

Severn Hospice

Day Hospice Admin Support Volunteer Guidelines

Responsible to: Voluntary Services Manager

Reporting to: Day Hospice Manager

Purpose:

To give clerical support to the staff of the Day Hospice and act as hostess to visitors attending the unit.

At the commencement of the day report to the nursing staff for any additional instructions for the day.

Complete the patient white board, liaising with the nursing staff for any cancellations of new patients.

Check the ward bulletin for admissions of Day Hospice patients over the weekend. Check that the birthday list is up-to-date. Cancel any birthday cakes ordered as necessary.

Complete patient menu list in liaison with main kitchen.

From the wallboards in the nurses office, familiarise yourself with the patients expected to attend. Check if there are any special needs or RIP's. Familiarise yourself with those on duty and the team colours, also the availability of the Physiotherapists; Social Worker and Chaplain.

Attend the unit hand over with staff and volunteers for awareness of plans for the day.

Remove out-of-date notices from the office board.

Enter Doctor's leave in the unit diary taken from the Medical Secretary's notification.

Check stock of patient files and ensure that the files for current patients have an adequate supply of communication and continuation sheets. Ensure that stationery is topped up regularly so that spare forms are available at all times.

Stock up on referral forms and specimen forms for nurses and doctors offices.

Prepare for admissions expected during the day. Enter the information from the patient's referral form into the admissions book, nursing notes and medical notes. Obtain hospital notes from the Medical Secretary if available for new patients.

Receive and escort new patients from Reception as requested.

Receive visitors to the unit and inform whom ever is appropriate either the Sister or Nurse in Charge or Diversional Therapist of any query they may have.

Receive bereaved relatives, making them comfortable responding sensitively to their needs. Inform the appropriate nurse of their arrival.

Answer the telephone. Take and deliver messages as appropriate. Any call of a medical nature **must** be passed to an appropriate member of staff.

Upon request, telephone Wednesday patients referred for Complementary Therapies to check their appointment time and whether there is a need for transport.

Input data onto 'Pal Care' as requested (i.e. attendances).

Upon instruction, enter details of 'Off Duty' for staff in the appropriate logbook kept in the Day Unit. Liaise with the Ward Clerk regarding the Off Duty should a bank nurse be required.

At short notice, please contact the Day Hospice if you are unable to attend for your arranged duty.

The above is intended as a guide only, duties may be amended or adopted as and when they are identified.

AJR
03/07