

Acceptance in the Program

- Candidates that pass the interview will be accepted into the program.
- Once accepted, candidates will be scheduled for a mandatory orientation.

Orientation Topics

- Joint Commission
- Infection Control
- Fire/Life Safety Training
- Emergency Codes Response Procedures
- Patient Safety Goals
- Code of Conduct
- Sexual Harassment Prevention
- Health Insurance Portability and Accountability Act (HIPAA) Compliance
- Data Security and Confidentiality
- Cultural Diversity
- Customer Service-SMILE Training
- New hospital and area specific training.

The Benefits to Become a DEM Volunteer

- Hands-on training and learning experience in one of the busiest emergency rooms in the nation.
- Interact with interesting people who may be rich sources of insight.
- Explore the possibilities of a health care profession.
- Opportunity to build networks with the medical staff.
- Experience personal gratification from helping the community.

The LAC+USC Healthcare Network along with the Department of Volunteer Services
Would like to welcome you to the Volunteers Team!

10//09

**Los Angeles County
Department of Health Services
LAC+USC HEALTHCARE NETWORK**



**Volunteer Services Department
1200 N. State Street
IPT-Room #1K311A
Los Angeles, CA 90033
Tel. (323) 409-6945**

**Department of Emergency
Medicine (DEM)
Volunteer Program**

Program Requirements

Thank you for your interest in the
Department of Emergency Medicine
Volunteer Program.

Applicants must:

- Be at least 18 years of age.
- Have a sincere desire to be:
 - A. Physician Assistant
 - B. Registered Nurse
 - C. Nurse Practitioner
 - D. Medical Doctor
 - E. Interested in a health care career
- Have a permanent local address
(in Southern California).
- Commit to volunteer 200 hours.
- Minimum of one 4 hour shift per
week on a weekly basis
- Pass an interview with the Chief PA
- Attend a general orientation and a

The Process to become a Volunteer

If you decide to participate in the DEM
program you must:

- Complete the Volunteer Application
thoroughly and legibly.
- Provide two personal references with
complete addresses. Must be local
Southern California addresses.
- Graduates of a 4 year college/
university may use a copy of the
degree as one reference.
- Current college students may use a
copy of their college ID as one refer-
ence.
- Volunteer Office personnel will mail
the reference letter to the individuals
identified on the application.
- After receiving the references,
Volunteer Coordinator will provide
applicant with instructions to set-up
an interview appointment with the
Chief PA.
- If accepted into program, the pro-
spective volunteer will be scheduled
to attend a volunteer orientation and
submit to health screening.
- After attending orientation, volunteer
will submit to a live scan fingerprint.
- Once proof of health screening and
live scan fingerprint results are pre-
sented, volunteer will select a work
schedule based on the availability of
shifts.

Program Specifics

- Volunteers must provide their service
on a 4 hour set schedule from one of
the following shifts:
 - 12 midnight to 4:00 a.m.
 - 4:00 a.m. to 8:00 a.m.
 - 8:00 a.m. to 12:00 noon
 - 12 noon to 4:00 p.m.
 - 4:00 p.m. to 8:00 p.m.
 - 8:00 p.m. to 12 midnight
- Volunteers may request up to four
months of approved time off (Leave of
Absence) during extreme emergencies
only.
- Volunteers may perform only those du-
ties as specified in the service descrip-
tion, which outlines the responsibilities,
qualifications, training, and competen-
cies of a DEM volunteer.
- Volunteers will receive a letter of verifi-
cation, upon completion of the re-
quired **200 hours**.
- All volunteers are expected to follow
the rules and guidelines of the pro-
grams, as not doing so may jeopardize
the safety of our patients and work-
force members.