



# HÔTEL-DIEU GRACE

ESTD HEALTHCARE 1888

## SERVICE DESCRIPTION FOR HIGH SCHOOL CO OP STUDENT PLACEMENT

### Name of placement area/unit:

Patient Assistant

### Located:

Emara Building & Tayfour Tower

### Contact Person:

Unit Managers:

Rehab 1, Inpatient Rehabilitation, Michael Dame

2 South, Complex Medical Care, Respiratory & Long Term Mechanical Ventilation, Francine Stadler

3 North Complex Medical Care, Elizabeth Matte

3 South Complex Medical Care/Palliative, Amanda Horton

Rehab 3, Inpatient Rehabilitation, Sean Goodfellow

Rehab 4, Inpatient Rehabilitation, Samantha Jabber

### Description of placement/Specific Accountabilities:

- Reports to main desk upon arrival.
- Introduces her/himself to the patients and families. Informs families of facilities available for their convenience,(e.g. cafeteria, washrooms, smoking areas, telephone and chapel).
- **Personal patient contact:** reads, writes letters, engages in recreational activity (e.g. playing cards, chess, etc.), delivers mail and flowers, holds hands, converses with patient, assists with grooming, and telephones family members.
- Promotes goodwill by communicating with patient, family members and staff, and performs errands for the Nursing Unit when directed.
- Anyone talented in crafts can make favours for special occasions or decorations for the unit.
- Does not attempt to lift patients for any reason or perform any nursing duties (e.g. bathing patients, medications, dressing patients, etc.).
- Does neither discuss patient's medical condition, nor make any medical comments. Does not offer advice or criticism.

### Duties:

#### A. Patient Related Activities:

- Answer call bells; directs all inquiries to staff
- Make unoccupied beds, and assist with making occupied beds
- Assist patients with personal hygiene such as combing hair, cleaning teeth, shaving

- Take patient's height & weight
- Distribute warm wash cloths to patients before a meal so that they can wash their hands prior to eating.
- Set up food, and feed patients only when approved by a nurse
- Distribute drinking water and bedside bags as directed by staff
- Record food and liquid intake, as directed by staff
- Assist with transferring or discharging patients
- Check patient armbands and allergy bands
- Assist with identifying patients at risk for falls or acting out behaviours by making sure that signs are posted on chart holders, and that kardex and chart spine has the appropriate stickers on them
- Find wheelchairs and stretchers as required
- Assist with transporting patients to diagnostic departments as directed by staff
- Assist nurses to position patients in bed
- Assist with application of assistive devices, i.e., put patient's glasses on; make sure glasses are clean
- Assist with ambulating patients under the direction of the nurse
- Visit with patients; listen to them and communicate with them. Provide recreational activities as appropriate to help them fill their time, such as playing cards, listening to music; Some patients could be taken for an outing to the lobby in a wheelchair, for a change of scenery

***Students should not enter isolation or radiation rooms***

#### **B. Clerical Activities**

- Direct visitors as requested. If patients are asking directions, take them there, rather than just tell them where to go
- Pick up/deliver/return supplies and equipment as directed
- Pick up dietary trays and supplies from the kitchen
- Deliver laboratory specimens to appropriate lab areas, as directed by staff
- Photocopy requested materials as directed by staff
- Addressograph patient chart forms as directed by staff
- Clean binders as required
- Place staff mail in mailboxes
- Assist with preparation and distribution of staff newsletter and flyers for upcoming events

#### **C. General Assistance:**

- Fill linen carts, as directed by staff
- Put full linen bags down the linen chute and replace linen bag on the holder
- Help to decorate for special occasions
- Check patient room for supplies and restock (i.e., gloves, tissues). Collect excess stock from rooms
- Water plants and flowers for patients
- Assist with unit audits as directed by manager
- Retrieve wheelchairs and return to designated departments
- Retrieve IV pumps & return to designated departments
- Ensure that any IV pumps or blood pressure equipment that is not in use is plugged in for charging.