Dear Prospective Volunteer,

Thank you for expressing an interest in joining Asante Three Rivers Medical Center (ATRMC) Auxiliary. Please find an Application, Confidentiality Statement and Consent for Criminal History Check to complete, sign and return, as well as an overview of the various services our volunteers provide to our patients and their families, visitors, team and community.

Once we receive your application, you will be contacted and scheduled for an interview. New volunteers who have met our requirements must attend a four hour Orientation conducted by the Auxiliary and ATRMC staff members.

As a member of the Asante team you will be a part of helping us achieve our goal which is to be recognized for medical excellence and outstanding customer service. We are looking forward to you becoming part of our team of over 250 volunteers!

If you have any other questions, please call me (541) 218-4605 or email Carol.Misner@asante.org

Sincerely,

Carol Misner
Membership Coordinator
ATRMC Auxiliary
Volunteer Services Application for Auxiliary Membership

Full Name ______________________________ Date ____________
(First) (MI) (Last)

Current Mailing address __________________________ City ________________ ZIP __________

Primary phone __________________________ Alternate phone __________________________

Volunteers must be 18 or older and out of high school to join the Auxiliary. Are you 18 or older? _____ Yes ____ No
High school students may apply for our Junior Volunteer Program.

HOW DID YOU HEAR ABOUT THE AUXILIARY? ________________________________

Gender: ___________ Male ___________ Female ______________________ (mm/dd/yyyy)

Date of Birth: ________________

Email address: ________________________________ *Social Security Number: ______________________

*This information will only be used to complete the required background check process and to avoid misidentification.

Work and/or Volunteer Experience ____________________________________________________________

Auxiliary members that can be used as references: ____________________________________________

Do you have personal medical insurance that would cover you if you were injured while volunteering? _____ Yes ____ No
If you do not have medical insurance but are 55 or older, you may register to volunteer with the Retired and Senior Volunteer Program (RSVP) in Josephine County. If you are younger than 55, other insurance may be available.

CONSENT TO RELEASE INFORMATION
I hereby authorize and request that you make available to any duly authorized representative of Asante any information relevant to my employment history, background, criminal history, and personal character. I hereby waive any right I may have with regard to the release of this information to Asante.

Be sure to read, complete, and sign both sides of this application. Return it at your earliest convenience to:

Asante Three Rivers Medical Center Auxiliary
Attention: Membership Coordinator
500 SW Ramsey Avenue
Grants Pass, OR 97527

Signature ________________________________ Date ________________
________________________________________

Office use only:
Date received ___________ Interview date ___________ Interviewed by ________________________________
Date of orientation ___________ Jacket size ___________ Outcome of interview ________________________________
Background check complete ___________ ID badge no. ___________ Volunteer PIN no. ________________________________
Comments ________________________________

August 26, 2019

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Application for Auxiliary Membership
Asante®
Three Rivers Medical Center
Volunteer Commitment and Agreement

- I shall hold as absolutely confidential all information I may obtain directly or indirectly concerning patients, doctors, or personnel, and I will not seek to obtain confidential information from or about a patient.
- My services are donated to the hospital without compensation or contemplation of future employment and are given for humanitarian and charitable reasons.
- I may not solicit any business for attorneys or insurance companies for compensation, both on or off of the hospital premises, nor may I act as a runner or capper for an attorney in the solicitation of business. I shall report all known occurrences of solicitation for attorneys to the Auxiliary president.
- I may not attempt to sell goods or services, request contributions, or solicit persons to sign or distribute political petitions on hospital premises, unless I receive the express authorization from the Auxiliary Executive Board to engage in these activities.
- I shall submit to medical examinations, which may include chest X-rays, skin tests, appropriate laboratory tests, and immunizations, that may be necessary as part of my volunteer service.
- I shall be punctual and conscientious; conduct myself with dignity, courtesy, and consideration of others; and endeavor to make my work professional in quality.
- I shall perform my duties and responsibilities to the Auxiliary and in service to the hospital always being aware of Asante’s Values of excellence, respect, honesty, service, and teamwork.
- I shall attempt to resolve any problems related to my volunteer activities with my supervisor or the service chair; if unsuccessful, I will attempt to resolve any such problems with the Auxiliary president.
- I shall make my best effort to fulfill my commitment to the hospital by completing all assignments that I accept.
- I shall at all times uphold the philosophy, Values, and standards of Asante.
- I understand that the Auxiliary reserves the right to terminate any volunteer as a result of (a) failure to comply with hospital policies, rules, and regulations; (b) Auxiliary bylaws, policies, procedures, and Standing Rules; (c) or any other circumstances which, in the judgment of the Auxiliary Executive Board, would make my continued service as a volunteer contrary to the best interests of Asante.
- I understand that Asante assumes no responsibility for any contact, visits, or services provided by me outside the responsibilities assigned through the Auxiliary volunteer program.

