

JOB AID: ESCORTS & WAITING AREAS

At the Clinic, every volunteer plays a vital role in helping patients feel supported, respected, and cared for. Whether you're guiding someone to their next stop or keeping the waiting area flowing smoothly, your calm presence helps create an experience that's both efficient and compassionate.

Key Tips to Help You Show Up with Clarity & Confidence in Either Role:

- **Be kind and clear:** Smile, make eye contact, treat everyone with dignity
- **Stay neutral:** Avoid assumptions or judgments
- **Be visibly fair:** No cutting lines or special treatment
- **Be prepared:** Wear comfortable shoes and weather-appropriate clothing. You may walk a lot or push wheelchairs
- **Know when to be firm:** Gently redirect when needed

ESCORT ROLE — Helping Patients Get Where They Need to Go

What You'll Do

As an Escort, you'll guide patients from one building or station to another — always returning to your base afterward (this is called the “boomerang” model). You may be indoors or outdoors, walking long distances or assisting with wheelchairs.

Why It Matters

Your presence helps patients feel supported during what can be a long and confusing day. You're not just getting them from Point A to Point B — you're helping create a space that feels safe, fair, and compassionate for all.

Patient Journey – All patient will follow this progression

Stations	What Happens
Patient Registration	Patient receives wristband and records for authorized care areas
Patient Intake	Provider documents vitals and health history
Start/Triage	Patient meets with provider to determine their treatment plan for the day
Service(s)	Patients wait for, and are escorted to service areas as providers are ready to see them
Checkout	Records are reviewed, referrals/prescriptions are given, and paperwork is retained by the Clinic

EXTERIOR ESCORTS — You'll move patients between clinic buildings

What to Do

1. **Check patient paperwork** to confirm they're cleared for the building they're heading to:
 - **Pink** = Dental (Exhibition Hall)
 - **Blue** = Vision (Cornish Playhouse)
 - **Yellow** = Medical (McCaw Hall)
 - **White (Healthcare Resources)** = Open to all in McCaw Hall
2. **Use signed pathways** between buildings (most are covered).
3. **Group patients** going to the same place whenever possible.
4. **Hand off patients** to Entry/Exit volunteers at their destination.
5. **Ask if others need an escort** before heading back.
6. If a **patient is leaving with paperwork**, please take them to the nearest Entry/Exit station and check in with the Lead. Inform them the patient wants to leave and the Lead will help handle the records from that point.

INTERIOR ESCORTS — You'll guide patients between stations inside clinic buildings

While the core responsibilities of this role remain consistent, specific procedures may vary slightly across different service areas. For example, the process for a medical escort may differ from that of a vision escort. If you serve in multiple areas across, be sure to pay close attention during each orientation, as it will provide important details specific to that service area/building.

What to Do

1. You'll likely be stationed near one of these areas as an escort—**Registration, Intake, Start/Triage, Service Area and/or Floor, Checkout**, so it's important to check each patient's paperwork to ensure they have followed the proper progression before going to the next step (service or care area).
 2. Use **designated indoor routes** only.
 3. **Always hand off patients** to Waiting Area Monitors or service area providers.
 4. **Return to your base** after each trip.
 5. **Help lost patients:** Ask where they're going and escort or find someone who can.
-

WAITING AREA MONITOR — Creating Calm and Clarity

What You'll Do

As a Waiting Area Monitor, you welcome patients to a designated waiting area for the service they are seeking, guide them to available seats, and track the order in which they'll be seen. You'll manage a waiting list, keeping an eye on who's next, and help ensure patients feel respected and informed throughout the process.

How To Manage the Waiting List

Review the attached **Waiting Area Tracking & Seating** sample in addition to these instructions.

