

PATIENT AMBASSADOR PROTOCOL

- 1) Your primary job is to make sure that patients feel welcome and that no patient walks around the clinic floor unescorted, they should be accompanied at all times. If you see someone wandering, stop them, ask them where they are going and then escort them there.
- 2) Upon arriving at the clinic report to the Patient Ambassador area and check in with the lead (Dr Susan Cable). You will then receive your initial department assignment.
- 3) Check-in with the lead at your assigned department.
- 4) Wait in your department to be assigned a patient to escort.
 - a) Greet the patient by name and with a smile.
 - b) Make sure the patient has their clipboard.
 - c) Confirm which department you will be walking the patient to.
- 5) Walk with the patient to the next department.
 - a) Stay with the patient at all times on the way to the next department.
 - b) Should the patient need to use the restroom, take the patient to the restroom on the way to the next department, take their clipboard and wait for the patient outside the restroom.
 - c) If the patient needing the restroom is a minor, their guardian must also go with them (and you) – families should never be separated. If the parent is receiving treatment, then TWO patient ambassadors will accompany the child and the waiting department lead in that area should be made aware that you are taking the child to the restroom.
 - d) If at any time the patient appears to be having a medical problem, get them in a chair, stay with them and alert another volunteer to get an EMT.
 - e) Make conversation with the patient and try to make them as comfortable and feel as welcome as possible.
 - f) Thank them for coming to the clinic.
- 6) Upon arrival at the designated department stay with the patient until a volunteer in that department accepts the patient from you.
- 7) Return to your original department and wait for another patient to escort.
- 8) All patients should have their record verified before being taken by a patient ambassador to the clinic waiting area for their respective department.
- 9) If too many volunteers are in your assigned area check in with the Patient Ambassador lead (Dr Sue) to be reassigned to another area of the clinic.
- 10) Translators are available. They are easily identifiable as they are wearing orange vests.

PLEASE BE FLEXIBLE and THANK YOU for participating today.