

Department Information

Assignment: Patient Portal Ambassador

Location: CHI St. Joseph Health Regional Hospital
2801 Franciscan Drive, Bryan

- Pick up patient list at Information Desk, main lobby
- Supplies located in locked drawer of printer cabinet in Auxiliary room

Schedule: Log in to your account to check schedule, messages, hours of service, additional opportunities.

Go to: <https://www.volgistics.com/ex/portal.dll/?FROM=6055>

Email address is your login name

Password is what you set up when you applied

Department Contact Information:

Report to: Clinical Informatics Department
Sherisse Powell - office 979.776.4914; smartin@st-joseph.org
Reyann Davis – office 979.776.2958; rdavis@st-joseph.org

Sign-in: Auxiliary Room, 1st floor of main hospital. Remember your PIN number is your home or cell phone **WITHOUT** the area code.

Department Orientation Checklist: You are required to attend a department orientation prior to start date. You will receive an email regarding available date/time or you will meet with Sherisse during your first scheduled shift.

Additional Orientation Courses:

1. Go to <http://www.st-joseph.org/volunteerservices>
2. On the left side of the screen, click on **Volunteer Orientation Portal**
3. At the log in, enter
 - a. name: sjvolunteer
 - b. Password: vol123
4. On left side of screen, click on **Assignments:**
 - o View: Patient Portal Ambassador Program

- **If you are ill** or cannot make your shift, please call the number listed above to report your absence. You do not need to call Volunteer Services.
- **Dress Code:** Assigned Uniform Top, khaki pants, and rubber soled shoes. No denim, capris, shorts, or sleeveless shirts. No perfume or cologne in patient areas.
- Remember to take your **department orientation checklist** (included in this packet) on your first day or to scheduled department orientation. Please complete and return to Volunteer Services.

New Volunteers:

- **Your identification badge** is usually processed and provided to you at your orientation check-in. If you do not get your ID badge, it will be processed and left for you at the information desk in the main lobby of the

hospital. The Information Desk is generally open Monday – Friday 8 am – 6 pm. You are required to wear your badge while on duty. If you forget your badge you will be asked to leave.

How to turn in Paperwork to Volunteer Services:

Interoffice mail to Volunteer Services, drop off in wall basket in Auxiliary office, scan and email to volunteer@st-joseph.org, or fax to 979.776.2927.

Volunteer Service Description

Position Title: Patient Portal Ambassador (Pilot Project)

Issue Date: 1/2015

Revised: 6/2016

Approved: Director, Volunteer Services

Objective: To instruct patients about the Patient Portal that provides the ability to view online, download, and transmit information about their hospital admission.

Hours: Monday – Fridays 2:00 – 5:00 pm

Qualifications:

- Demonstrates ability to communicate and listen well.
- Ability to take initiative and be flexible assuming differing roles as needed to provide comfort for patients and guests.
- Mature, positive, service-oriented individual.
- Ability to work closely with other members of the team.
- Physical ability to withstand sitting, standing, reaching and lifting.
- Bilingual skills are helpful.

Training:

- Completion of Hospital Orientation.
- Completion of Patient Portal Ambassador online course.
- Completion of Department Orientation.

Competencies:

- Understand and follow directions.
- Work effectively with others.
- Recognize and respect multi-cultural needs of our patients and guests.
- Work with confidential information and records.
- Age-specific standards

Responsibilities & Duties:

- Sign in and out when reporting to and leaving volunteer assignment, wear volunteer uniform and issued identification badge; maintain confidentiality at all times and do not discuss any information learned while on-site to anyone outside of the unit, department, or CHI.
- Check out laptop from locked drawer in Auxiliary room.
- Pick up new patient work list from printer at Information Desk, main lobby.
- Visit patients on report to assist with portal login.

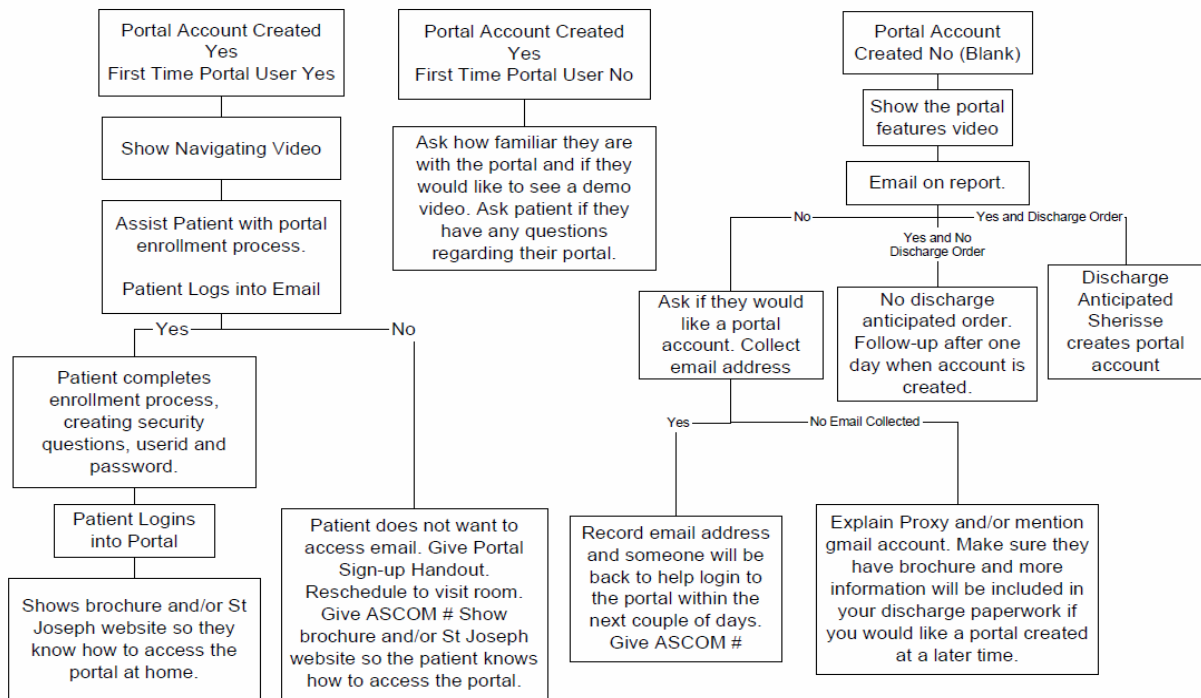
- Portal Worklist:

