HEALTH FIRST, INC.
Job Description

Position Title: Surgical Guest Services Team  Job Code: N/A
Entity: Health First Viera Hospital
Department: Volunteer Services  Authorized by: Joelle Boccabella, MVS
Position of Report: MVS  Date: March 13, 2013

POSITION SUMMARY

To provide superior quality, value, and outstanding service by: Providing non-medical support and assistance on the Surgery unit.

PRIMARY ACCOUNTABILITIES

1. Greets patients, visitors, and associates courteously.
2. Escorts patients and visitors to and from the Pre-Op/Recovery unit.
3. Uses two patient identifiers – patient name and date of birth – when escorting patients.
4. Weighs patients upon entering Pre-Op area and clean scale after each patient.
5. Takes temperature reading for each patient.
6. Delivers items for testing to the Lab.
7. Provides non-medical support and assistance in Pre-Op/Recovery unit.
8. Serves as greeter and responds to patient/family requests as appropriate, acting as liaison for unit.
9. Answer phones and provide clerical support as directed by HUC/Tech.
10. Performs clerical duties and other tasks that do no require licensure or certification.
11. Understands limitations and only performs duties within competence (i.e., may only handle medications such as IVs only when necessary and after deemed competent by department supervisor).
13. Familiar with wheelchair and cleaning procedures.

QUALIFICATIONS REQUIRED

EDUCATION/GENERAL REQUIREMENTS:

- Excellent customer relations skills.
- Reading and writing skills.
● Desire to work in a patient care environment.
● Basic typing and computer skills.
● Ability to sit and/or stand for extended periods of time.
● Knowledge of hospital policy and procedures relative to your scope of service.

**PHYSICAL DEMANDS:**

● Must be able to sit and/or stand for up to 4 hours.
● Ability to push an occupied wheelchair.
● Ability to lift at least 10 pounds.

**MENTAL DEMANDS:**

● Ability to do multiple tasks at the same time in a patient care environment.
● Ability to provide emotional support to stressed visitors and patients.
● Ability to hear clearly in busy high volume area.
● Quick-paced, high focused tasks.

Reviewed 2/2016