

## Queen Elizabeth Hospital Volunteer Services

### Introduction

Patient Resource Centre (PRC) responsible to develop, coordinate and monitor volunteer services in hospital for better patient care and promote mutual help. Carry out the mission of Queen Elizabeth Hospital, "We partner with the community to provide holistic care".

Beside the volunteer from public, school, enterprise or religion organization, patients were engaged to be our volunteer for the peer support services. Walk with the new case patients and their carers for caring and experience sharing. Ensure patients have different support during their recovery journey.

### Be our Volunteer



## Volunteer service profile in QEH

Scope of volunteer services	Service distribution	Service hour
Escort Service in QEH	Handle enquiries, escort and introduce health information for out-patients of Specialist Clinic and Allied Health Departments.	Mon to Fri 9:30am-1:00pm 1:00pm-3:30pm
Pharmacy Ambassador	Provide assistance and guidance on medication collection for out-patients of Specialist Clinic	Mon to Fri 10:00am-1:00pm 1:00pm-3:30pm
ER Ambassador at AED	Handle enquiries and introduce health information in AED	Mon to Fri 9:30am-1:00pm 1:00pm-3:30pm
Centre Ambassador	Assist in Patient Resource Centre / Cancer Patient Resource Centre receptions and handle general enquiries	Mon to Fri 9:30am-1:00pm 1:00pm-4:00pm
Voluntary Hair-cutting	Provide haircut service for cancer patients who are undergoing chemotherapy treatment	Arranged on need basis
EOL Volunteer Service (Outreach services)	Offer caring visits and palliative care service for patients with late-stage disease at old age homes	Arranged on need basis
Program Ambassador	Assist in program preparation and operation in Patient Resource Centre / Cancer Patient Resource Centre	Arranged on need basis
Library On-duty	Assist in categorizing news articles and health information	Mon to Fri 9:30am-1:00pm 1:00pm-4:00pm
Pharmacy Support Service	Counting and packaging drugs in pharmacy	Mon to Fri 9:00am-12:00nn 1:00pm-3:00pm
Clerical support	Assist in data entry and clerical work in different departments	Mon to Fri 10:00am-1:00pm 2:00pm-4:00pm
Peer support (only for patients)	Provide ward visit, new patients sharing, caring calls, caring visits in Specialist Clinic and service promotion in hospitals by volunteers who live with chronic illness and completed peer support training.	Arranged on need basis

### Training and Monitoring

Advance training would be provided for volunteer for better service skill, such as peer support training, ward visit and communication skill training. PRC staff meets with volunteer regularly for better communication between PRC & volunteers to ensure the service quality.

### Recognition and Volunteer Activities

Volunteer Award Ceremony will be held for recognize the contribution of volunteers. Also different kind of activities would be hold for promote team cohesion and facilitate the experience sharing.