

Volunteer as a Medical Escort for Adults



Why are medical escorts needed?

- The beneficiary may have difficulties traveling to and from hospitals/polyclinics / private clinics and their homes, due to reasons such as:
 - Physical mobility challenges.
 - No caregivers available.
 - Have difficulties navigating places.
- The beneficiary may also have difficulties expressing themselves or understanding instructions at their appointments due to language barriers.

How can you help as a Medical Escort for Adults?

- Accompany the beneficiary to their regular medical appointments and stay with them throughout the entire duration of the appointment.
- Interact with the adult to build and strengthen their social support.
- If required, assist with pushing the beneficiary around in their wheelchair.
- Help the adult through the procedures of registering, getting a queue ticket, navigating which areas to go to, guiding the person to collect any medications, noting down the next appointment details, etc.
- Assist in translating for the adult (if necessary).
- Record down any notes or instructions for the adult which has been informed by the medical professional.

Medical Escort Code of Conduct

➤ Boundaries

- Do not accept any gifts or money from the adult and/or their families. Request them to donate directly to NuLife (<https://nulife.com.sg/how-to-help-cash/>).
- Handwritten cards / thank you cards are acceptable. Speak to your volunteer manager if you have any doubts/concerns about the card(s).
- Do not pay for the beneficiary's medical bills.
- Do not give out your personal contact number and/or address to the adult and/or their families.

➤ Confidentiality

- All personal information of the adult and/or their families shared by the organisation is confidential.
- Do not take any pictures, videos, or audio recordings of the adult without first seeking clearance with the organisation.
- Do not bring your family, friends or acquaintances along to appointments unless you have obtained prior approval from the Volunteer Manager.

➤ Conduct

- Refrain from using vulgarities.
- Do not make racially / culturally / religiously offensive remarks.
- Refrain from making personal attacks, insults or derogatory / inappropriate remarks against an individual or the organisation.
- Do not consume alcohol or smoke during your participation as a volunteer.
- Be mindful of your role as a representative of the organisation.

➤ Responsibility

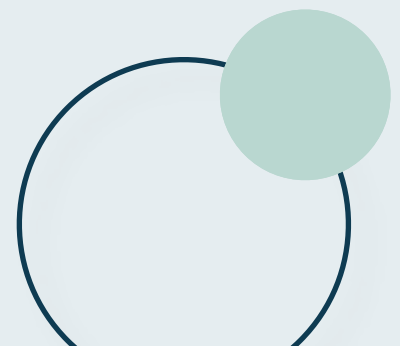
- Carefully consider the time commitment as a medical escort before signing up as one.
- Be punctual for all your medical escort schedules.
- Set aside about 4 hours for each session, in case the appointment lasts longer than expected.
- Do not smoke or consume alcohol while accompanying the beneficiary for their appointments.
- If you are unable to attend the appointment after confirming your availability, please inform your volunteer manager as soon as possible (preferably 3 days in advance).

➤ Dress code

- Dress appropriately (smart casual) for all appointments.
- Covered shoes are generally recommended, unless otherwise indicated by the Volunteer Manager.

Preparing for your role as a Medical Escort

- Read up on the profile of the beneficiary (provided by the organisation) prior to the appointment to better understand what to look out for during these appointments and what are the required documents.



➤ It is recommended that you familiarise yourself with the hospital/polyclinic / private clinic before the appointment, especially if you have never been to the location before. It would be advisable to take note of:

- Nearest MRT station/bus stop (if taking public transport with the beneficiary) and sheltered walkways.
- Where the wheelchair ramps are (if the beneficiary requires a wheelchair).
- Where the appointment building and registration counter is.
- Location of toilets.
- Nearby food options.

➤ It would be useful to have a basic understanding of how outpatient bills may be covered at the specific hospital/polyclinic / private clinic, in case the beneficiary uses such schemes to make payment during their appointment.

- E.g. Community Health Assist Scheme (CHAS), Pioneer Generation (PG), Merdeka Generation (MG) subsidies, MediSave

➤ Familiarising yourself with mobility aids and how to support someone who uses them.

- **Walker**
 - Do not hold their arm as it would restrict them from moving their arms forward with the walker.
 - You may place your hand near (but not necessarily on) the person's back in case they lean backwards.
 - Stand beside or slightly behind the person to provide support where needed.



- **Walking stick**

- Walk on opposite sides of the cane so that the person can freely move the cane while walking.
- If needed, allow the person to hold onto your arm for additional support.
- If there is a need to climb stairs, the person's stronger leg should step up first followed by the weaker leg. Position yourself behind them to provide additional support if needed.
- If there is a need to climb down stairs, the walking stick and weaker leg should step down first, followed by the stronger leg. Position yourself slightly in front of them in case they fall.