



Texas Tech Physicians™

Volunteer Placement Description: INFORMATION DESK

Report to Volunteer Services

At Texas Tech Physicians and TTUHSC, we take patient satisfaction and service very seriously. The Information Desk team is in a place to provide an extra layer of patient engagement and service to ensure the best possible experience for our patients.

Position Description:

As a member of the Information Desk team, you will be given direct and consistent contact with our patients. The expectation is for you to be friendly and available to assist not only our patients, but also Texas Tech Physician's staff.

Procedures:

1. Create a friendly environment by greet each patient as the enter or leave the assigned area (main lobby or clinical waiting room)
 - a. Stand by the entrance where the patient will enter your assigned area.
 - b. If the weather permits, stand under the awning of the Medical Pavilion or HSC entrance to greet patients and help them load and unload their belongings if they look like the could use your help.
 - c. Members of the Information Desk team should not sit/stand behind the information desk unless alone or assisting with desk tasks.
2. Remain attentive to the patient and anticipate their need. Ideally you approach them in order to offer assistance before they ask you for help.
 - a. Walk the visitor to their destination. This should be happening as often as possible.
 - b. Offer elderly patients assistance to fill out forms as they wait for their appointment.
 - c. Provide or offer a wheelchair to patients who may need one.
3. Assist the Patient Service department with various projects related to patient satisfaction.
4. Members of the Information Desk are also on call and might be assigned to any of our various clinics or departments for either part of the entirety of their shift. When you come to volunteer, be ready for anything.
5. Student Volunteer Priorities:

- Walking patients/guests to their destinations - Greeting visitors - Wheelchair assistance - Documenting and helping with phone calls	Adult/Senior Volunteer Priorities: - Help with phone calls - Valet info/checkout wheelchairs - Greeting Visitors - Walking patients to destinations
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Standard Greetings:

"Hello, welcome to Texas Tech Physicians, my name is _____, is there anything I can help you with?"

"Welcome to Texas Tech Physicians, may I get you a wheelchair?"

"Thank you for visiting us today. Have a nice day!"

How to Get the Most Out of This Assignment:

1. Take Ownership of all the tasks provided to you and produce quality and professional work.
2. Take initiative in your assignment by being proactive and outwardly friendly to all patients and guests.
3. Get to know the staff you are working with. Creating close working relationships will make the experience more rewarding and fun, as well as trust in you to get the job done.