HANNIBAL REGIONAL AUXILIARY POLICY

SUBJECT: RECEPTION DESK

DATE: August 24, 2014

POLICY: The Hannibal Regional Auxiliary shall establish a Reception Desk Committee.

PURPOSE: To assist patients, families and visitors in locating patient rooms, departments and personnel with whom they have appointments.

ADMINISTRATIVE RESPONSIBILITY:
The President of the Auxiliary shall annually appoint a Chairperson(s) to serve for the calendar year. The Chairperson shall select Co-Chairperson(s) as necessary. The Chairperson shall report to the President of the Auxiliary and Director-Volunteer Services.

GENERAL STATEMENTS:
1. The Reception Desk Chairperson shall recruit sufficient volunteers to cover the area for each shift as needed.
2. The Chairperson shall be responsible for the following:
   a. Orientation, training and scheduling all desk volunteers.
   b. Submitting newsletter articles to the Director of Volunteer Services.
3. The duties of the Reception Desk volunteers include:
   a. Greet every person that enters or leaves the hospital.
   b. Introduce themselves when appropriate to guests.
   c. Print the patient list and minister list at the beginning of each shift and keep them in their respective folder. If a volunteer does not use the computer, they may ask Registration to print two copies of the patient lists for the folders.
4. Replace Chaplains list any time you replace the patient list.
5. Make appropriate deliveries during shift.
6. Present flower to patients upon discharge.
7. Sort and deliver patient mail.
8. Destroy patient list at end of shift.
9. Work collaboratively with Guest Services to assist patients and families.
CONFIDENTIALITY POLICY OF HANNIBAL REGIONAL HOSPITAL:

All matters pertaining to patients and patient care are strictly confidential. Said matters are discussed with appropriate health team members only when necessary to facilitate professional physical, social, emotional, or spiritual care of the patient. Non-adherence to this policy will result in immediate termination.

President
Hannibal Regional Auxiliary

Reviewed and revised: 2014, 2016, 2018
Replaces:
Reference: