

# VOLUNTEER JOB DESCRIPTIONS

## Project Homeless Connect

### Triage Area Job Descriptions

#### Podium Assistant

Goal: Assist Podium Manager and welcome patients.

Task: Assist in creating encounter forms. Escort patient and encounter form to vital signs stations. Respond to requests from the Triage Manager as they arise. Engage patient as to how they are doing, if some of their issues being addressed at PHC, etc

Supervises: n/a  
Reports to: Podium

#### Podium Runner

Goal: Assist Podium Manager and escort patients.

Task: Escort patients to other areas of Medical (especially through the back to discharge) and to other areas of Project Homeless Connect as needed.

Supervises: n/a  
Reports to: Podium

#### Vitals

Goal: Take patient information and vitals.

Task: Take the vitals of the patient and fill out the top portion of the encounter form, including address/location, bugs referral, and any insurance, benefits, or primary care needs (see example encounter form for details). If any urgent issues present, notify Triage Manager immediately. Print your name on encounter after vitals section. Pass the encounter and direct the patient to the next area.

Supervises: n/a  
Reports to: Triage Manager

#### Triage RN

Goal: Assess patient.

Task: Assess and record the patient's chief complaint, history, and medications. Determine if the patient needs blood sugar checked. Determine if the patient needs to see a provider or can move to discharge. Assign the patient a triage level: nursing visit ("NURSE"), medical provider visit ("PROVIDER"), or has a serious and urgent medical issue ("URGENT"). (See example encounter form for details.) If a patient is triaged URGENT notify the Charge Nurse. Print your name

on encounter after nursing section. Pass the encounter to a runner and direct the patient to the waiting area.

Supervises: n/a  
Reports to: Triage Manager

#### Vitals & Triage Runners

Goal: Move patients and encounter forms through the Triage Area.

Task: Escort patients from vital signs staff to the triage nurses, and from triage nurses to Charge Nurse and waiting area. Respond to requests from the Triage Manager or the Flow Manager as they arise. Engage patients as to how they are doing, and if they are on track to getting their needs met.

Supervises: n/a  
Reports to: Triage Manager

#### Hospitality Table & Child Care

Goal: Welcome and assist patients waiting for medical care.

Task: Staff the hospitality table in the waiting area and welcome patients. Offer refreshments, pamphlets, hygiene supplies, condoms, etc depending on what is available. Answer patient questions. Wait with children while their parents are being seen by providers.

Supervises: n/a  
Reports to: Line Monitor

## Medical Area Job Descriptions

#### Gatekeeper RN/LVN

Goal: Assist Charge Nurse in moving patients from triage to providers.

Task: Keep encounter forms organized and in order, and coordinate patient visits with medical providers and nurses. Monitor flow from waiting area into medical area. Stay in gatekeeping area.

Supervises: n/a  
Reports to: Charge Nurse

#### Medical Providers

Goal: See and refer patients.

Task: See patients as directed by Charge Nurse or Triage RN/LVN. Address patients' chief complaint and any other urgent needs. (See provider sheet on clipboard for details.) Work with Pharmacy to obtain medications. Consult with Medical Provider Coordinator to troubleshoot problems. Refer patients to primary care homes and direct patients to the Discharge Podium at the end of visit.

Supervises: n/a  
Reports to: Medical Provider Coordinator

## Discharge Area Job Descriptions

### Discharge Podium Runner

Goal: Assist Discharge Podium Managers in moving patients and forms into discharge area.

Task: Take initiative to solve any problems that may arise in the podium area. Assist in passing encounter forms and directing patients to the next area. Respond to requests from Discharge Podium as they arise.

Supervises: n/a  
Reports to: Discharge Podium Managers

### Discharge Runner

Goal: Assist Appointment & Encounter Coordinator in moving patients and form through the appointment-making process.

Task: Respond to requests from Appointment & Encounter Coordinator and Discharge Flow Coordinator as they arise, troubleshoot any problems that may arise in the discharge area.

Supervises: n/a  
Reports to: Appointment & Encounter Coordinator

### LCR Look-Up

Goal: Find a patient's primary care home or history of visits to primary care center.

Task: Look up patients in LCR to ascertain if they are currently assigned a primary care home, or if they frequently use a primary care or urgent care center. Assess insurance information. Fill out appropriate areas of referral form, and direct patient to Appointment Maker.

### Appointment Runner

Goal: Assist Appointment Maker in getting patients appointments.

Task: Take initiative to solve any problems that may arise in the appointment area, especially consulting with Medical Providers for encounter issues. Respond to requests from Appointment Maker as they arise.

Supervises: n/a  
Reports to: Appointment Maker

### Discharge-Medical Liaison

Goal: Increase communication and flow between medical and discharge areas.

Task: Assist communication between Discharge Flow Coordinator, Medical Provider Coordinator, and Medical Area Coordinator. Work with Medical Providers to clarify any issues that may arise in discharge with encounter forms. Work with Social Worker to begin assessing patients' discharge needs while in medical area.

Supervises: n/a

Reports to: Discharge Flow Coordinator