

Covenant HealthCare Patient Ambassador Program

What is a Patient Ambassador?

This is a volunteer who has been training by unit staff to perform a variety of duties at the bedside of the patient. This volunteer will communicate needs and concerns of the patient to the charge nurse, coordinator or unit manager.

What duties can a Patient Ambassador volunteer provide?

Patient ambassador volunteers provide visitation and advocacy for our patients at the bedside. They will round from room to room on an assigned floor and meet non-medical needs:

- Pass water
- Fold linens in both closet and clean utility
- Replace bedside bags
- Clean up rooms
- Empty trash
- Take soiled equipment to central processing
- Wheel patients to vehicle upon discharge
- Clean microwaves
- Make sure blanket warmer is stocked
- File papers in office if needed
- Stock gloves under sharps and in patient bathrooms
- Wipe down and replenish supplies on blood pressure machines
- Visit with patients that need a little extra attention
- Restock med cart supplies and empty trash on med carts
- Make sure hallways are free of clutter (chairs, blood pressure machines, etc.)
- Survey patient room that all needed equipment is in place (as outlined by department)

They may also provide emotional support and partner with the clinical staff to provide a caring, positive environment.

Time Commitment:

Volunteers are scheduled for 3-4 hour shifts, and can work any day of the week. Volunteers must be able to make a six-month commitment to volunteering as an ambassador.

Areas Volunteers are Needed:

Cardiology

Medical Pulmonary

Medical Renal

Medical Oncology

For more information:

Interested individuals can apply online, www.covenanthealthcare.com. If there are questions, contact Volunteer Services, 989.583.6040, volunteering@chs-mi.com.