

Covenant HealthCare Patient Ambassador Program with Mary Free Bed at Covenant

What is a Patient Ambassador?

This is a volunteer who has been trained by unit staff to perform a variety of duties to assist the patient experience. This volunteer will communicate needs and concerns of the patient to the front desk staff, physical, occupational or speech therapists, coordinator or manager.

What duties can a Patient Ambassador volunteer provide?

Patient ambassador volunteers provide visitation and advocacy for our patients in the outpatient setting. They will round from room to room at assigned campus and meet non-medical needs:

- Fold linens in both closet and clean utility
- Clean up rooms
- Clean, store and organize toys
- Clean microwaves
- Fill/empty dishwashers
- File papers in office if needed
- Stock gloves, tissues, wipes in patient treatment rooms and gym
- Visit with patients that need a little extra attention
- Restock linens in treatment rooms & gym
- Other general office duties
- 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)
- Fax patient tray orders per therapist request
- Makes copies for therapists
- Stock patient food items in patient refrigerators and cupboards.
- Clean, store and organize durable medical equipment

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 Monday through Friday. Volunteers must be able to make a six-month commitment to volunteering as an ambassador.

Areas Volunteers are needed at the following campuses:

Michigan OP PM&R 515 North Michigan Ave, Saginaw
Center for Autism 2919 Wilder Road, Suite 100, Bay City

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.