

Areas of Service

Assisting Patients:

Patient Ambassador: Assists patients with learning about our interactive patient communication system and offers quiet aides to promote a quiet, restful, healing environment, as well as other miscellaneous items that enhance the patient's experience.

Kootenai Outpatient Imaging: Greets and assists the patients of the clinic. Helps with wheelchair transportation as well as assisting staff with clerical tasks and cleaning and stocking of waiting areas.

Gift Shop: Retail sales. Assists guests with locating merchandise, makes flower deliveries, runs the cash register, helps with pricing and stocking. Also, assists guests with wayfinding.

Family Services: Assists families and visitors of surgical patients with requested information. Monitors the patient tracker board and communicates with family members as appropriate. Escorts family members into consultation rooms. Manages the reading materials and checks on families in the waiting areas.

Cancer Centers Our goal at the Coeur d'Alene and Post Falls Cancer Centers is to ease the way for people who are undergoing stressful and difficult situations, to help them feel welcome, comfortable and cared for while supporting staff to help the Infusion Room run smoothly

Coeur d'Alene: Transports and assists patients and family members throughout the facility. Organizes new patient packets, serves lunch and provides warm blankets to patients when appropriate. Runs errands as necessary to assist staff.

Post Falls: Volunteers serve lunches, beverages and snacks; bring warmed blankets; prepare wet arm wraps; stock the warming oven and food refrigerators as necessary; clean the station after patients leave; and generally keep the Infusion Room and waiting areas tidy. Volunteers are encouraged to spend a time visiting with patients who are open to it, as they may be under treatment for several hours.

Escort and Errand: Answers telephone, assists with transportation of discharged patients, runs errands, delivers the Newspapers and makes deliveries upon request.

Emergency Department Wayfinding: Works with Staff to offer patient transportation, directions and walks patients to their desired location throughout the hospital.

Information Desks at the 1919 Building and the 700 Building: Provide information, with a professional and cheerful attitude for visitors entering the Medical Office Building or the Interlake Building. Assist patients and visitors with wheelchair transportation when necessary. Ensure wheelchairs are available for guests. Assist Kootenai Clinic employees with minor clerical tasks (e.g., stuffing envelopes, applying labels, etc.).

Assisting Staff:

Office Clerical Assistant: Files, puts together binders, collating, copying, shredding, scanning of information and prepares mailings. Examples of departments: Marketing, Medical Records, Family Birthing Center and Orthopedics.

PreOp: Assists staff with restocking guest items as well as warming blankets. Sets up rooms and records patients personal items. Helps with patient transportation. Requires prior Kootenai Health volunteering of 6 months.

Emergency Department Assistants: Helps support staff with stocking, cleaning and preparing for patients.

Messenger Services: Pushes cart throughout hospital to deliver hospital correspondence and records.

Specialty areas:

NICU Volunteer: Interacts with premature babies during times when their parents can't be with them at the Hospital. They provide comfort and care for babies and help staff members meet the special needs of babies and their families. They help support this busy nursing unit by keeping the unit stocked with needed supplies.

Pet Therapy: Volunteer teams who are Canine Good Citizenship Certified who visit patients and family members, employees and guests of the Hospital.

Nightingales: Provides skilled support to staff by utilizing their nursing abilities. Must have current Nursing license or Emeritus License in the State of Idaho.

Mended Hearts: Inspires hope in current heart patients and their families. Must have recovered from surgery or been treated for any cardiovascular disease.

Ostomy Group: Inspires hope, support and encouragement to patients and families either before or after an ostomy procedure.