One List, One Line

- Use **only one waiting list** per area, even if:
 - You cover two areas
 - You're sharing duties with another Monitor
- Never start a new list midday. If someone replaces you, walk them through the current list

Adding Patients

- Add patients in order of arrival. They can only be on one list at a time
- Use the patient label on the green folder to notate
 - ID number (e.g., P12345), first name + last initial, and note any:
 - Language needs
 - Wheelchair use or other support

Seating Order

- Ideally, patients sit in line order, but the list is what matters most
- Use Start/End of Line signs for large multi-row waiting areas to help guide patients to direct patients to their seat
- Guests can sit with patients but do not get added to the list

Documenting Times

- Write the arrival time and admitted time for each patient
- Use a checkmark (✓) in the "Admitted" column when they're called
- Use " or ↓" for multiple arrivals/admissions at the same time
- The next person on the list after the last checkmark is up next

Helpful Tip: It will get busy, and the line of patients waiting may grow, but don't panic. Politely let them know you'll be with them shortly and thank them for their patience. Patients will be added to the list in the order they arrived in your line.

When Things Don't Go as Planned

Admitting Patients Out of Order

If the next patient on the list has a language or other specialty need and may benefit from a brief wait until a specific provider is available, explain to that patient why another person is being admitted ahead of them. If the patient disagrees, admit them in their original order. Otherwise, stay aware of their place on the waiting list. **Note why they're out of order (OOO)** and get them into service as soon as possible.

If a Patient Leaves (for bathroom, snack, talk to resource providers, etc.)

- Seat should stay empty
- Note the time they left (if they tell you or you see them leave)
- If they're gone when it's their turn:
- Write "Absent" instead of the admitted time
- No checkmark in the Admitted column
- If they return, add them back at the end of the list

If a Patient Has Mobility Needs

- Seat them where it's convenient (e.g., front of the row), but they should still be admitted in list order

Helpful Tip: It can be easy to lose track of those on the list with mobility needs because of where they are seated, and it has happened—please do your best to watch for their turn. If it's been over 15 minutes, check in with them.

Clinic Data Collection:

- Another volunteer may come by to check your waitlist to understand wait times and help adjust service flow — that's normal!

When in doubt...



Check in with your **Lead**. You're never alone, and support is always nearby.

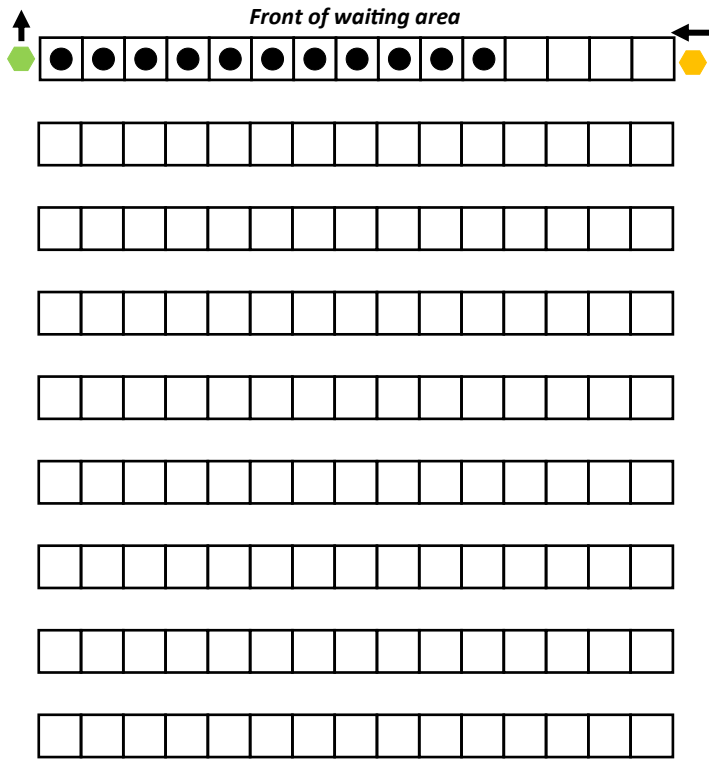
SEATTLE/KING COUNTY CLINIC | Waiting Area Tracking Sample


