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**Office for Sponsored Staff and Volunteer Services*****Service Description*****Volunteer Title:** PAS Ambassador**Name of Department:** Patient Access Services**Location:** 75 Francis St, 45 Francis St., or 15 Francis Street. Information Desk**Contact Person/Supervisor:** E.D. Nelson**Tasks:**

- Assists all who come to the Information Desk, responding to various inquiries
- Provides directions to patient rooms, as well as all areas of hospital- (according to HIPAA standards and procedures)
- Assists patients requiring transportation by wheelchair
- Directs and sometimes accompanies patients/families to various hospital locations
- Assists staff that have contacted the Information Desk and requested a volunteer
- Maintains adequate inventory of wheelchairs by collecting abandoned ones
- Completes special projects as assigned
- Adheres to all departmental, hospital and government policies, including those that relate to patient confidentiality, as defined by the HIPAA regulations
- Performs all other duties as assigned
- Restocking PPE supplies in lobbies

**Does this job entail contact with blood or body or body fluids?** No**Training Provided:** On the Job training provided by PAS staff**Physical requirements:** Physically able to push patients in wheelchairs and/or stretchers. Physically able to stand and walk up to 3 hours at a time.**Days/Hours: Shifts Available:** Mon. – Fri., 6am-6pm**Email:** ednelson@bwh.harvard.edu**Phone:** 617-732-5164