



# Outpatient Registration

## Position Overview

The volunteers at the Outpatient Registration desk greet and provide direction to patients needing to register for imaging services or surgery. They assist Outpatient Registration staff by welcoming patients, helping with patient flow and assisting with clerical duties.

## Why is this area important?

The Outpatient Registration volunteers assist staff by performing clerical duties which frees the staff to focus on patients. This area is also an important customer service touch point. Because they are in such a visible location, the volunteers in this area interact with patients and are instrumental in making a positive impression. They handle many questions and ensure patients and their family members know where they need to go.

**Volunteer Shifts:** Monday-Friday, 8 a.m. - Noon or Noon – 4 p.m.

## Minimum Requirements

Volunteers are required to adhere to the standard Winona Health Volunteer qualifications, as well as exemplify the Winona Health, Mission, Vision, Values, and Behavioral Standards. Volunteers must be comfortable complying with facility and department policies and procedures, and all federal, state, and local laws.

### *Additional Qualifications*

- Excellent communication and listening skills
- Ability to push a wheel chair long distances
- Friendly, people person
- Organized
- Ability to solve problems and multitask
- Comfortable with a changing work environment
- Perceptive, alert, comfortable asking patients or visitors if they need assistance
- Attention to detail
- Demonstrate service excellence

Thank you for considering this volunteer opportunity. If you are interested in becoming a Winona Health Volunteer, please complete an application online at [winonahealth.org/volunteer](http://winonahealth.org/volunteer) or call the Volunteer Office at 507.474.3328.

**WH**Volunteers  
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[www.winonahealthfoundation.org/volunteer](http://www.winonahealthfoundation.org/volunteer) 507.474.3328