

 <p>Policies and Procedures</p>	Category: RIGHTS & RESPONSIBILITIES OF THE INDIVIDUAL	Policy No.: RI 1.1
	Issued by: BOARD OF DIRECTORS	Revised:
Subject: VOLUNTEER ETHICS	Approved by: <i>Mary Quinn</i> <hr/> President of the Board	Effective Date: 1.1.2011
		Supersedes Policy: None
		Page: 1 of 1

PURPOSE

To ensure that volunteers behave in a manner that respects patients' rights and upholds the health care values of Kona Community Hospital

POLICY

CONFIDENTIALITY

- Keep all personal information patients or staff may share with you strictly confidential.
- Leave all information about patients' names or conditions within the hospital.
- Do not inquire about a diagnosis or facts of any patient's case.
- Keep confidential, any things you see, hear or learn while conducting your hospital duties.
- Never read a patient's chart.

SUPERVISION

- Willingly accept supervision from the staff member in charge.
- Learn the names and titles of staff in the department and always maintain a strictly professional attitude toward them.
- Do not ask the staff for medical advice or medication.
- Only accept assignments or responsibilities for which you have been trained.

PATIENT INTERACTION

- Refer all questions about a patient's health or costs to a staff member.
- Respect the individual beliefs of all patients and refrain from advocating any religious, political or judgmental attitudes to patients.
- Do not give or receive any personal gifts or gratuities from patients or their families.
- Do not get personally involved or make contact with patients or their families outside the hospital.
- Do not offer options or opinions regarding symptoms, diagnosis or treatment of patients.
- Learn as much about patients as you can before assuming responsibility for them, such as, are they blind, deaf, unable to move by themselves, unable to be raised in bed, unable to walk safely alone?
- Always introduce yourself to patients by name and as a volunteer. Learn the patient's name and how to pronounce it correctly.
- Use a pleasant, reassuring tone of voice. Listen and watch alertly.
- No matter what the condition is of the patients, respect their privacy. Never enter a closed area (door, curtain, or screen) without asking permission.
- Keep your relationship with patients impersonal, but friendly. Don't discuss controversial subjects.
- If a patient complaint seems justified, report it to the nurse manager or supervisor; however, never interfere with the work of a professional.