



## Surgical Waiting Volunteer Program

### What is a Surgical Waiting volunteer?

This is a Covenant HealthCare volunteer who provides extraordinary customer service at the 700 Cooper and Harrison Campus surgical waiting rooms and acts as a liaison between physicians and families.

### What duties can a Surgical Waiting volunteer provide?

Volunteers provide support to families/friends that are waiting for a patient in surgery. The Surgical Waiting volunteer provides a valued support to our staff, is part of the team and provides information relating to the surgery process for visitors at Covenant HealthCare.

- Provide communication between surgical suite/physicians and the patients family
- Answer the phone and connect the family member for updates
- Guide visitors through the surgical board to follow the patient status
- Take down contact information for families
- Check-in the family/support person that is waiting during surgery
- Maintain pleasant and comfortable atmosphere by offering assistance when asked
- Be courteous, helpful, friendly, and show concern for people who are under stress
- Maintain strict confidentiality

### Time Commitment:

Volunteers are scheduled for a 4-hour shift (Monday-Friday) 8am-Noon, Noon-4pm or 4-8pm. You will be paired with a Covenant HealthCare Front Desk Receptionist staff member.

### For more information:

Interested individuals can apply online, <https://www.covenanthealthcare.com/ch/communityinvolvementvolunteer>. If there are questions, contact Volunteer Services, 989.583.6040, [volunteering@chs-mi.com](mailto:volunteering@chs-mi.com).



\*Please refer to the most up-to-date Infection Prevention guidelines for this service.  
Covenant HealthCare Volunteer Services Last updated: June 16, 2021