

**BOARD OF REGENTS
STATE OF IOWA
REGENT MERIT SYSTEM**

Class Title: Patient Escort

Class Code: 8231

Pay Grade: 403

GENERAL CLASS DESCRIPTION:

Under general supervision, meets, greets and assists ambulatory patients and visitors to and from University Hospitals.

CHARACTERISTIC DUTIES AND RESPONSIBILITIES:

1. Welcomes and acknowledges all guests according to appropriate standards.
2. Provides inter-clinic and intra-hospital patient transport.
3. Anticipates and addresses guests' service needs; demonstrates superior customer service skills by identifying, fulfilling and exceeding the needs of guests. Recognizes and fulfills service recovery opportunities.
4. Displays excellent interpersonal communication skills; demonstrates enthusiasm and is self-motivated.
5. Demonstrates sympathetic and compassionate personality with overall positive attitude.
6. Exhibits commitment to learning and sharing information about services and general knowledge of clinic/unit locations.
7. Complies with patient confidentiality policies.
8. Adaptable to changes in scheduled hours.
9. Maintains a neat, clean and professional appearance at all times.
10. Functions well within a team and independently.
11. Partners with and assists others to promote an environment of teamwork and achievement of common goals, and embraces his/her role as care partner in the successful delivery of customer service.

The tasks listed under the heading of Characteristic Duties and Responsibilities are examples of the variety and general nature of duties performed by employees in positions allocated in the class. The list is descriptive only and should be used for no other purpose. It is not intended that any position include every duty listed nor is it intended that related duties cannot be required.

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KNOWLEDGE, SKILLS, AND ABILITIES:

1. Strong customer service skills and willingness to serve the public.
2. Ability to use two-way radio and other communication device use.
3. Ability to perform with accuracy and efficiency during periods of pressure and stress.
4. Excellent verbal communication skills are required to effectively interact with patients, families, physicians, nursing staff, and other UIHC team members.
5. Ability to recognize problems and exercise judgment required to accurately triage inquiries and follow-up on progress; ability to judge when to contact a supervisor if necessary.
6. Ability to perform basic computer skills and the ability to learn and maintain working knowledge of patient information systems.
7. Ability to identify patients and visitors who are in need of guest services.
8. Ability to establish and maintain friendly and cooperative relations with employees, patients, and visitors.
9. Ability to function with understanding, empathy and professionalism when interacting with patients, family members and visitors who may be undergoing physical and emotional stress.
10. Ability to work independently and interdependently.
11. Ability to understand of basic floor plan of the University Hospitals and Clinics and location of various units.
12. Knowledge of emergency evacuation procedures.
13. Ability to perform a full range of body motion including: lifting and/or bearing the weight of 100 pounds or more while pulling, lifting, pushing and transferring patients to and from various apparatuses; regularly pushing moderate to heavy weight of 100 pounds or more and occasionally in excess of 250 pounds; standing and walking for extended periods of time.
14. Ability to perform duties outdoors while possibly subjected to inclement weather.

MINIMUM ELIGIBILITY REQUIREMENTS:

Ability to read, write and follow instructions.