

REGIONS HOSPITAL VOLUNTEER JOB DESCRIPTION

Division/Department	HealthPartners Clinical Simulation Center Actor Volunteer
Location	C7100- 7th floor Central
Purpose	Support acting needs within the simulation program as a simulated patients or embedded actors/characters (ie. family members, friends, parents, etc.).
Reports to	Krista Anderson

ESSENTIAL DUTIES:

Explanation of position:

- Role play or act in simulated scenarios replicating a wide variety of healthcare situations.
- As a simulated/standardized patient, the individual will consistently and accurately portray specific emotions, behaviors, and disease signs/symptoms while interacting with learners in simulated scenarios designed for learning and/or assessment.
- As an embedded actor, the individual will consistently and accurately portray specific emotions, behaviors, and interact with simulators, simulated patients, and learners in a manner that realistically meets the objectives of the simulation scenario.

Job functions:

- Memorization of case scenarios specifics in relation to specific emotions, behaviors, and disease signs/symptoms as well as the realistic responses to learner actions.
- Simulated/Standardized patient roles may include wearing mocked up medical equipment/supplies (i.e. oxygen devices, medical tubes/devices taped on, bandages, etc.). This includes wearing a patient gown with a tank top and shorts underneath. Wear wigs to represent different ages of people.
- Remains in character during learner encounters.
- Maintains confidentiality of all interactions with learners to maintain a safe learning environment.
- Able to provide formative feedback respectfully to learners if requested.
- May be exposed to adhesives, latex, and dyes.

Qualifications:

- Interest in acting.
- Able to receive formative feedback or direction on the characters.
- Dependable.
- Good communication and interpersonal skills.
- Ability to work effectively and respectfully with a broad range of professionals.

ORGANIZATIONAL EXPECTATIONS:

- Provides customer centered service
- Protects confidentiality
- Maintains regular and timely attendance
- Demonstrates appropriate and respectful behavior with multiple age groups
- Works effectively with team/work group
- Complies with safety instructions, observes safe work practices, provides input on safety issues and promotes safe and healthy work environment

CONFIDENTIALITY POLICY

Confidential information which identifies a patient, relates to a medical condition or treatment and is learned in the course of volunteer employment is not to be communicated to, or discussed with any other person including the patient, unless it is necessary in the performance of assigned duties. This includes the following:

- Use a patient's name in any conversation outside the program setting
- Discussing one patient's problems with another patient
- Describing a patient's case in such a manner that the patient could be identified outside the program setting

- Give out any information, written (including copies) or oral (by phone or in person) to anyone outside the program setting.
- Removal any records or papers from the program setting that contain patient information without written authorization
- Reading a patient's records or papers outside the scope of the volunteer position except with the written authorization from Regions Hospital, Volunteer Services or designated staff person.
- Ask medically related questions outside the scope of the volunteer position
- Tell others who you have seen at the hospital
- Discuss the medical condition of a patient with the patient or patient's family outside the scope of the position
- Observe any medical procedure without explicit consent from a lead staff member, including supervisor, charge nurse or nurse manager

I have read the above statement and I agree to abide by these principles of confidentiality. I understand that any breach of confidentiality may result in termination from the Volunteer Services program and possible legal and criminal charges. I also agree to discuss any difficulty in interpreting these principles and guidelines with a Regions Hospital Volunteer Services staff member.

SAFETY POLICIES

1. Patient Services: Never leave a patient unattended if a Nurse has directed you to provide a service to the patient.
2. Wheelchair Transport:
 - a) Lock the wheels before the staff helps patient in and out of chair. The volunteer does no lifting of patients. It is the policy that ONLY STAFF help patients in and out of wheelchairs.
 - b) Put foot pedals up and out of the way before patient gets in and out of the chair.
 - c) Offer the blanket covering to patient.
 - d) Fasten the safety belt securely. (Not on all of our chairs.)
3. Patient Care Restrictions: Volunteers are not allowed to give patients baths, backrubs, take temperatures, or lift patients including babies and children.

VOLUNTEER SIGNATURE

Date

VOLUNTEER PRINTED NAME

Volunteer Dress Code Agreement

As a volunteer at Regions Hospital, I agree to adhere to the following dress code policy:

- **Red Guest Experience Polo Shirt** purchased from the Gift Shop for \$10. The shirt must be tucked in at all times. A black cardigan or sweater may be worn over shirt or long-sleeved black, white or red shirt may be worn underneath.
- **Solid Black Pants or Skirt.** Pants should be professional in nature and not be denim or exercise/yoga wear. Skirts need to fall to at least the knee and capri pants are not allowed.
- **Closed-Toed Shoes.** Sandals or flip-flops are not permitted.
- **Volunteer ID Badge.** Worn up by the collar. Lanyards are not permitted.
- **Fragrance Free.** Colognes, perfumes, aftershaves and heavily-scented lotions are not permitted.

I have reviewed the dress code policy and understand that if I am in violation of the dress code, I will be asked to go home, forfeiting my volunteer shift.

Signature: _____ Date: _____