I understand that volunteers are not covered by Asante’s medical insurance if an injury occurs while on duty and that volunteers must ensure that their personal insurance is current during their volunteer service. I understand that if I do not have medical insurance but am 55 or older, I may register as a volunteer with RSVP in Josephine County and that if I am younger than 55 other insurance may be available.

I have read all of the above conditions, I agree to abide by them, and consent to the release of information.

Name (please print)  Signature  Date

August 26, 2019  Page 2  Application for Auxiliary Membership
VOLUNTEER SERVICES
CONFIDENTIALITY OF INFORMATION AGREEMENT

Confidentiality is one of the primary responsibilities of every Asante Three Rivers Medical Center (ATRMC) employee and volunteer. Confidential information is defined as any information, written, spoken or electronically transmitted, whose unauthorized or indiscreet disclosure could be harmful to the interest of a patient, employee, physician, volunteer, student or the institution. Examples of such information include, but are not limited to, personally identifiable medical and social information, proceedings of medical staff committees and financial information.

Confidential information obtained either during assigned duties or by accident shall not be released to any person or institution except in accordance with ATRMC policy. No ATRMC staff, volunteer, vendor, or contractor shall seek access to confidential information out of curiosity, for malicious purposes, or for financial gain. Discussion or consultation involving a patient’s care or a staff member’s confidential information should be conducted in private. Individuals not directly involved in the patient’s care should not be present without the patient’s consent.

All information about patients, including the nature of the patient’s disease, diagnosis and treatment is to be considered protected by applicable state and federal laws, such as HIPAA privacy rules. Financial and operating data, personnel records and payroll information, the minutes of medical staff and hospital committees, physician credential files, incident reports relating to risk management issues, personally identifiable medical and social information, and any other information designated as of a private or sensitive nature is also included in the category of confidential information. These matters should only be discussed in the appropriate business or clinical setting, not in public areas such as the cafeteria or outside of Asante.

Medical records are the property of the hospital and cannot be removed from the hospital except in the company of the custodian of records in response to a subpoena or court order.

Computer passwords are solely for the use of the person to whom they were assigned and must not be shared in order to prevent unauthorized access to confidential information.

By signing this document, you the employee/volunteer/student, agree to hold the above-mentioned information confidential and understand that staff, volunteers or students will be subjected to disciplinary action, including discharge and/or civil penalties, should confidentiality be breached.

I, (please print name) ________________________________ acknowledge that I have read, understand and agree to comply with the above policy.

Volunteer Applicant’s Signature_________________________ Date _____________________

Confidentiality Agreement 6-2014
**Auxiliary Service Descriptions**  
*As of October 2017*

**Blood Pressure Desk**  
The Auxiliary provides this free service as a courtesy to the community. Members of the general public are welcome to come to our desk at the hospital and have their blood pressure taken by a volunteer. This service is offered on weekdays and is frequented by many patrons, some of whom have limited social contact. Often the patron is eager to visit while his or her blood pressure is taken, and we are happy to oblige. We encourage our patrons to monitor their blood pressure on a regular basis, and we provide a record for them to do so. Our blood pressure equipment is an easy-to-use digital device, and volunteers are trained in the proper procedure. There are no computer or phone requirements in this service.  
*Low*

**Shifts:** Monday through Friday, 8 to 12 a.m; 12 to 4 p.m.

**Center for Outpatient Health (COH) Information Desk**  
This desk is located in the Outpatient Center’s lobby and is the first contact patrons have inside the center. Volunteers greet and escort patients to registration as well as providing directions to other services in the building and surrounding areas. This volunteer will also sanitize used wheelchairs and be prepared to assist with the wheelchairs when needed. Volunteers at this desk are required to use a computer to sign in and will receive the appropriate training to do so. There is no phone duty or paperwork. This volunteer must be alert to customers arriving and must be courteous and friendly.  
*Low*

