THE UNIVERSITY OF TEXAS AT AUSTIN
UNIVERSITY HEALTH SERVICES

EMPLOYEE TITLE: Clinic Student Volunteer

SUPERVISED BY: UHS Nursing Staff

PURPOSE OF THE POSITION: To assist with the assessment, evaluation, and management of patients who present for health care at UHS.

To increase the student volunteer’s knowledge and experience of ambulatory care in a clinical environment.

TYPICAL PHYSICAL REQUIREMENTS:

Continuous: standing, walking, use of manual dexterity, talking, listening, computer skills
Frequent: bending, pushing, pulling, extending of arms, reading, lifting, moving, sitting,
Exposure to: fumes, chemicals, sprays, and commercial items found in standard office conditions, medical clinics, and in repairs and maintenance

ESSENTIAL FUNCTIONS OF STUDENT VOLUNTEERS:

1. Assists with the evaluation and care of patients to be seen by UHS providers:
   a. Provides care consistent with UHS Policies and Procedures.
   b. Notifies patients of patient flow status and expected wait time as indicated.
   c. Performs patient intake process specific to area of assignment.
   d. Prepares patients for provider exams by performing Vital Signs (temperature, pulse, respirations, blood pressure), height and weight, peak expiratory flow rate, vision testing, and pulse oximetry.
   e. Prepares patients for physicals by completing intake and ensuring that the patient has the proper completed paperwork.
   f. Observes patient’s physical conditions in relationship to his/her complaints and informs UHS nursing staff of abnormal findings.
   g. Anticipates provider’s needs accurately and timely when preparing patients and setting up for examinations and assists and chaperones for provider as needed.
   h. Recognizes self-limitations and seeks consultation and/or assistance appropriately
   i. Escorts patients to other UHS departments as needed.
   j. Observes minor surgeries with patient and provider authorization.
   k. Performs diagnostic testing for which the volunteer has received training and demonstrated competency.

2. Exhibits exceptional customer service, professionalism and team work in aspects of work:
   a. Familiar with the UHS customer service commitment statement and uses the UHS Customer Service Standards as the benchmark for all interactions with patients and other customers.
   b. Models the UHS Customer Service ALERT behaviors at all times.
   c. Treats others with dignity and respect, regardless of individual differences.
   d. Knows and understands the UHS Patient Rights and Responsibilities statement.
   e. Respects patient privacy and maintains confidentiality, disclosing protected health information only as it relates to the plan of care for that patient.
   f. Knows and abides by the UHS Principles of Professional Conduct and the UT Honor Code.

Student Volunteer Position Description-September 2010 revision
3. **Maintains patient health records:**
   b. Utilizes appropriate UHS forms to document delivery of health care and volunteer actions in a timely, legible, accurate, consistent and complete manner.

4. **Actively participates in maintaining a safe and clean working environment:**
   a. Follows OSHA Blood Borne Pathogens Standards and guidelines for compliance as set forth in the UHS Exposure control Plan.
   b. Demonstrates understanding of UHS Policies and Procedures related to safety.
   c. Utilizes UHS resources appropriately.
   d. Reports equipment and building maintenance concerns to appropriate personnel and informs department manager in a timely manner.
   e. Maintains work area per department guidelines.

6. **Stocks and maintains medical supplies:**
   a. Assists UHS nursing staff in maintaining adequate and appropriate supplies in exam, treatment, and utility rooms.
   b. Follows department specific guidelines for ordering supplies as needed by completing appropriate supply request forms and submitting to appropriate individual for approval.
   c. Stocks forms and educational materials in appropriate areas.

7. **Demonstrates regular and punctual attendance pattern:**
   a. Consistently is prepared to begin work at the scheduled time and remains at work for the entire time.
   b. Notifies supervisor as soon as he/she becomes aware that he/she will be absent or tardy.

8. **Performs department specific procedures and treatments for which the Volunteer has received training and demonstrated competency per UHS Policies and Procedures such as:**
   a. Diagnostic procedures which may include 12 lead EKGs, audiometer testing, peak flows, spirometry, pulse oximetry, Optec/Snellen vision testing.
   b. Application or removal of orthopedic appliances which may include ankle air casts, knee immobilizers, Velcro wrist splints, arm slings, cervical collars, tennis elbow straps, elastic wraps.
   c. Crutch fitting and gait instruction
   d. Theraband instruction.

9. **Participates in other activities as appropriate and assigned:**

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