

Providence Health Center  
Pre-Med Student Volunteer Program

1. PURPOSE:

To define the Pre-Med student volunteer program being conducted at Providence Health Center (PHC) in Waco, TX. This information details how the program is organized, managed, and sustained to provide a cadre of qualified Pre-Med student volunteers.

2. GENERAL INFORMATION:

The PHC volunteer services organization manages a program to allow college students pursuing a degree in health care fields the opportunity to work in an operating hospital environment. Currently, only volunteer positions in the emergency room are offered. Candidates desiring to volunteer in other areas of the hospital or to be part of a doctor shadowing program must contact the hospital education department for further information.

It is hospital and Joint Commission policy that each person expressing interest in the program has a current social security account number (SSAN). Without a valid SSAN, it is not possible for local law enforcement agencies to conduct an individual background investigation which is also a policy requirement. Foreign students without a current SSAN are not allowed to become part of the program and should not apply.

The program is organized into four (4) distinct phases which are defined as follows:

**Phase 1 (Orientation)** – As volunteer positions become available, candidates on the waiting list are invited to come to the hospital. During this initial meeting, candidates receive a general orientation about volunteering in the emergency room. As part of the orientation, each candidate will be presented with a documentation package which must be completed and

turned into the hospital human resources department. The documentation to be completed and turned-in consists of the following: (a) a general information background sheet about the candidate, (b) a non-disclosure statement which must be read and signed; (c) completion of the authorization letter for the hospital to accomplish a background investigation; and (4) a read and signed document about patients rights (HIPPA). Each candidate is required to pay a processing fee of \$15 to the volunteer services office before the documentation is submitted to HR. This fee covers the cost of documentation processing and also a required PPD/TB screening test. If after presenting paperwork for processing and paying the \$15 fee, the candidate has a change of mind about volunteering, the completed paperwork will be filed. The initial processing fee of \$15 will not be returned once the paperwork is sent in for processing. The fee can be paid by credit card, check, or cash.

Each candidate is required to obtain a current PPD/TB screening at Providence. Specific days and times have been established to manage the administering of this test and further information will be provided at the orientation. The hospital will only accept PPD/TB screening tests which have either been performed at the Waco City Health Department or at Providence. Candidates who have shown a positive result on previous PPD/TB screenings, will be interviewed by hospital personnel to complete this requirement.

When the documentation package containing the approved background investigation has been returned to the volunteer services office, the candidate will be notified via Email to complete the remainder of the processing requirements. This includes providing certification about the PPD/TB screening test, obtaining a hospital ID badge, and a volunteer uniform jacket. The jacket will cost each candidate \$25 and must be worn whenever performing volunteer duties in the hospital. The volunteer office will provide directions about obtaining a hospital ID badge and also provide each candidate with a blue volunteer jacket when the \$25 fee is paid. All fees can be paid by credit card, personal check, or cash.

When the candidate has completed all initial processing requirements and so notified the Pre-Med volunteer chairperson, a date/time will be coordinated to start the training program. It is policy that on the first training day, the chairperson will meet with the candidate to outline brief expectations, completion of any additional administrative requirements, and introduction to the volunteer training program.

**Phase 2 (Training)** – Each candidate is expected to become knowledgeable and proficient in all tasks shown on the training outline. During the training period, each candidate must work under the supervision of another certified volunteer and can **never** work alone in the ER during the training period.

The training program takes a minimum of six (6) cumulative supervised hours and must be completed within six (6) weeks from the start of training. During this training period, the candidate will be shown many operational aspects of working in the ER and must personally have performed all items on the training outline indicated as **Mandatory**. The expectations from other ER volunteers and nurses are that a certified volunteer (student or regular) is fully trained and capable to perform any and all tasks of the volunteer position. The ER is the one place where volunteers will personally interact with patients, families, doctors, nurses, and other hospital staff personnel. The program will provide hands on training to transport patients to X-ray areas in the hospital, move patients being admitted to their room in the ward, assist families, clean ER rooms as required, and generally support the ER nursing and administrative staff. Expectations are high for our volunteers and the training program will challenge each candidate to learn, demonstrate, and explain all of our processes.

**Phase 3 (Certification)** – Once the candidate has completed all items on the training outline and feels ready for certification, the chairperson is notified to arrange a date and time for formal evaluation. During the evaluation, the candidate will be required to demonstrate many of the processes and procedures used in the ER. Each candidate is also required to demonstrate a complete knowledge of specific areas within the hospital where ER volunteers

normally function. Certification usually takes 35-40 minutes. If the candidate demonstrates a very good knowledge of processes/procedures, certification is completed. Minor discrepancies are usually discussed and briefed during the evaluation and normally result in the candidate being certified. The final step in the certification process is completion of a standard hospital volunteer written exam about general information and hospital codes. The completed exam is placed in the individual's file in volunteer services with the other program documents.

If the evaluation determines less than acceptable knowledge/performance, the candidate remains in the training program. Areas needing further attention are briefed to the candidate and must be accomplished and verified by another certified volunteer. If the performance/knowledge is marginal, the candidate is informed to complete all additional training and then resubmit for another certification evaluation.

**Phase 4 (Maintaining Currency)** – When a candidate becomes fully qualified and certified, a commitment to work a minimum of six (6) hours per month is a program requirement. Also, during the January-February time frame each year, all active Pre-Med volunteers are required to update their PPD/TB screening and also complete the volunteer knowledge test. This ensures that all Pre-Med volunteers in the program have current orientation certification to support any Joint Commission inspection. The chairperson will maintain a listing to ensure completion of these annual requirements and that any documentation is forwarded to the volunteer services office.

Expectations for volunteers are high, and we pride ourselves on the ability to harmoniously and energetically support the Providence Hospital ER staff and patients. As part of this team, you will be able to interface with seasoned professionals, meet patients from all backgrounds, and use your human kindnesses and caring attitude to share with others.

To register for this volunteer program, contact the following person via E-mail.

Edward G. Uber, Chairperson, Pre-Med Volunteer Program  
([ubered42@gmail.com](mailto:ubered42@gmail.com))

Interest in this program is very high and candidates desiring to volunteer for the program must make sure their school study program allows time for this effort. Candidates or certified volunteers who fail to complete their commitments will be removed from the program, their ID badge deactivated, and the open position offered to another candidate.

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