**Shifts:** Monday through Friday, 8 a.m. to 12 p.m.; 12 to 4 p.m.

**Emergency Department**  
The Emergency Department (ED) reception desk requires volunteers with an easy and calming manner, as many patrons are under stress while in the ED. Volunteers in this service work with hospital staff to ensure that patients are seen as soon as possible and that family members are kept apprised as the situation warrants. Volunteers are trained to use a computer to access census data and must be able to push a wheelchair. Light phone work may be required. Our goal is to have two volunteers per shift.  
*High*

**Shifts:** Daily, 8 a.m. to 12 p.m.; 12 to 4 p.m.; 4 to 8 p.m.

*Activity Level:*
- **Low:** Mostly sitting; may have occasional periods of low customer contact.
- **Moderate:** Both standing and sitting may be involved; some periods of low customer contact
- **High:** Mostly standing/walking; frequent interaction with staff, visitors, patients and/or families
**Family Birth Center**
The Family Birth Center, located on the second floor of the hospital, is behind security doors that must be monitored by volunteers, who act as the receptionist and control access to and from the birth center. There are no requirements to use a computer or push wheelchairs. Volunteers work directly with nurses, patients, and visitors. Duties may include light phone work, running errands, folding baby clothes, and any other tasks that help the nurses.

*Moderate*

**Shifts:** Daily 8 a.m. to 12 p.m.; 12 to 4 p.m.

**Family House**
Volunteers in this service function as host to guests of The Family House. The Family House contributes to our patient care objective of treating the whole patient, by providing a healing environment, caring for the attending family members, and allowing patients and their families to rest easier during a time of medical need. Volunteers check guests in and out of the guesthouse and RV parking area as well as create and maintain a comfortable and caring environment. The service requires the use a computer to keep reservation and occupancy records.

*Moderate*

**Shifts:** Monday through Friday, 8 a.m. to 12 p.m.; 12 to 4 p.m.

**Gift Shop**
The “Thoughtful Things Gift Shop” is a small retail store located in the main mall of the Three Rivers Medical Center that makes a significant financial contribution to the hospital. Duties include operating a computer terminal and a credit card reader. Volunteers ring up sales, handle cash, balance the cash drawer and the extra cash at the beginning and the end of the day. Volunteers also do light dusting, keep candy and greeting cards stocked and blow up balloons before the shift starts, keeping the shop neat and presentable throughout the day. Complete training is provided; retail experience is helpful but not required.

*Moderate*

**Shifts:** Monday through Friday, 7:30 a.m. to 12 p.m.; 12 to 4:30 p.m.

**Main Hospital Lobby Information Desk**
This desk is located inside the hospital’s front entrance and is usually the first contact patrons have inside the hospital. Receptionists are required to use a computer to access census data, may be required to assist with wheelchairs. The volunteer at this desk coordinates and dispatches the Patient Services volunteers throughout the hospital, and also monitors the other volunteer workstations for attendance. There is light phone duty. This volunteer must be alert to customers arriving and must be courteous and friendly. Familiarity with the hospital layout and services is required.

*Low/moderate*

**Shifts:** Monday through Friday, 8 a.m. to 12 p.m.; 12 to 4 p.m.

*Activity Level:*
- **Low:** Mostly sitting; may have occasional periods of low customer contact.
- **Moderate:** Both standing and sitting may be involved; some periods of low customer contact.
- **High:** Mostly standing/walking; frequent interaction with staff, visitors, patients and/or families.
Outpatient Surgery
The outpatient surgery department is located on the third floor of the Center for Outpatient Health. Volunteers must work closely and efficiently with hospital staff and must be able to prioritize and multitask. These volunteers greet and escort surgical patients into the unit and help get them settled into their room. When the surgery is over and the patient has left, the room must be reset to accommodate the next patient. This activity includes remaking of beds. The volunteer must use calming interpersonal skills to help make the patient and family comfortable and at ease during their time in the unit.
*High

Shifts: Monday through Friday, 6:45 to 12:00 p.m. (or later depending on surgical schedule)

