

Harvard Hospital Volunteer Manual



*An Unofficial Guide to Medical
Service in the Boston
Community*



Harvard Pre-Medical Society 2007

Dear Prospective Volunteer,

We are ecstatic to hear that you are interested in becoming a student-volunteer! At the Harvard Pre-Medical Society, we continuously strive to help link pre-medical students to successfully carrying out their goals by providing advice and other methods of guidance.

We also recognize that those who wish to dedicate their time to public service, community health efforts, and exposure to experience in a medical setting come from various backgrounds. Some may have volunteered in high school, while others may be considering it for the first time. Some may be intent on pursuing a career in medicine, while others may be merely contemplating it. Whatever your personal background may be, rest assured that volunteering in a hospital is almost always considered both a rewarding and enriching experience, provided you plan your goals ahead of time and according to your personal aspirations and what you hope to receive out of the volunteering term.

In an attempt to facilitate this process, we have created this manual to provide some tips and insights into the medical service opportunities in the Boston community. We also provide brief and informal, yet extremely straightforward profiles that give details ranging from hospital affiliation and application requirements to relative commuting convenience to available position types at each individual hospital or medical center.

In general, most hospitals require students to fill out a general application and some mandate one or two letters of recommendation to complement this. One program that Harvard Pre-Medical Society offers in conjunction with Boston Medical Center, the Harvard Hospital Volunteer Program, seeks to provide undergraduates here with ample opportunities to work with a highly diverse patient population with varying cultural needs, all while working in a hospital with vast resources in its arsenal. Among many other benefits, applying to this program allows students to bypass the need to submit letters of reference, while helps speed the process to begin actual volunteering. Please read the Boston Medical Center profile below or contact the Harvard Pre-Medical Society Hospital Volunteer Director with any further questions.

After applying to become a volunteer, most hospitals require students to attend at least one orientation at their hospital to begin the initiation process as well as to inform volunteers of hospital guidelines and regulations. They also tend to use this time to verify immunization record requirements, which vary from hospital to hospital, and to allow volunteers who may need additional tuberculosis tests to take them at their Occupational Health Department. Once all this paperwork has been passed, hospitals assign volunteers to departments, which may also require additional training specific to their area of expertise.

Not surprisingly, this all amounts to quite a lengthy process before even getting a chance to *begin* volunteering. As such, we recommend being extremely proactive and decisive in getting started. Read through the profiles listed below to get a better feel for different vibes and personalities associated with these major hospitals in the Boston area. Some are more small and intimate, while others are larger but offer a wider range of

departmental options to work in. Also, please do not hesitate to contact either the Harvard Pre-Medical Society for personal advice or the contacts listed below at individual hospital volunteer departments. We also highly recommend considering the Harvard Hospital Volunteer Program, which facilitates the process of beginning to volunteer and provides ample opportunity to work with a hospital that has a rich reputation for working with a significantly diverse patient population, allowing volunteers to observe and experience a wide range of services.

Another big tip to help ease the time involved in getting started is to immediately acquaint yourself with the requirements that each hospital mandates of volunteers. Doing so will save you enormous amounts of time and paperwork along the way. For example, many hospitals require that applicants submit proof of two recent tuberculosis tests, along with many standard immunization records. In many cases, you do not even need to wait until hospital orientations to begin this process. One convenient way is to walk into University Health Services and request an immunization record from your student profile. They can also administer tuberculosis tests and readings free of charge. Due to the nature of these, a series of tests can take two to three weeks total. Be sure to start early and promptly!

Finally, we are happy to hear that you are interested in volunteering and engaging in public service in a medical setting. We encourage you to embark on this journey with an open mind and a sharp eye for helping with any task, however big or small. Again, please do not hesitate whatsoever to contact Harvard Pre-Medical Society, the Office of Career Services, or any individual hospital volunteer department with any questions, as they will surely be able to direct you with guidance and assistance.