Date: Sept. 13 Area of Service: Vision Triage/Start Page 1 of _____

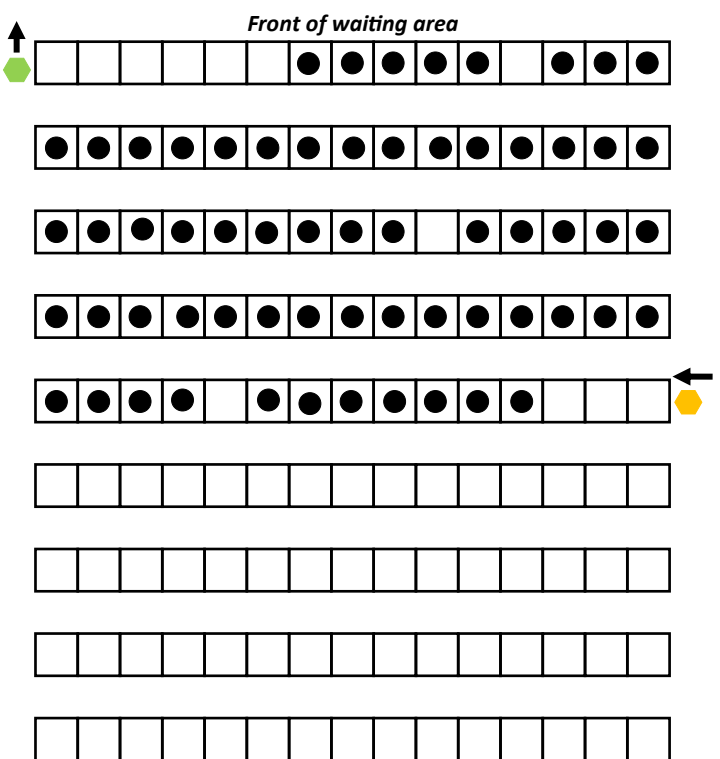
Total # for Day	Time Patient Arrived	Patient ID #, First Name, Last Initial	Admtd	Time Patient Admit Svc	Notes
1	7:30 AM	P12345 Nadja	√	8:00 AM	
2	7:32 AM	P13579 Cassie C.	√	"	Wheelchair end of row
3	7:37 AM	P24680	√	"	
4	7:46 AM	P15243 Jaideep		Absent	Left seat 7:57am
5	↓	P56789 Juan S.	√	8:05 AM	Spanish speaking
6		P60798 Tinka P.			OOO for peds specialist
7		Magda G.	√	8:06 AM	
8	8:05 AM	P49684 Viet	√	8:08 AM	
9	8:22 AM	Sisily T.			
10	8:36 AM	P15243 Jaideep			
11					
12					
13					
14					
15					
16					
17					
18					
19					
20					
21					
22					
23					
24					

JOB AID: WAITING AREA SEATING

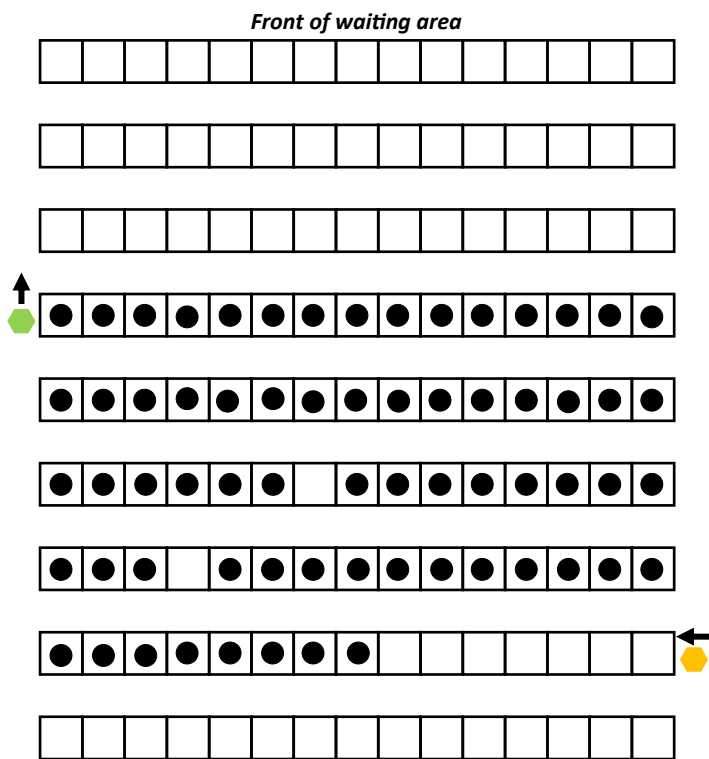
1. Start seating at front of waiting area. Retrieve from  side. Fill from  side, asking patients to fill every possible seat.