PACU
The Peri Anesthesia Care Unit (PACU) volunteers have many varied duties. No computer use is required; however, there is a printed Surgery Schedule and Epic computer screen to be followed. Telephone skills are necessary. Volunteers must work closely and efficiently with hospital staff and must be able to prioritize and multitask. These volunteers escort surgical patients into the unit and help get them settled on a gurney in a private bay. PACU volunteers must be able to push gurneys and wheelchairs, and must be able to stoop and lift. When the surgery is over, volunteers arrange the consultation between the family and the surgeon. The volunteer inventories patient supplies, stocks, cleans and make up gurneys, and resets bays. This service is located on the second floor of the main hospital.
*High

Shifts: Monday through Friday, 7:00 to 11:00 a.m.; 10:30 a.m. to 2:30 p.m.

Patient Services
This service is performed throughout the main hospital. Patient Services volunteers are very active in the transportation of patients, flowers, and documents throughout the hospital. These volunteers work closely with and are dispatched by the Front Lobby Desk volunteer as requested by staff. They will be required to assist with patients being admitted, discharged or transported to other departments within the building. No computer use is necessary. Must be able to push a wheelchair.
*Moderate

Shifts: Monday through Friday, 8 a.m. to 12 p.m.; 12 to 4 p.m.

*Activity Level:
Low: Mostly sitting; may have occasional periods of low customer contact.
Moderate: Both standing and sitting may be involved; some periods of low customer contact
High: Mostly standing/walking; frequent interaction with staff, visitors, patients and/or families

Service Descriptions 10-2017
**Pillow Talk**

Volunteers in this service make the pillows that are given to hospital in-patients. These pillows are used to make patients more comfortable by supporting arms, legs, and necks; mastectomy pillows are for hugging to control pain. The Pillow Talk group meets on Wednesday mornings at the Washington campus, but much of the work may be done at home if preferred. Fabric and stuffing are provided, and volunteers cut, machine-sew, and stuff the different-sized pillows. Hand sewing is used to close the pillows once they are stuffed. This is a very social group that produces a very welcomed and greatly appreciated product.

*Low*

**Shifts:** Wednesday, 8:30 to 11:30 a.m.

**Pre-Surgery Clinic**

The pre-surgery clinic is located on the first floor of the Center for Outpatient Health where it functions as the first stage of surgery preparation. Patients come to the clinic to pre-register for their procedure, complete lab tests and X-rays required prior to surgery, and consult with surgical nursing staff. Volunteers’ duties include compilation of patient information and coordination between nurses and patients who visit the clinic. Volunteers are trained to use a computer to access timekeeping programs. The volunteer also may need to prepare patient packets/folders to be sent to local doctor’s offices. There is light phone duty. Some patients are nervous or uneasy about surgery, so an understanding and comforting manner is required.

*Low*

**Shifts:** Monday through Friday, 8:00 a.m. to 12 p.m.; 12 to 4:00 p.m.

**Rehabilitation Services**

The Rehabilitation department is located on the fourth floor of the Center for Outpatient Health. This is a fast-paced and dynamic department. The volunteer in this area must be able to multitask and be observant to activities in the area. These volunteers work closely with technical staff to ensure that examination rooms and exercise equipment are sanitized immediately after each use. Volunteers will be responsible for general sanitization of equipment and treatment areas and for stocking of supplies used by therapists. Other general duties include folding of clean laundry and placement of equipment that has been used back into proper storage area. Interactions with staff and patients must be friendly and courteous. No computer or telephone use is necessary.

*High*

**Shifts:** Monday through Friday, 7:45 to 11:45 a.m.; 12:45 to 4:00 p.m.

*Activity Level:*
- **Low:** Mostly sitting; may have occasional periods of low customer contact.
- **Moderate:** Both standing and sitting may be involved; some periods of low customer contact.
- **High:** Mostly standing/walking; frequent interaction with staff, visitors, patients and/or families.
**Spiritual Care**
Spiritual Care volunteers extend spiritual support to patients and families in all areas of the hospital. Ministry opportunities may include praying, listening to the concerns of patients and families, holding a hand and offering gentle reassurance, helping a person find meaning in his illness, and reducing loneliness or stress with a caring presence. Volunteers undergo an interview process, 20 hours of interfaith spiritual caregiver training, and mentoring. Contact the hospital chaplain at extension 57234 for more information.

*High.*

**Shifts:** Various