Sincerely,

The HPS Hospital Volunteer Program Director & Harvard Pre-Medical Society **2007**

BOSTON COMMUNITY HOSPITAL PROFILES

Including Boston Medical Center, Massachusetts General Hospital, Brigham and Women's Hospital, Children's Hospital Boston, and Beth Israel Deaconess Medical Center

Boston Medical Center



Boston Medical Center is a university hospital with vast resources that emphasizes community-based care to serve Boston's wide-ranging population and also features New England's largest 24-hour a day Level 1 Trauma Center.

Affiliation: Boston University

Location: Boston's South End

Size: 581 beds

Contact Info: Dave Hinchey, Director of Volunteer Services
Volunteer.Services@bmc.org
(617) 414-5122 (Main Line)
(617) 414-3652 (Pediatric Volunteers)

Volunteer Services Department
Boston Medical Center
850 Harrison Avenue
Boston, MA 02118-2393

Website: <http://www.bmc.org/volunteerservices/>

Application: Complete BMC Application
Send Immunization Records
Interview & Volunteer Orientation

Commitment: 50 Hours of Service

Info Details:

Boston Medical Center is an ideal choice for those searching for a more intimate setting to work as volunteers. They also offer an extremely wide-ranging number of volunteer positions, including opportunities to work in active environments and pediatrics. Boston Medical Center, in conjunction with the Harvard Pre-Medical Society, also offers the Hospital Volunteer Program, which serves to connect student-volunteers to the rewarding

experiences of volunteering in a world class setting while giving back to a diverse community.

Boston Medical Center is located in the South End of Boston, meaning that transportation is not always the most convenient option for the Harvard student. The most straightforward way of reaching Boston Medical Center is taking the 1 bus from Holyoke Gate all the way down Massachusetts avenue towards Dudley Station and getting off at the Boston Medical Center stop. One way can be as quick as 25 minutes, although in heavy traffic, can take upwards of 45 minutes.

Available Positions:

- 4 East Inpatient/PICU
- 6 West: Medical Unit
- 7 West
- 7 North: Educator Assistant
- 7 West: Internet Group Assistant
- 7 West Rehab: Computer Donation
- 7 West: Pet Therapy
- 8 West
- Art Cart
- Behavioral Health: Patient Guide/Surveyor
- Boston Healing Landscape Project
- Cardiovascular Center: Greeter
- Chemo Clinic
- Child Psychiatry: Waiting Area
- Chemo Clinic
- Child Psychiatry: Waiting Area
- Doll Project
- ER: Medical Advocacy
- ER: Patient Greeter (MP)
- ER: Patient Greeter (NP)
- ER: Play Program
- Family Medicine: Yoga Teacher
- Food Pantry
- Gastroenterology
- Guest Support Services: Escort
- Haitian Health: Health Educator
- Hearing and Vision Screening
- Here to Help: Disability Advocacy
- HIV Prevention and Education
- ID Clinic: Patient Greeter
- Mammography Volunteer
- Massachusetts SIDS Center
- Medicine/GI: Research Assistant
- Medicine: Renal
- MLPC Intern
- NFL: Admin Support

Nutrition Center: Research Tech
Occupational/Environmental Medicine
Orthopedic Clinic
Otolaryngology: Patient Runner
Pastoral Care: Inspiration Break
Pedi Primary Clinic: Child Life Volunteer
Pharmacy: Intern
Pharmacy: Prepackaging
Project TRUST: Receptionist
Radiation Oncology: Scheduling Support
Radiology Patient Asst/Greeter
Reach Out and Read
Sickle Cell Center: Office Clerk
Support Services: Assistant
SW/Care Management: Senior Companions
Urgent Care/McInnis Clinic
Urology/Sexual Medicine
Volunteer Services: Arts-Healthcare
Volunteer Services: Book Cart
Women's Health Network: Program Assistant

Massachusetts General Hospital



Massachusetts General Hospital is a hospital situated in a busy location in Boston, and accordingly, treats patients from all around New England with its famed resources and excellent array of doctors on call. It is the third largest hospital in the United States and conducts the largest amount of research that is hospital-based.

