



OVERVIEW:

The Dubin Breast Center brings together highly trained medical staff who are dedicated to the comprehensive care of breast patients, from initial diagnosis through follow-up treatment plans. Doctors and nurses specially trained in breast treatment services are part of the treatment team.

PURPOSE:

Volunteers provide assistance, kindness and compassion to patients, family members and guest to ensure their experience is as pleasant and comfortable as possible.

REQUIREMENTS:

1. Successful completion of the Department of Volunteer Services' application process.
2. On-site orientation of the Dubin Breast Center and review of Role Guideline.
3. Ability to commit 3-4 hours per week for 4 months.
4. Inform Administrator is unable to come on scheduled day.
5. Notify the Department of Volunteer Services if unable to volunteer or if you will be take a leave of absence.
6. Wear business attire clothing and Mount Sinai Volunteer ID at all times.

PRIMARY VOLUNTEER ROLE/S:

Volunteers will be 'Meet & Greeters' or 'Patient to Patient' for the Dubin Breast Center.

Meet & Greeter Role:

DUTIES AND RESPONSIBILITIES:

- Greet Patients and direct/accompany patients to appropriate registration desk.
- Be open and responsive to the diverse background and experience of other people and promote an environment that is sensitive to cultural diversity.
- Observe universal precautions.
- Serve as a liaison between the reception desk and registration areas.
- Respond to non-medical questions regarding the Dubin Breast Center; direct questions to the appropriate Business Associate for assistance, as needed.
- Assist Administrator with tasks as needed, e.g., restocking educational materials, light clerical duties, organizing reading materials- tasks that can be performed in the reception area.
- Direct patients to nourishment station, assist making phone calls for patients, family members and guests, as requested.
- Ensure that patients are referred to appropriate staff for assistance during their visit, which could be Social Workers, Physicians or Support Staff.

'Patient to Patient' Volunteers:

Patient to Patient Volunteers are essentially advanced level 'Meet or Greeters'. These volunteers receive additional training with the Breast Health Resource Program and are typically survivors.

THE VISIT/ PHONE CONTACT

Patient-to-Patient Volunteers are in a unique position to help women cope with a Breast Cancer diagnosis because of their own personal experience with the disease.

Patient-to-Patient Volunteers serve as examples of healthy, vital and productive women who in turn reassure patients that life, indeed, does exist after breast cancer.

A visit or a phone contact from a Patient-to-Patient Volunteer offers the patient an opportunity to meet, discuss and share their experiences.

A primary function of the Patient-to-Patient Volunteer is to be A LISTENER. Patients have the need to tell and retell their story about the mammogram, the first time they felt a lump, the experience in the doctor's office and the learning of their diagnosis. This retelling is of paramount importance in "working through", or helping patients to cope with their feelings about breast cancer.

Many patients are still in a state of shock despite having made treatment decisions, or having gone through their

surgery and the process of retelling can be a cathartic and valuable one.

A Patient-to-Patient Volunteer may call a patient at home or in the hospital and introduce herself.

She will:

- A. Tell patient who referred her
- B. Tell patient purpose of call/visit
- C. Tell patient when she is available for a visit and when appropriate, will mutually agree on a time for call/visit

See Breast Health Resource Program Guide for additional information.

CONFIDENTIALITY

Privacy and confidentiality is an important tenet of the Breast Health Resource Program. All information regarding any patients, diagnosis, treatment or personal life must be managed sensitively and with respect.

There should never be discussion about any patient to other patients, staff members or hospital personnel. Be aware that elevators, hallways and coffee shops are not private and are never appropriate places to speak about the patients and families we serve.

HIPPA - WHAT IS IT?

HIPPA stands for the Health Insurance Portability and Accountability Act of 1996 (HIPPA). The first part of the law helped reform health insurance by easing rules for pre-existing conditions and ensuring people kept their coverage when changing or losing jobs. This latter part of the HIPPA guarantees the security and privacy of health information. All healthcare providers are required to comply with HIPPA and must allow patients to see their medical records when requested of them and they may not share your medical history with anyone else unless given explicit permission.

IMPORTANT TELEPHONE NUMBERS

Dubin Breast Center

Monique Dawkins,
Dubin Administrator

Volunteer Office

Breast Health Resource
Program

Dubin Breast Center
Social Work Team:

Andrea Geduld, LCSW

For emergencies:

Jennifer Kolton, LMSW

Julia Hochstadt, LCSW

For Emergency and Ambulance 911

**DUBIN BREAST CENTER (DBC)
VOLUNTEER ORIENTATION CHECKLIST**

Volunteer _____
(please print)

Supervisor _____
(please print)

_____ Review role of Dubin Breast Center within Mount Sinai Hospital including types of cancer diagnosed and treated at DBC

_____ Review Volunteer Role Guidelines

_____ Review names of key staff and make appropriate introductions to staff with whom volunteer will be interacting

_____ Tour DBC

_____ Discuss examples of non-medical topics that volunteer may discuss with patients

_____ Review examples of medical information that volunteer will not impart to patients

_____ Review "Prevention and Control of Infection" ("Universal Precautions")

_____ Review HIPPA and importance of confidentiality

_____ Review R-A-C-E and location of emergency exits

Orientation was given by:

Name (printed)
Date

Signature

I have been informed of and understand all of the above information.

Name of Volunteer
Date

Signature of Volunteer