

## FROM THE PATIENT'S POINT OF VIEW

### Remember

1. Patients and visitors tend to be upset about the physical circumstances that put them in the hospital. They may be unresponsive, not because of the volunteer, but because of the seriousness of the physical illness.
2. Physical illness dramatically changes one's life. One's freedom of movement and physical strength are reduced. The impairment of freedom is difficult to accept, so the patient may appear touchy, cool and reserved or angry. Adjusting to dependency is not easy.
3. Physical pain often inflicted by medical treatment may make a person feeling helpless
4. Each person responds to pain uniquely.
5. Physical illness affects the lives of the patient's family.
6. Physical illness creates anxiety about finances, loss of job, potential loss of mobility, and the ability to earn a living.

### Suggestions:

1. Prepare your mind and spirit as you approach your task.
2. Keep your curiosity in check and avoid asking questions about tubes, mechanical devices, etc., unless you need to know these things in order to carry out your responsibility.
3. Be sensitive to the mood of the patient. Avoid talking too much; concentrating on being a good listener. Maintain a calm and confident presence without being overly cheerful or overly somber - aim to be quietly pleasant!
4. Avoid giving medical advice and "comparing scars." Don't compare doctors. Your task is not to judge the quality of medical care received. Such activities may discourage the patient or frighten and/or upset him or her.
5. Avoid carrying "emotional germs" from one patient to another. Let each contact deal with the person encountered at the moment.
6. Be cautious about the use of humor. If used appropriately, it can be helpful. However, our role is not always to cheer up the patient, but to be supportive of him or her.
7. If a person is too sick to be visited, respect his/her need for undisturbed rest. Do not wake a sleeping patient.
8. If a physician or other medical person comes into the room to care for the patient, graciously excuse yourself unless the medical person and the patient urge you to stay.

### Response to Patients

1. Phrases to avoid:
  - "I know just what you mean"— or "I understand"
  - "My neighbor had the same thing and it was awful."
  - "What you really need to do is think positive."
2. Helpful phrases:
  - "What is this like for you?"
  - "Sounds as if this has been difficult for you."
  - "Would you like for me to sit with you?"
  - "Is it okay if I come in?"

### Helpful Numbers

(713) 394-6000 The Methodist Hospital Main Line  
(713) 441-3351 Volunteer Office  
(713) 441-4246 Security  
(713) 441-2381 Pastoral Services  
(713) 441-2221 Patient Liaison  
(713) 441-3116 Care Management (Social Services)

## Volunteer Services Guidelines and Procedures



### MISSION

"To provide the best care and service in a spiritual environment"

### VISION

"People will seek Methodist as a globally recognized leader of pioneering medical expertise and innovative, personalized care."

### VALUES

• Integrity – "We are honest and ethical in all we say and do."

• Compassion – "We embrace the whole person and respond to emotional, ethical and spiritual concerns as physical needs."

• Accountability – "We hold ourselves accountable for our actions."

• Respect – "We treat every individual as a person of worth, dignity and value."

• Excellence – "We strive to be the best at what we do and a model for others to emulate."

## GENERAL INFORMATION

### Do's

1. Think of yourself as a pleasant host or hostess by making sure that visitors have what they need and are comfortable.
2. Sign in and sign out in the Volunteer Office each time you volunteer at the hospital.
3. Familiarize yourself with various areas of the hospital in order to better assist visitors. Offer to accompany them to distant areas.
4. Become familiar with all personnel, patients, and families in order to establish a friendly camaraderie.
5. Practice positive physical and emotional boundaries when interacting with patients and families.
6. Listen carefully and be empathetic with patients and their concerns and feelings.
7. Perform other duties requested by charge nurse or designee. (Example - assist a patient who has a need, make up charts, or accompany a patient to another part of Hospital.)
8. Consult a staff member for further instruction if you are unfamiliar with a designated task.
9. Practice safe hand hygiene at all times, especially with patient interactions
10. Incorporate ICARE Values into your work:  
Integrity, Compassion, Accountability, Respect and Excellence
11. Volunteer with the Methodist Service Pride—Be happy and willing to serve.

### Don'ts

1. Feed patients food or liquid unless requested by a doctor or nurse, or offer blanket without checking.
2. Discuss health-related issues with patients or family.
3. Place in or remove patients from wheelchairs without setting brakes.
4. Place or remove patients from gurneys.
5. Attempt to explain medical information.
6. Transport patients in a wheelchair to any location across Fannin, however, you can accompany the family, if requested to do so.

### Personal Appearance

Dress code:

1. Clean and neatly pressed shirts/blouses, skirts/slacks, sweaters, jackets
2. Clean shaven or neatly trimmed facial hair
3. Long hair tied back
4. Polished and clean closed toe shoes appropriate to duty
5. **NO** perfume of any kind-it may cause discomfort/allergic reaction to the patient
6. **NO** blue jeans, rumpled clothing, t-shirts, exposed tattoos or piercing, excessive jewelry, inappropriate or over exposing clothing

### Identification

1. Wear your ID badge at all times to gain access to the hospital
2. Wear designated volunteer uniform (jacket, scrubs, business professional)

## POLICIES AND PROCEDURES

### Infection Control Policies and Procedures

1. Avoid exposing patients, other volunteers, hospital employees, and the public to illnesses by not volunteering when you are ill.
2. Wash hands when arriving on duty and when leaving.
3. Ask for personal protective equipment when necessary (gloves, apron)
4. Maintain proper Hand Hygiene at all times (see below)
5. Do not handle any body fluids.
6. Report any on-the-job injuries, no matter how minor, to charge nurse immediately, and complete employee accident report. Give copy of form to volunteer office.

### Procedures to Follow in Case of Fire

<b>RESCUE</b>	—	anyone in immediate danger
<b>ALARM</b>	—	*activation - dial 3300 to report the location of the fire.
<b>CONTAIN</b>	—	the fire and smoke by closing all rooms and fire doors.
<b>EXTINGUISH</b>	—	the fire, if possible. Be prepared to evacuate areas if needed.

\*Give the operator:

- 1) your name
- 2) location of the fire/smoke
- 3) description of the fire and
- 4) report any injuries.

### Emergency Codes and Procedures

Internal Disaster:	Code 99
External Disaster:	Code 99
Fire:	Dr. Pyro
Bomb Threat:	Code Orange
Infant Abduction:	Dr. Pink
Cardiac Arrest:	Code Blue

Report to or call the Volunteer Office upon hearing one of these announcements. Only if the Volunteer Office is inaccessible, call the Incident Command Center at (713) 394-6937. **Use of this phone number is restricted and should be used only if the volunteer office phone is inoperable and there is a need for further instruction.**

### Hand Hygiene

Wash your hands:

1. Before and after eating
2. Before and after patient contact
3. After contact with anything contaminated
4. After using the restroom

How:

Carry a small, refillable Purell bottle  
Find a Purell wall dispenser  
Wash hands with soap and water