



Community Healthcare Center

Reaching Out To Everyone

| Patient Education Specialist | |
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| Purpose: Provide administrative and translation support to the patient education nurse. The goal is to facilitate communication to further disease prevention. | |
| Position type Direct service volunteer | Commitment Level 4 hour shift 1 shift per week (2 shifts per week max) |
| Department Patient Education (Nursing) | Reports to: Patient Education Nurse |

Responsibilities:

- Provide Spanish / English translation of provider pre-approved patient education materials.
- Assist with maintaining supply of patient education literature by reproduction (copy) or re-order.
- Assist with preparing display for “Monthly Education Table” in lobby of side A and re-stocking materials as needed.
- Distribute free patient medical journals to patient waiting areas.
- Escort patient to other departments as needed for additional services.
- Prepare and mail “Missed Appointment” letters as needed.
- Perform other duties, as assigned.

The health care provider stands in a fiduciary relationship with the patient. This relationship is bound by strict duties of secrecy and fidelity. Do not reveal any information about a patient’s medical condition or treatment to anyone, either inside or outside the Center.

Skill Set

- Moderate to advanced reading, writing and speaking proficiency in both Spanish and English.
- Basic medical terminology.
- Comfortable dealing with people; active listening skills.
- Able to learn to operate copy machines and other office equipment as directed.
- Accurate and detail oriented.
- Solid organization skills.
- Ability to sit for an extended period of time.

Volunteer Signature_____ Date_____

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