



## **Emory Clinic Volunteer Services Program**

Employing more than 980 specialists, sub-specialists and primary care physicians, The Emory Clinic (TEC) is the largest and most comprehensive physician group practice in the state of Georgia. Founded in 1953 and celebrating more than 50 years of service to our community, Emory Healthcare employees provide care at 10 clinic locations across the metro Atlanta area.

The Department of Service Management, one of the Four Pillars of Ambulatory Care, is committed to creating the ideal patient and family experience through process improvement, coaching and patient feedback. To achieve and maintain this level of excellence in service we are committed to recognizing volunteers who give their valuable time, to share their knowledge and skills with our patients, families and visitors to create patient a visit that is second to none.

### **Goal:**

The goal of Emory Clinic's volunteer program is to partner with passionate and caring individuals to assist our clinical sections in creating the ideal patient and family experience.

### **Overview:**

Volunteers at The Emory Clinic support our clinical sections and Service Management team by providing support to our Service Ambassadors, comforting patients awaiting treatment, and offering guidance and partnering with sections to improve the patient experience.

Volunteers are not assigned to medical staff, to follow through their clinical day, nor be involved in any form of direct patient care. The volunteer program should not be considered a guaranteed path to employment with Emory Healthcare.

Volunteers are considered to be an extension of the Service Management team. Offering guidance and assistance to visitors, both new and returning, plays a key role in delivering the ideal patient and family experience. In addition the perspectives of volunteers can help processes and offer suggestions that may improve the patient visit. Volunteers should be 18 years of age or older and be reliable, committed, caring and have a passion for helping people. In addition all volunteers must be:

1. Committed to fulfilling a 6 month commitment
2. Committed to completing a minimum of one four (4) hour volunteer shift per week
3. Up to date on all vaccinations and complete and pass a TB skin test
4. Available to receive the seasonal flu vaccine from Emory Employee Health (October – March)
5. Able to complete and pass a criminal background check

### **Volunteer Process:**

The following steps will help you with beginning your journey to becoming a volunteer with The Emory Clinic. This process will give you all the necessary information needed for your term with The Emory Clinic and assist you with understanding the Emory culture and resources available.

1. Complete a Emory Clinic volunteer application

2. Provide a copy of all immunization records
3. Complete and pass a criminal background check
4. Upon receipt and review of all materials, applicants that have met all criteria will be contacted by the department of Service Management to set up a personal interview
5. Attain uniform and ID badge
6. Attend a New Employee Orientation
7. Complete a one day orientation experience with a Clinic Ambassador

**Dress Code:**

Our volunteers are considered an extension of our Service Management team as such volunteers are expected to wear appropriate attire. Business casual clothing, khaki pants or dress slacks (no jeans or shorts) and collared shirts (either button down or polo) are acceptable for men. Women may wear dresses below the knee and blouses with sleeves. As this is a health care institution, no open toe shoes or sandals (no tennis shoes please) are allowed as a matter of patient safety.

Uniforms will be purchased by the volunteer at a cost of \$15, and must be worn at all times. Additionally all volunteers will receive an ID badge that must be visible. While volunteering you must wear both your uniform vest and ID badge.

It is your responsibility to maintain the cleanliness of your volunteer uniform. Please keep them neat and free of dirt or stains. You may purchase an additional if necessary.

Upon completing your volunteer tenure with Emory Clinic, if you choose not to commit to another six month term you must return your volunteer uniform and badge in person to the Department of Service Management within two weeks of your final day.

**Parking & Benefits:**

All volunteers needing to park on campus for their shifts will receive free parking in the Lowergate parking deck located between The Emory Clinic's buildings A and B. Parking passes will be given at the conclusion of the volunteer's shift.

All volunteers are eligible to receive Career & Education letters of reference after completing six months of volunteer service.

**Attendance:**

All volunteers must commit to a consistent schedule for volunteer days and are required to sign in and out at the Service Management offices located in the Tunnel of building A. In the event that you are unable to show for your assigned day due to illness; please contact your department point of contact and copy Adam Bailey at [adam.bailey@emoryhealthcare.org](mailto:adam.bailey@emoryhealthcare.org) or 404-778-7920 at least 24 hours in advance of your scheduled day. You may also contact another volunteer to assist with covering your shift, but please inform the volunteer services manager.

If you are injured, or have a slight cold or fever, *please do not volunteer for that day*. Interacting with patients while sick or injured could potentially pose healthcare risks to those you are attempting to assist. Contact the Emory Clinic volunteer services manager and notify them of your ailment.

**NOTE:** Not showing up or not calling on scheduled days is considered inappropriate. Three (3) no show/no call incidents may result in a suspension from volunteer services and a review before any return.