



## Volunteer Job Description

**Position Title:** Patient Companion  
**Department:** Variable  
**Responsible To:** The Patient's Nurse  
**Supervisor:** Health Unit Coordinator or Assigned

### Essential Duties and Responsibilities:

- Maintain confidentiality of patient records and all communications, written or oral among themselves, the patient and healthcare provider
- Maintain compliance with all HIPAA policies and procedures
- Provide one-on-one companionship to patients such as reading, listening, talking or games, as needed to reduce boredom
- Help prevent patient falls
- Assist with meal tray services and deliver hospital-provided refreshments
- Assist in preventing the pulling out of tubes or oxygen connections
- Assist in keeping the patient's area neat and clean
- Alert hospital staff in the event of a change or emergency situation
- Contact family for regular updates or in case of emergency as directed

### Education and/or Work Experience Requirements:

- Excellent verbal and written communication skills, including ability to effectively communicate with internal and external customers and staff
- Must be able to work under pressure and meet deadlines, while maintaining a positive attitude and providing exemplary customer service
- Ability to work independently and to carry out assignments to completion within parameters of instructions given, prescribed routines and standard accepted practices
- May be asked to lift up to 10 pounds or push patients in wheelchairs as needed