Clinical Area Descriptions

Volunteering at Carle Foundation Hospital is a unique opportunity to serve the local community and provides a healing environment for all patients. Volunteers will perform a variety of support tasks, depending on what area they are serving in, staff they are working with, and how busy unit is.

The following contains a current list and description of departments that accept volunteers. Please use this as a guide to help determine which departments you would like to consider for your volunteer placement within the hospital. Keep in mind that area needs are always changing, and, as such, some departments may no longer be accepting volunteers. New areas accepting volunteers will be announced to current volunteers through e-mail.

Caring Place:
The Caring Place is a child care center with different classrooms for children of different ages. In each classroom, caregivers, known as teachers, provide a comfortable and safe environment for children. Volunteers are expected to be able to work with teachers in this environment. Duties range from helping with snacks/meals, naps, cleaning, arts/crafts and playing with the children. Volunteers are also expected to have a proper demeanor around children.

Carle Auditory Oral School (CAOS):
In affiliation with the Expanding Children’s Hearing Opportunities (ECHO) Center, Carle Auditory Oral School is a non-profit, private auditory oral school that provides a comprehensive educational and therapeutic curriculum for children from birth through age six who have a significant hearing loss. CAOS serves to maximize each child’s ability to learn about and interact with their world through listening and spoken language. We know that the majority of the information presented to children in the home environment, in the classroom and in the community at large is presented auditorily. The Carle Auditory and Oral School believe in accessing technology and intensive educational/therapy programming to help children with hearing loss learn to take advantage of that information.

Digestive Health Center:
The new Digestive Health department, formerly known as Special Procedures, is an in-patient gastroenterology laboratory for Carle Foundation Hospital. Procedures such as colonoscopies, upper endoscopies, Endoscopic Retrograde Cholangiopancreatographies (ERCP), and bronchoscopies are performed in this department. Depending on the procedure, patients typically spend 2-3 hours in the department which encompasses their prep, operation, and recovery. The department generally operates Monday through Friday but occasionally sees patients during the weekends if necessary. The recently opened Digestive Health department is the main gastrointestinal unit of Carle Foundation Hospital. Volunteers are used primarily in the prep/recovery stage of the patient’s visit, and assist the nursing staff where appropriate.

For more information, please visit www.carle.org/volunteering
Emergency Department:
The emergency department (ED) is a Level 1 Trauma Center, and a primary care department that provides initial treatment to patients with a wide variety of illnesses and injuries, some of which may be life-threatening and requiring immediate attention. Upon arrival in the ED, people typically undergo a brief triage interview to help determine the nature and severity of their illness. Individuals with serious illnesses are then seen by a physician more rapidly than those with less severe symptoms or injuries. After initial assessment and treatment, patients are admitted to the hospital, transferred to another hospital, or discharged.

Food Services:
Food Services prepares meals for our cafeteria and all patients in the hospital. Volunteers will be responsible for delivering trays to patients, and working in the tray line. There is some opportunity to work with staff Nutritionists and Dieticians. Volunteers in this department will have a large amount of interaction with patients and family members; good customer service skills are essential.

Inpatient Pharmacy:
Volunteers working in our Pharmacy will assist in a number of tasks including delivery to patients and units; extemporaneous compounding; and repackaging bulk medicines into unit packages. Volunteers will also be trained on UnitDose and Omnicell. Volunteers are required to have their Pharmacy Tech License. Carle can provide the necessary paperwork for this license; however, volunteers are responsible for any applicable fees.

Inpatient Rehab Leisure Program:
Volunteers assist in group activities for patients that are a required part of patients’ therapy programs. Activities may include arts and crafts, games and movies that the volunteers will design themselves. Volunteers are required to fill out evaluation forms of the activity they are responsible for and turn them into the nurse manager at the end of their shift. Specific activity restrictions may apply on an individual patient basis and students should check with the secretary first. Groups will likely consist of 2-8 rehab patients. Set up and clean up of the activity room will also be required of the volunteers.

Invasive Vascular Services and Heart Center:
IVS and the Heart Center are designed to diagnose and treat patients with heart disease, as well as patients with blockage in the circulatory system. The Cath Lab uses angioplasty, stents, the cutting balloon, and laser to treat narrowed or blocked arteries around the heart. These procedures are also performed in the arteries to the kidney, brain, arms and legs. Permanent pacemakers, intra-aortic balloon pumps and implantable cardiac pace makers are also routinely inserted in the Cath Lab. The Cardiac Cath Lab is also designed to provide the necessary pre-/post-operative care to the patients undergoing these procedures. Volunteers are used primarily in the prep/recovery stage of the patient’s visit, and assist the nursing staff where appropriate.

Legal—Contracts Administration:
Our legal department offers clerical volunteering opportunities. Volunteers are responsible for database management, some client-related responsibilities. Volunteers report to the Contracts Coordinator for the hospital.