Affiliation: Harvard University

Location: Charles River - Boston

Size: 820 beds

Contact Info: Patricia O'B. Rowell, Director of Volunteer Services
MGHVOLUNTEER@partners.org
(617) 726-8540 (Main Line)

Website: <http://www.massgeneral.org/volunteers/index.htm>

Application: Attend a Volunteer Orientation
Follow Up Interview
Wrapup Details

Commitment: Three Hours a Week for At Least Three Months

Info Details:

Massachusetts General Hospital is an ideal choice for those searching to work in a highly active and busy environment while witnessing all the inner workings of one of the largest hospitals in the United States. Although it may be large, it also offers a variety of positions in intimate departments throughout the hospital.

Massachusetts General Hospital is conveniently located off the Red Line at the Charles River/MGH stop from the T. This detail means that it is probably one of the easiest large scale hospitals to access for Harvard undergraduates, with a commute time of 15-20 minutes by subway. Because it is accessed by underground public transportation, students do not have to deal with the problems of street traffic during rush hour.

Available Positions:

Patient and Family Support

- Family Surgical Liaison Volunteer
- Family Liaison
- Hospitality Volunteer
- Family Liaison Volunteer
- Child Life Volunteer
- Book Cart Volunteer
- Hospitality and Escort Volunteer
- Emergency Radiology Service Volunteer
- Learning Center Volunteer

Ground Floor Wayfinding & Customer Service

- Discharge Ambassador/Patient Escort
- Discharge Liaison
- Volunteer Information Ambassador
- Shop Assistant
- Wayfinder

Clerical Positions

- Clerical Volunteer
- Administrative Support Volunteer

Brigham and Women's Hospital



**BRIGHAM AND
WOMEN'S HOSPITAL**
A Teaching Affiliate of Harvard Medical School

Brigham and Women's Hospital is an important facet of Harvard's renowned Longwood Medical Area. It is New England's largest birthing center and is one of the leading recipients in funding dollars from the National Institutes of Health.

Affiliation: Harvard University

Location: Longwood Medical Area – Boston

Size: 747 beds

Contact Info: Shelita Bailey, Director of Volunteer Services
sbaileyjames@partners.org
(617) 732-5998 (Main Line)

Brigham and Women's Hospital
Office for Sponsored Staff and Volunteer Services
Tower 2D Room 90
75 Francis Street
Boston, MA 02115

Website: <http://www.brighamandwomens.org/volunteer/>

Application: Attend a New Volunteer Orientation
Interview and Training Session
Health Clearance and ID Badge

Commitment: Four to Six Months of Service

Info Details:

Brigham and Women's Hospital is an ideal choice for those looking for a hospital that features a well-structured program for student-volunteers. One of its main features includes their Medical Career Exploration Volunteer Program, which allows pre-medical undergraduates to gain valuable experience in a health care setting to gain valuable experience for their future career. The whole program entails 125 hours of service over at least six months. The first 45 hours is volunteering as an Inpatient and Outpatient Ambassador, in which one greets and accommodates the general needs of patients. The next 80 hours includes volunteering in a specific department. At the culmination of 125 hours of service, volunteers graduate and receive a letter of recommendation and a chance to attend a set of rounds with a physician.

Brigham and Women's Hospital is located nearby Boston University and Fenway Park, in Harvard's Boston campus, commonly referred to as Longwood Medical Area. For Harvard undergraduates, this location is straightforward to access by simply using the free M2 shuttle that routes people from beside Lamont Library to the front lawn of Harvard

Medical School. The commute generally takes approximately 20-25 minutes if there are no major delays and the shuttle runs quite frequently.

Available Positions:

Gift Shop
Emergency Department Service
Patient and Family Relation Service

Children's Hospital Boston



The Children's Hospital prides itself as being consistently ranked as one of the best pediatric health care centers in the United States, as well as one of the largest. It covers patients ranging from birth all the way through 21 years of age. It is a premier resource for both pediatric patient care as well as a leader in research resources.

Affiliation: Harvard University

Location: Longwood Medical Area - Boston

Size: 377 beds

Contact Info: Children's Hospital Boston Volunteer Department
E-mail Available on Volunteer Website
(617) 355-7885 (Main Line)

Website: <http://www.childrenshospital.org/about/Site1394/mainpageS1394P5.html>

Application: Contact Volunteer Department and Request an Application
Application & 2 References
Interview
Orientation & Training Session

Commitment: Four Hours a Week for a Year

Info Details:

The Children's Hospital is, of course, ideal for volunteers searching to gain valuable health care experience along with the opportunity to work with children of all ages.