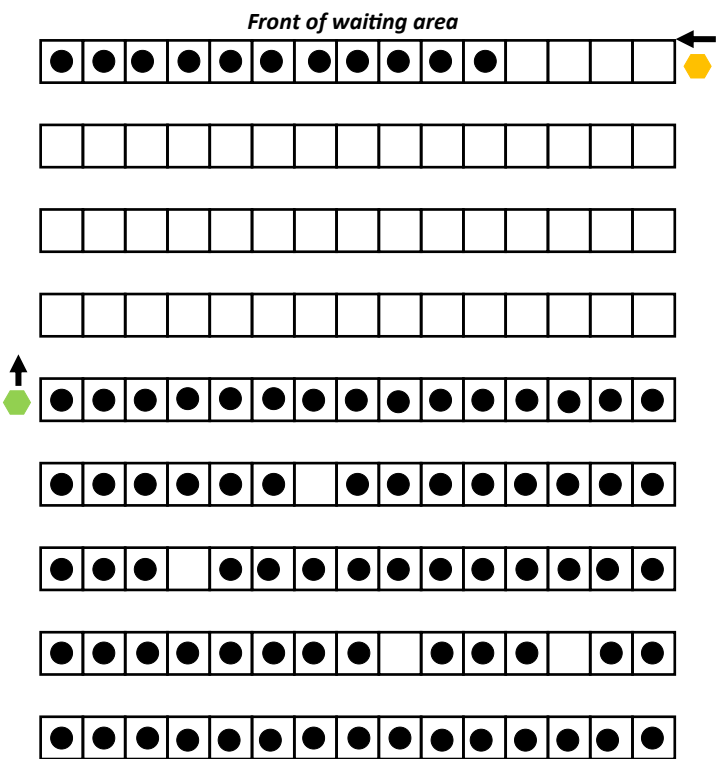
2. Continue to fill rows all the way to the back, moving End of Line  sign as rows fill in.







3. Move Front of Line  sign back as patients are called. If possible, leave empty rows in front before refilling.



4. When back of section is reached, move End of Line  sign to the front and start refilling  there.



Use Start  and End of  Line markers to indicate beginning () and end () of line.
 Allow an empty seat between parties only if ample space is available.

WHEELCHAIR PROTOCOL — Keeping Care Accessible for Everyone

Wheelchairs help keep the Clinic accessible to everyone — and your care in using them ensures they're ready when someone else needs them. As an escort, you play a key role in making that support possible.

Before you Begin:

1. Know the Wheelchair Types

- Regular and bariatric (wider) chairs are available, and some are designated for indoor use only as indicated on their tags

2. Check the Tag

- Every Clinic wheelchair has an ID card showing where it belongs (building and location)
- Always return it to its base when done

3. Safety Protocol:

- **Stay on Seattle Center Campus**
 - Only move patients within the Clinic grounds
 - Exception: Mercer Street garage
 - Do not escort patients off-site or to bus stations, rideshares, etc.
- **No Lifting Patients**
 - Even if you're trained, lifting or transferring patients in or out of wheelchairs isn't part of the volunteer role

How to Support Patients Safely

4. Before Sitting or Standing:

- Lock the brakes
- Adjust or lift footrests/armrests if needed
- Keep a firm grip on the handles
- Offer clear verbal cues for sitting, standing, or starting to move

Helping Patients Understand: Why One-Trip Use Matters

5. Let the Patient Know:

- The wheelchair is for **one trip only** (not for all-day use)
- They'll need to exit the chair at their destination so it's available for someone else
- If they need help later, volunteers can request another wheelchair

Your Responsibility

6. Stay With the Chair

- An Escort must stay with any Clinic wheelchair while in use
- After drop-off, return it to its designated base