Nurse Server Teams:
The Nurse Servers are an extension of Carle’s Room Standardization movement; an effort to ensure that all of our patients receive the same quality of facilities, regardless of location in the hospital. Volunteers in this area ensure that the Nurse Servers in each patient room contain the appropriate PAR levels for each item listed.

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One-Day Surgery:
Also termed same-day or outpatient surgery – one-day surgery means that patients are admitted to the hospital on the day of their operation and stay a few days following the operation. Patients are admitted on the day of their surgery. Usually, they will have had a physical in Pre-Op in the hospital a few days prior to the operation. On the day of the operation, patients arrive at the hospital 2 to 3 hours before their scheduled operation. This time is necessary to make sure that patients are well prepared. Nurses will answer questions and may review teaching information with patients. Patients may be given any required medications or pre-operative procedures. After the operation, patients go to the PACU or Post-Anesthesia Care Unit (Recovery Room) where they may spend several hours. Family members can wait nearby in visiting rooms. When they are awake and ready, they are transferred to a nursing unit where they will stay for at least 24 hours. Most patients stay in hospital for a few days, but could be discharged the same day of their procedure, depending on the type of operation.

Parkview 3: Oncology:
Oncology is concerned with the treatment and diagnosis of cancer. However, our oncology department works along with Carle Clinic for follow-up of cancer patients after successful treatment, palliative care of patients with terminal malignancies, and dealing with ethical questions surrounding cancer care. The oncology floor in the hospital is usually for patients experiencing more severe effects of cancer, end of life care, or severe side effects from their treatment program. Some patients can also be admitted for observation during the course of their treatment. Volunteers wanting to be scheduled in this department should note that, while we hope for the best outcome for all of our patients, Oncology deals daily with terminal patients, and as such, volunteers may be faced with terminal and dying patients. These matters need to be dealt with a high level of consideration and respect for patient and family privacy. Please be sure that you will be able to cope with these situations before deciding to become a part of this department.

Parkview 7: SICU
The Surgical Intensive Care Unit manages the most critical patients in the hospital. This department has a higher nurse to patient ratio than other departments so that those patients can receive constant care and supervision. Volunteer opportunities on this floor are STRICTLY clerical due to the sensitive nature of the patient care in the department. Responsibilities include supervising the front desk, various clerical and stocking duties, and communicating with family members.

Parkview 6: Stepdown
Step-down is a 15-bed intensive care unit. Patients with heart, lung/pulmonary, vascular, diabetes, or trauma injuries who have been released from the SICU but still need close monitoring can receive the care they need in a step-down unit. Volunteer responsibilities include supervising the front desk, various clerical and stocking duties, and communicating with family members.

Phlebotomy Lab:
The laboratory in the south clinic performs specimen collection for the out-patient population. The staff also performs blood collection in the hospital. Student volunteers will be responsible for performing a variety of tasks that will include direct patient interaction as well as behind the scenes duties. Volunteers will need to be able to work as a team as well as independently.

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Post-Anesthesia Care Unit (PACU):
PACU is responsible for patients after they have undergone surgery and are recovering from anesthetization. Patients will vary in their recovery rate, but will remain in the unit until their vital signs have stabilized and the patient is relatively alert and has been determined to be at low risk for short-term surgical complications. Volunteers in this unit will help with patient transports, stock supply drawers, and assist nurses with patient care duties.

Rogers 4: Clinical Decision Unit:
Patients placed on this unit run the gamut as far as medical needs and procedures. Patients may come from the Emergency Department for further observation to determine if additional treatment is needed. The patient load typically involves cases exhibiting chest pains or abdominal pains. Post-Op patients may also be on this unit following their procedures.

Rogers 6: Telemetry (Cardiology):
Cardiology is a unit for patients who are at risk of abnormal heart activity, generally in a coronary care unit. Almost all patients on this floor have cardiac telemetry leads for remote monitoring by staff at the nursing station. This allows constant monitoring of a patient’s status, leading to much faster intervention if a patient develops an irregularity in their heart rhythm.

Rogers 8: Medical/Surgical/Telemetry Overflow:
Surgical 8 Overflow has a variety of patients—half of the patients will be primarily open-heart and vascular patients while the other half will encompass over-flow (everything) from other units.

Student Escorts:
Escorts are responsible for assisting with discharging patients throughout the hospital. Volunteers staff the escort desk in the main lobby and will take calls from floors asking to discharge a patient via wheelchair to the front circle drive. Student Escorts will also be responsible for assisting the nursing staff in transferring patients in-between floors and to other clinical exam appointments. Volunteers in this area will need to be able to work well as a team, be highly motivated and be proficient in using a wheelchair—we will provide training in orientation. Volunteers are also expected to be very outgoing and at ease with talking to patients.

