

# FLORIDA HOSPITAL EAST ORLANDO

Areas of Service for Volunteers

## **ADMINISTRATIVE OFFICE**

Clerical duties, answering the telephones, computer knowledge--MS Word/Excel

## **CASE/RISK MANAGEMENT**

Clerical, filing, photocopying, maintain charts

## **CENTRAL PROCESSING**

Assemble, re-stock, wrap, seal, deliver supplies, any clerical duties requested by supervisor

## **CENTRAL TRANSPORTATION (courier)**

Pickup and deliver items, transport patients

## **CONCIERGE/GREETER**

*(on patient floor or Medical Plaza)*

Greet Patients and visitors, give directions and or escort to destination. Some clerical duties.

## **ENDOSCOPY**

Sign patients in and have them fill out history form, update family members on patient's status

## **EMERGENCY DEPARTMENT**

Restock and put away multiple items, place magazines in rooms, assist in transporting patients to their rooms when admitted or when getting X-ray, help care for children of patients, comfort relatives make copies, fold and put away linen, assist nurses and patients *(must have proof of Hep B)*

## **EMERGENCY DEPARTMENT/waiting room**

Greet and assist patients and visitors, comfort relatives, work with ER staff

## **ENVIROMENTAL SERVICES**

Clerical duties, filing, photocopying, answer telephones

## **GIFT SHOP**

Friendly, courteous greeting and farewell to customers; keep shelves straightened, re-stock and sell items, operate cash register

## **HEALTH INFORMATION MANAGEMENT**

Filing, chart retrieval, telephones, clerical

## **INFORMATION DESK**

Greet and direct visitors in a friendly and courteous manner, answer telephones, use CRT to look for room numbers, maintain lobby area neat, assist people in wait areas.

## **LAB**

Clerical duties, answer the telephones

## **MARKETING AND PR**

Clerical duties, filing, photocopying, answer phones, special projects

## **NURSING ADMINISTRATION**

Clerical, filing, photocopying, errands

## **NUTRITIONAL SERVICES**

Collect menus, aid patients in menu selection, Assist in maintain cafeteria clean

## **PASTORAL CARE**

Additional training with pastoral services

## **PATIENT CARE**

Assist nurses and patients, supply water (watching for fluid restriction), water flowers, answer call lights, put away supplies, visit patients, run errands, help discharge patient

## **PATIENT FINANCIAL SERVICES**

Clerical, filing, sorting, scanning, errands

## **PHARMACY**

Labeling/bagging syringes, packaging medicine, rotating stock, filing, clerical

## **RADIOLOGY**

Clerical duties, filing, assist patients and families

## **RADIOLOGY/Greeting area**

Greet and help direct patients and visitors assit people in waiting area.

## **RAPID IN AND OUT (RIO)**

Assemble charts, answer phones, discharge patients, run errands, and assist nurses

## **SHIPPING AND RECEIVING**

Help unload and deliver packages to different departments

## **SURGICAL WAITING ROOM**

Serve as receptionist assisting families of patients waiting for physicians' reports, assemble charts

## **TROLLEY**

Transport visitors to or from vehicles

## **WOMEN'S CENTER**

Greet visitors, answer telephones, light typing, assist secretary with projects, keep dressing rooms neat and stocked with linen, assist with clerical duties