by the hospital towards the cost of each volunteer meal.

Meetings: Volunteer meetings are held in April and December. The April meeting is designated as the annual meeting and the recognition awards will be given at that time. These meetings are important and should be attended by all volunteers. Auxiliary volunteers will have award program dates that will be different from those listed above.

Smoking: Volunteers are not permitted to smoke while on duty. The entire hospital is a smoke free facility and smoking is allowed only in specifically designated areas outside the hospital. Volunteers may use the designated smoking areas only while on break.

Eating and drinking: Volunteers may eat and drink while on breaks in the cafeteria or in other specifically designated department areas.

Visiting Patients: At times, the friends of a volunteer may be patients in the hospital, and there may be a temptation to slip in to visit them for a few minutes during a volunteer's shift. Patients are dependent on all personnel performing their assigned duties as scheduled. In order to be fair to all the patients and fellow workers, volunteers are requested to visit friends who are patients on their own time.

Tracking Volunteer Hours: Volunteers are required to log in on their time cards the hours that they have served. This is done at the end of each shift that the volunteer completes. The time cards are kept at the hospital information desk or in the Volunteer Services office. The Director of Volunteer Services will keep an accurate monthly account of the total volunteer hours for the hospital.

SOME VOLUNTEER DON'T'S

- Do not read patient charts unless it is part of your service.
- Do not give any medication to patients.
- Do not give water or food to patients without the permission of a nurse.
- Do not transport a patient with an IV pole unless you have been specifically instructed how to do so.
- Do not enter a patient's room without knocking and never enter when a physician is seeing a patient.

Remember that you are a volunteer. This is different from a staff member in that you are not involved with diagnosis, treatment or policymaking. Patients may tell you their gripes about staff and/or hospital regulations. You are certainly entitled to your own opinions, **but never undermine the staff or the treatment by agreeing with the patient who is criticizing the hospital.**

COMMON HOSPITAL ABBREVIATIONS

Anes	Anesthesia
B.P.	Blood Pressure
EKG	Electrocardiogram
EEG	Electroencephalogram
ER/ED	Emergency Room
Endo	Endocrinology
ENT	Ears, Nose and Throat
GI	Gastrointestinal
GYN	Gynecology
ICU	Intensive Care Unit
I & O	Intake & Output (seen on patient doors; means it is being measured by the nursing staff)
Isol.	Isolation
IV	Intravenous
Neuro.	Neurological
NPO	Nothing by mouth
OB	Obstetrics
Oncol.	Oncology
Oph.	Ophthalmology
OR	Operating Room
Orthro.	Orthopedics
OT	Occupational Therapy
Pre-op	Before Surgery
Post-op	After Surgery
Psy.	Psychiatry
PT	Physical Therapy
Rad.	Radiology
RR	Recovery Room
Rehab	Rehabilitation
SDS	Same Day Surgery
Stat.	Immediately
Urol.	Urology

SOME TYPES OF VOLUNTEER SERVICES

- **Information Desk:** The information desk volunteer is the main source of patient and hospital information. These volunteers assist in giving directions to visitors in the hospital as well as delivering newspapers, mail and flowers to patients.
- **Couriers:** These volunteers are used throughout the hospital. Their primary responsibility is to deliver necessary materials from one department to another while tending to pick-ups from other departments along their way through the hospital. Couriers are assigned to the Information Desks and make rounds throughout the hospital each hour.

- **Nursing Station Assistant:** Volunteers who serve in these areas will support the medical/surgical nursing stations on the hospital floors and in ICU assisting the unit secretary. Some of the duties include, answering the telephone, passing out water and beverages to patients, sorting or handling patient paperwork, assisting the nursing staff in admission or discharge of patients from the various nursing floors.
- **Admissions/Registration Desk:** Volunteers that serve at the Admissions Desk assist patients being admitted to the hospital for testing or surgical procedures. Duties include: escorting patients and/or their families to various departments, assisting with the admissions/discharge procedures, providing instruction and/or assistance to patients and their families as directed by the admissions staff.
- **ICU/Urgent Care Volunteer:** These volunteers will support the nursing staff in the ICU or Urgent Care area by escorting patients, running errands, and acting as hosts to the patients or their families in the waiting areas or assisting in handling patient paperwork.
- **Rehabilitation Service:** Volunteers in the Rehabilitation areas may assist with patients in therapeutic recreational activities, preparing the physical therapy treatment areas, assist in handling patient paperwork and phone calls, or transport patients from one area to another.
- **Radiology Service:** These volunteers will support the radiology staff in the various radiology departments; (Mammography, MRI, Ultrasound, Nuclear Medicine) by escorting patients, running errands, transporting patients throughout the hospital, acting as hosts to the patients or their families in the waiting areas or assisting in handling patient paperwork.
- **Health Information Service:** Providing administrative assistance to the staff of the Health Information department. Duties may include filing, sorting, copying or delivering patient records, charts, x-rays or other hospital documentation. Other administrative assistance may be required such as answering phones, directing patients or assisting other health facilities by faxing or mailing paperwork as needed.

Oconee Regional Medical Center's Emergency Codes

<u>Code</u>	<u>Event</u>	<u>Dial</u>
Code Black	Tornado warning – tornado sighted All weather events are called throughout the hospital by the Switchboard as needed-go and assist others to move to an inner corridor.	3505
Code Blue	Adult Respiratory or Cardiac Arrest (no action needed)	3999
Code Pink	Pediatric Respiratory or Cardiac Arrest (no action needed)	3999
Code Red	Fire alarm—R.A.C.E. (Rescue Alarm Confine Extinguish)	3505
Code Triage	<u>Mass Casualty</u> interrupts normal routines-large influx of patients to the hospital-report to your supervisor for instructions.	3505
Code Adam	Infant Abduction **Secure all exits** * Be Observant	3505
Security	To request security, Call switchboard for security, to submit a work order.	3505
To report:	Bomb threat	3505
Service Response:	Used when assistance is needed for clean up or repair to hospital equipment	3100

As you go about your duties we encourage you to report unsafe conditions such as a trip hazard, water on the floor or broken equipment also if you see a bathroom or area that needs housekeeping attention call switchboard or 3100 and leave a message.