

### **Patient Care Volunteers – Central Registration/Greeter**

**Days/Hours:** Monday-Thursday 9:00 a.m. – 12:00 p.m., 12:00 – 4:00 p.m.

**Position Summary:** Very friendly and personable, customer service focused, kind, respectful, compassionate, patient & helpful, able to push a patient in a wheelchair, excellent listening skills

#### **Primary Functions:**

1. Assist in escorting patients to their out patient (OP) clinic locations from the Central Registration office after they are registered.
2. Help when area is busy – help with crowd control (occasionally)- ask them to take a number and have a seat in waiting room.
3. Help direct patients and visitors from screening to Registration area
4. Monitor any limits on number in space
5. May involve pushing a patient in wheelchair or patients with some cognitive challenges
6. Assist elderly patients with wayfinding