

# Welcome to Medical Specialties

*Volunteers don't get paid, not because they're worthless, but because they're priceless. ~Sherry Anderson*

- The time you spend on our unit is valued by all patients, families, and staff.
- Our Visitors / Volunteers have become an important extension of our team.
- Please sign in and out on the calendar posted between Pods 3 and 4. I will use this to track your time.
- It is important to inform us if you are not going to be in for your scheduled times. E-mail Nicole Trearchis: [Nicole.S.Trearchis@hitchcock.org](mailto:Nicole.S.Trearchis@hitchcock.org)
- A communication book is located inside the wall desk at the visitor/volunteer bulletin board. This is a wonderful way to show all the spectacular work you do as a visitor/volunteer! It is also used as evidence to what an impact you all have on our patient population. Read what other visitors/volunteers have experienced.
  - "Human Connection"
  - "Wants to experience the more personal side"
  - "Wants to experience the "other side of medicine"
  - "Each person has taught me something different"
- You will encounter many different personalities on the Medical Specialties Units. This includes patients as well as staff.
- You will see patients with dementia, delirium, psychiatric problems, medically stable patients who are "waiting for placement". Some of our patients are lonely or scared. Whatever the situation you will make a difference.

## **Suggestions to creating a positive visitor/volunteering experience**

- Focus on the person, not the patient
- Interact with patients in a non-judgmental approach
- Develop empathy
- Develop flexibility
- Be warm and sociable

## **Conversations to Avoid**

- Politics, Religion and NEVER give medical advice or opinions

## **Besides engaging with patient's there are other tasks to be aware of:**

- Keep blanket warmer full
- Empty linen carts
- Answer call bells
- Retrieve wheelchairs for discharged patients

**Helpful Information** – On the outside of the patient's doors you may see the following symbols:

- **NPO** – Nothing to eat or drink
- **CMO** – Comfort measures only (end of life care), you will also see a picture of a daisy on the door
- **I/O** – Inform the LNA or nurse if you bring a drink to a patient
- **HOH** – Hard of Hearing