However, it is also a significantly fortunate chance to do so in a hospital setting focused completely on providing excellence in pediatric care and with such vast resources specifically directed towards this cause. At the same time, this kind of opportunity also makes for an extremely popular venue, and as such, it is extremely difficult to make one's way into the Children's Hospital busy schedule. Because there are various steps required, such as processing a criminal background check, there is also a longer time between applying and actually entering the hospital as a volunteer. As such, prospective volunteers really need to plan their goals ahead of time when considering volunteering at the Children's Hospital.

Children's Hospital Boston is also located nearby Boston University and Fenway Park, in Harvard's Boston campus, commonly referred to as Longwood Medical Area. For Harvard undergraduates, this location is straightforward to access by simply using the free M2 shuttle that routes people from beside Lamont Library to the front lawn of Harvard Medical School. The commute generally takes approximately 20-25 minutes if there are no major delays and the shuttle runs quite frequently.

Available Positions:

In Patient Care Areas

Play with Children

Clerical Services

In Offices and Departments

Clerical Services

In Main Lobby

Escort Families

Clerical Services

Ambulatory Care Areas

Play with Patients

Clerical Services

Emergency Department

Read and Play with Children

Pawprints Dog Visitation Program

Reach Out and Read Program

Early Literacy Assistance

Beth Israel Deaconess Medical Center



Beth Israel Deaconess Medical Center is a large-scale hospital that provides health care services to a wide ranging patient population with different cultural backgrounds. It also boasts a huge number of departments and a significant arsenal of volunteers that are critical

components to helping these groups run smoothly. It also features a Level 1 Trauma Center and is consistently ranked as one of the nation's top hospitals.

Affiliation: Harvard University

Location: Longwood Medical Area - Boston

Contact Info: Teresa Morgan, Volunteer Services Coordinator
tmorgan2@bidmc.harvard.edu
(617) 667-3026 (Main Line)

Website: http://www.bidmc.harvard.edu/display.asp?node_id=1660

Application: Application Form
Two Letters of Reference

Commitment: 40 Hours of Service

Info Details:

Beth Israel Deaconess Medical Center is an ideal choice for volunteers hoping to gain exposure to a wide variety of patients while working in a central location of Boston at the same time. Because Beth Israel Deaconess Medical Center has numerous departments available, there is hardly a shortage of options to work with as well. With the vast resources of a Harvard teaching affiliate and the support of the Longwood Medical Area community, there is no limit to what a volunteer can aim for at this hospital.

Beth Israel Deaconess Medical Center is also located nearby Boston University and Fenway Park, in Harvard's Boston campus, commonly referred to as Longwood Medical Area. For Harvard undergraduates, this location is straightforward to access by simply using the free M2 shuttle that routes people from beside Lamont Library to the front lawn of Harvard Medical School. The commute generally takes approximately 20-25 minutes if there are no major delays and the shuttle runs quite frequently.

Available Positions:

In Patient Care
Ambassador/patient greeter/patient escort
Cardiac Catherization Lab Liaison
Emergency Department Family/Patient Liaison
Gift Shops
Interpreter Services
Magazine/Newspaper cart
Newborn Audiology Helpers
Outpatient Clinics/Offices
PACU Unit Helpers (Recovery Room)
Learning Center

Patient Relations
Patient to Patient, Heart to Heart (Peer Program – cancer survivors who have been through chemotherapy volunteer with patients currently receiving chemo)
Surgical Liaison
Transport
Volunteer Office
Volunteer Workshop

Other Great Sites & Locations to Look Into!

Dana Farber Cancer Institute, Boston (Harvard)

<http://www.dana-farber.org/how/volunteer/default.html>

Cambridge Hospital, Cambridge (Harvard)

<http://www.cha.harvard.edu/>

Mt. Auburn Hospital, Cambridge (Harvard)

<http://www.mountauburn.caregroup.org/body.cfm?id=153>

New England Medical Center, Boston (Tufts)

<http://www.nemc.org/volunteer/>