



## Outpatient Surgery Ambassador Volunteer Program

### What is an Outpatient Surgery volunteer?

This is a Covenant HealthCare volunteer who serves as a liaison between the Outpatient Surgery staff, patients and waiting families.

### What duties can an Outpatient Surgery volunteer provide?

From minimally invasive procedures to open-heart surgery, the experts at Covenant HealthCare make it our mission to master the most advanced technology, providing the best surgical results. Outpatient surgery, also called same day surgery or ambulatory surgery, is performed for a wide range of routine or minor conditions that do not require an overnight stay in the hospital. Some patients may be admitted to the hospital after certain types of outpatient surgery. The Outpatient Surgery volunteer provides staff support and assistance for our surgical patients and is part of the team.

- When the patient is ready to be taken to surgery, the volunteer can escort the family to the Surgical Waiting Room.
- When a patient is ready to be discharged, the volunteer will take the patient, by wheelchair to their vehicle.
- Visit with patients and their family and friends as they wait.
- Volunteers can go on supply runs.
- Keep rooms stocked and cleaned.
- While a patient is recovering, they may request beverages or snacks. Volunteers can accommodate these requests as long as it is permitted by the nurse.
- Make coffee as needed.
- Making up surgical carts and putting them in the clean rooms.
- Provide excellent customer service and emotional support to the patient.
- Bring questions and concerns to nursing care team.

### Time Commitment:

Volunteers are scheduled for 3-4 hour shifts (Monday-Friday.) Volunteers must be able to make a six-month commitment to volunteering. A minimum of 40 hours is required prior to receiving verification of volunteer work.

### For more information:

Interested individuals can apply online, <https://www.covenanthealthcare.com/ch/communityinvolvementvolunteer>. If there are questions, contact Volunteer Services, 989.583.6040, [volunteering@chs-mi.com](mailto:volunteering@chs-mi.com).

\*Please refer to the most up-to-date Infection Prevention guidelines for this service.  
Covenant HealthCare Volunteer Services Last updated: June 16, 2021