Portal Ambassador Worklist										Page: 2
Location	Room	Bed	Name	Med Rec Num	Admit Date	Portal	Discharge	Visited	Video	
Portal Ambassador Collected Email:			Section 1				Proxy:	Section 2		
BSE	321	P	Patient Name	M000888066	01/12/15	Yes	Ordered			
Portal User Info Active: Yes			1st Time: Yes	Portal User	SHALL2014@GMAIL.COM	Comments		Section 3		

- Section 1: Room location and patient name, write email if collected by Portal Ambassador
- Section 2: If portal is active and indicates anticipated discharge
- Section 3: Shows active user and first time user and email address

Portal Ambassador Workflow:

Portal Ambassador Workflow



Suggested Scripting:

I am here to show you a quick demo of your patient portal.

A1: Patient reply: Yes, I have a portal.

Yes, Portal account created (email given to Reg/Nurse)

- Show portal “navigation” video
- Assist patient with enrollment process
- Patient log into personal email (via volunteer device)
- Patient completes enrollment process, creating security questions, user id and password.
- Patient logs into portal with new user id and password
- Accept terms and conditions
- Give portal brochure
- Give St. Joseph website and how to access the portal (Four different portals)

A1: Patient reply: NO, I don’t have a portal account.

NO, email address

- Show portal “features” video
- Ask if they would like a portal account
- Explain proxy form and or mention [gmail](#)
- Collect proxy email – Repeat enrollment process
- Inform patient information will be included in your discharge paperwork for later enrollment
- Leave Medical Records dept. number for FAQs

A1: Patient reply: Yes, I have a portal.

No, I don’t want to sign-up

- Give portal sign-up handout
- Reschedule portal demo
- Show portal brochure
- Demo St. Joseph website so the patient knows how to access the portal

Visiting Patient Rooms:

- When entering a room, always knock first.
- Come in and introduce yourself. “Hi, my name is _____ (use first name). I am a volunteer at St. Joseph.”
- Follow suggested scripting.
- Use your AIDET Training.
- Remember, you are dealing with people who are sick or in pain. If they seem rude or put out by your being there, don’t get your feelings hurt.

Before you leave the patient, always say:

- “Thank you for taking the time to visit with me today. Is there anything I can do for you before I go?”
- Relay all requests through the patient’s nurse. Tell the patient you will let their nurse know. Go to the nurses station near the patient’s room to find their nurse.

Infection Control

- Before you touch a patient or their surroundings, use the hand sanitizer. Hand sanitizers are located in every patient room and conveniently throughout the hospital.
- Follow proper Infection Control signage on the patient's door. You may visit rooms that require you to wear gloves only. If you are required to wear a mask and/or gown, do not visit these rooms.
 - Use hand sanitizer before and after putting on gloves. Do not wear same pair of gloves for the care of more than one patient. Gloves are available in all patient rooms.
 - Remove gloves before exiting the patient's room and throw away in the waste basket . Then use hand sanitizer.
- Before you exit the room, use the hand sanitizer.
 - This must be done for every patient you visit. Hand sanitizer before and after each patient.
- Clean laptop before and after each patient visit using required wipes for laptops. Then, use hand sanitizer to clean your hands after cleaning the laptop.

End of Shift

- Fax work list to portal fax queue (*Portal fax 6333 – use fax machine at the last nurses station after visiting last patient*)
- Fax proxy form to fax queue (*Portal fax 6333*)
- Log patient work list in daily binder (*Auxiliary office*)
- Return Laptop (sign-out), connect to charge and lock in Auxiliary office
- *Make sure laptop has been cleaned.*



**Department Orientation Checklist
Patient Portal Ambassador**

VOLUNTEER NAME: _____

____ Introduction to team members

____ Tour of nursing units and lay out of patient rooms, location of hand sanitizer, gloves

____ Sign in and out in Auxiliary room to record volunteer hours

____ Review basic department functions

____ Define who they report to when on duty

____ Define who to call when the volunteer will be unable to volunteer for their assigned shift
(information is not reported to Vol. Svcs.)

____ Point out location of: Policy and Procedure Manual
 Disaster Manual or Plan
 MSDS Manual
 Safety Manual
 Code Cards

____ Point out location of nearest fire alarm and extinguishers

____ Review department evacuation procedure

____ Review volunteer duties:

- Use of laptop
- Patient Portal demonstration
- Visiting patients
- Script
- Infection Control requirements
- Supplies (how to request additional supplies)
- Reporting concerns of patient to their nurse
- Faxing worklist and proxy forms
- Log patient worklist in daily binder
- Cleaning laptop and storage/charging

____ Volunteer has reviewed Patient Portal Program PowerPoint and video

Department Team Member Signature

Volunteer Signature

Date

PLEASE RETURN FORM TO Volunteer Services Department by dropping off in Auxiliary Room inbox (wall basket under clock).