Student Leaders:
Student Leaders assist in the training and execution of the College Student volunteer program through Volunteer Services. Secondly, it is our goal for this program to further enrich the volunteering experience by providing further insight into hospital operations and administration. Thirdly, this program will provide additional leadership experience to our student volunteers. This is a flexible time commitment; however, there are specific needs during the volunteering term where leaders will be utilized for events and tasks. Student Leaders are assigned an area each semester where they will be responsible for department-specific trainings, Skills Module trainings, attendance compliance, and other assignments as designated by the Coordinator of Student Programs. This opportunity is for returning volunteers only, and requires a separate application and interview process. If you have any questions about this opportunity, please contact Brian Barnes.

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SurgiCenter:
Our SurgiCenters are branch locations in Danville and Champaign that perform minor surgeries. Much like OneDay Surgery, procedures at the SurgiCenter are done on an outpatient basis. A few beds are available within the center for patients that require overnight observation. The Carle SurgiCenters house additional GI labs outside of the main campus. All of Carle’s GI doctors see patients in both Special Procedures as well as the SurgiCenters. Volunteers will perform similar support duties in the SurgiCenter that they would in the hospital. On the floor main duties include making patient beds, calling families from the waiting room, assisting nurses in moving patients, and providing patients with food, water, and anything else they may need. Patient interaction is encouraged of the volunteers. This is an off campus opportunity. Students wishing to volunteer at the SurgiCenter are encouraged to provide their own transportation to and from the SurgiCenter.

Therapy Services:
This opportunity is available for students interested in Physical, Occupational or Speech Therapy as well as Athletic Training or Sports Medicine. Interested students should contact Heidi Tippner (heidi.tippner@carle.com) for more information. Students interested in this area do not need to fill out an online application.

Tower 4: Orthopedics:
Orthopedic surgery or orthopedics is the branch of surgery concerned with acute, chronic, traumatic, and overuse injuries and other disorders of the musculoskeletal system. Orthopedic surgeons address most musculoskeletal ailments including arthritis, trauma, and congenital deformities using both surgical and nonsurgical means. In this department volunteers will visit with patients and their families, assist in the transport of patients, and answer call lights. Patients range in age and have a wide variety of orthopedic injuries. Volunteers will also organize, clean, and stock the floor.

Tower 6: Medical:
Patients on these floors come in with a wide variety of illnesses conditions. This floor oversees patients that have not received surgical intervention during their time at the hospital. The length of a patient’s stay will vary widely according to their diagnosis, but a typical patient usually remains in this unit for less than a week.

Tower 7: Surgical:
North Tower 7 is a floor largely dedicated to the recovery of a broad range of neurological and surgical trauma, including the surgery itself. Situations range from less serious appendix removals to post intensive care patients. Concentrated with post-op patients not requiring intensive care or step-down recovery units, cases often involve neurological surgeries as well as head, abdominal, colorectal, neck, ENT, and post-trauma surgery. The nature of the recovery process causes evaluation, treatment, pain management and rehabilitation to be crucial elements of the department’s functionality.

Tower 8: Pediatrics:
Pediatrics is the branch of medicine that deals with the medical care of infants, children, and adolescents. During these critical stages of development, social interaction is critical. Students are given a wide variety of options in this department, from playing games with children to organization, cleaning toys, answering phones, sitting with patients, and so much more! The department is state of the art and fully equipped with games, books, stuffed animals, DVDs, and gaming systems!

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**Tower 9: Neonatal Intensive Care Unit (NICU):**
The Neonatal Intensive Care Unit utilizes volunteers mainly for clerical and office help. This volunteer opportunity would also help with the Siblings Classes run by the department. Volunteers will also assist in teaching infection control to parents that are new to the NICU. Typical projects include assembling education packets for patient families; assembling education binders for new nurses; assisting staff with processing various reports and evaluations; and helping facilitate Sibling Classes (as needed).

**Tower 11: OB Services:**
The Obstetrics Department is designed for new mothers, babies, and their families. It is equipped with a staff of obstetricians, gynecologists, family practice physicians, nurses, and certified nurse-midwives who assist in labor, birth, and post partum care. Volunteers on these floors help to alleviate the work load for nurses, while working closely with patients and their families to ensure comfort.

**Volunteer Services:**
Volunteer Services oversees all volunteer activity throughout Carle Foundation Hospital, and certain branch locations. Volunteers in this area assist the Coordinator of Student Programs and the Director of Volunteer Services with a variety of tasks throughout the semester including clerical tasks, and program expansion into new departments within the hospital.

Volunteer Services Contact Information:

**Megan Holland**  
Director of Volunteer Services  
megan.holland@carle.com  
(217) 383-6701

**Brian Barnes**  
Coordinator of Student Programs  
brian.barnes@carle.com  
(217) 383-3362

**Volunteer Services**  
Carle Foundation Hospital  
611 W Park St  
Urbana, IL 61801  
Fax: (217) 326-1588

For more information, please visit [www.carle.org/volunteering](http://www.carle.org/volunteering)