


Name of Policy: <u>New Admission Contacts</u> Policy Number: 3364-103-PC-07 Department: Service Excellence - Pastoral Care Approving Officer: Chief Experience Officer Responsible Agent: Spiritual Support Manager Scope: UTMC Pastoral Care	 Effective Date: 10-4-2019 Initial Effective Date: 7/1978				
<table> <tr> <td><input type="checkbox"/> New policy proposal</td> <td><input type="checkbox"/> Minor/technical revision of existing policy</td> </tr> <tr> <td><input type="checkbox"/> Major revision of existing policy</td> <td><input checked="" type="checkbox"/> Reaffirmation of existing policy</td> </tr> </table>		<input type="checkbox"/> New policy proposal	<input type="checkbox"/> Minor/technical revision of existing policy	<input type="checkbox"/> Major revision of existing policy	<input checked="" type="checkbox"/> Reaffirmation of existing policy
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(A) Policy Statement

All newly admitted patients shall be visited by a Pastoral Care Department staff or volunteer within 24-48 hours of admission to assess the patient's interest in receiving pastoral care.

(B) Purpose of Policy

To assure that all newly admitted patients, regardless of race, creed, color, religion or national origin have access to the spiritual and emotional support available.

(C) Procedure

1. New admissions volunteers will possess the following qualifications:
 - a. A strong and stable spirituality.
 - b. Willingness to accept and value differing spiritual/religious opinions and orientations.
 - c. Good communication skills.
 - d. Physical ability to move about the hospital and between buildings on the Medical Center's Campus.
 - e. Ability to take the initiative and be flexible assuming differing roles as needed.
 - f. Volunteer must meet, and stay current in, all requirements of the Volunteer Services Department.
2. The duties of the new admissions volunteer for visiting patients are as follows:
 - a. Prepare a visitation list for the day, using computer reports and information obtained from chaplains and previous pastoral care volunteer visitors.
 - b. Using hospital guidelines, visit newly admitted patients provide a friendly, attentive visit and share departmental literature as desired by the patient/family. Hospital hand hygiene policy is to be observed at all times.
 - c. Offer to contact the patient's church/synagogue/temple, and make the appropriate contacts from the Pastoral Care office.
 - d. Inform the patient of other services offered through the Patient and Family Support and Pastoral Care office (i.e. Eucharistic Ministry, devotional literature, and the availability of the Meditation Room, music, etc).
 - e. Inquire as to whether the patient might like to be visited by a hospital chaplain.
 - f. Communicate requests for visits and pertinent information to the chaplains and other volunteers
3. The following competencies will be exercised by new admissions volunteers:
 - a. Demonstrates strict patient confidentiality. Use confident files and data as specifically authorized by the Manager of Pastoral Care. Immediately report any unauthorized access or use of confidential information to the Manager.
 - b. Demonstrates the ability to respond in case of a fire emergency or crisis situation.
 - c. Shows appropriate interaction based upon the age of the patient.
 - d. Projects a positive attitude and professional interaction with others.
 - e. Dresses appropriately and is neat in appearance and wears the hospital volunteer identification badge, at all times while on duty.

4. New admissions volunteers shall have participated in the following educational/training experiences.
 - a. Volunteer Orientation Class (Basic: UT Medical Center's Safety and Health and HIPAA Training).
 - b. Department specific training, orientation, assignment training, emergency procedures and evaluation by the Manager of Pastoral Care.

<p>Approved by:</p> <p>/s/ _____ Date _____</p> <p>Mario Toussaint Chief Experience Officer</p> <p><i>Review/Revision Completed By:</i> <i>Dan Deeter</i></p>	<p>Review/Revision Date:</p> <p>4/1989 08/17/2018 4/1990 10/4/2019 1/2005 11/2006 8/15/2008 10/29/2012 10/23/2015</p> <p>Next Review Date: 10/4/2019</p>
<p>Policies Superseded by This Policy: PC-07</p>	

It is the responsibility of the reader to verify with the responsible agent that this is the most current version of the policy.