

LOUISIANA STATE UNIVERSITY HEALTH SCIENCES CENTER

Job Description
PATIENT INFORMATION DIRECTOR

Position Assigned To: _____
You Report To: _____ (Professional Services Chief)

MISSION: Provide information to visitors and families regarding status and location of patients.

- Immediate
- ___ Receive Job Description from Professional Services Chief.
 - ___ Read Job Description and put on position tag.
 - ___ Obtain briefing from Professional Services Chief.
 - ___ Establish Patient Information Area in Hospital Lobby and Private Dining Room.
 - ___ Request runners from Labor Pool to escort families and/or visitors to Private Dining Room as needed.
 - ___ Ask Nutritional Services to provide coffee and light refreshments for families in the Private Dining Room.
 - ___ Receive patient tracking records from Patient Tracking Leader.
 - ___ Tell family and/or visitors whether the person they are concerned about is at the hospital. Check Invision and tracking sheets to make this determination. If so, take family member to Private Dining Room.
 - ___ Communicate patient status as appropriate.
 - ___ Communicate as needed with Patient Tracking Leaders to exchange patient related information and establish regularly scheduled meetings.
- Intermediate
- ___ Document all actions/decisions with a copy to Professional Services Chief.
 - ___ Observe and assist staff who exhibit signs of stress and fatigue. Provide for staff rest periods and relief.
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- Extended
- ___ Direct non-utilized staff to Labor Pool.