



Healthcare Directives

Position Overview

Volunteers present public and individual healthcare directive educational programs and assist in completing forms. A healthcare directive is a legal document outlining a person's wishes for medical treatment should they become unable to communicate.

Why is this area important?

Healthcare directive forms can be overwhelming for individuals. Volunteers help ensure forms are filled out completely and accurately. Medical staff refer to these documents to ensure the individual's wishes are honored. Having a healthcare directive reduces family anxiety during critical times. This is a valuable, free service.

Volunteer Shifts: Third monday of January, March, May, July, September, November 9:30-10:30am or 6:30-7:30pm Sessions are held on campus at Winona Health and volunteers also present to community organizations and individuals as requested.

Minimum Requirements

Volunteers must attend an annual in-service training and comply with patient/resident confidentiality requirements, organizational and departmental policies and procedures and federal, state and local laws. It is also important for volunteers to read, understand and exemplify Winona Health's Mission, Vision, Values and Behavioral Standards.

Additional Qualifications

- Strong Communication and listening skills
- Ability to make small talk
- Comfortable communicating on the telephone
- Friendly, people person
- Organized
- Attention to detail
- Strong clerical skills
- Knowledge of Microsoft Word and Excel
- Patience
- Passion for teaching people new things
- Demonstrates service excellence

Thank you for considering this volunteer opportunity. If you are interested in becoming a Winona Health Volunteer, please complete an application online at winonahealth.org/volunteer or call the Volunteer Office at 507.474.3328.

WHVolunteers
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www.winonahealthfoundation.org/volunteer 507.474.3328