NORTHERN NSW LOCAL HEALTH DISTRICT

STUDENTS ON CLINICAL PLACEMENT

ORIENTATION MANUAL

NNSWLHD Workforce Directorate

July 2018

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ACKNOWLEDGEMENT OF COUNTRY

NNSWLHD would like to acknowledge the members and elders of the Bundjalung, Yaegl, Gumbaynggirr and Githabul Nations. We acknowledge and pay respect to the people and their forebears of those Nations who have performed age old ceremonies of celebration, initiation and renewal. We acknowledge their living culture and unique role in the life of this region. We acknowledge and pay our respects to the Ancestors and Elders, both men and women of the Bundjalung, Yaegl, Gumbaynggirr and Githabul Nations and to all Aboriginal people past, present and future (North Coast Integrated Aboriginal Health and Wellbeing Plan 2015-2020).

INTRODUCTION

May I welcome you to The Northern NSW Local Health District (NNSWLHD) and take this opportunity of congratulating you on your placement.

NNSWLHD has a strong commitment in providing quality clinical training and education, as we know the importance of developing and investing in our future health workforce. We have dedicated clinical supervisors, educators and co-ordinators who aim to make your clinical placement a valuable and satisfying experience.

Whilst you are on placement you will become part of a team of health professionals providing care to our patients and community. NNSWLHD recognises the importance of teamwork and its impact on the standard of care.   This comprehensive information document has been produced to familiarise you with the Health Service and your responsibilities as a student on clinical placement.   There are two points that I would particularly like to draw to your attention.

Firstly, in the eyes of the patients, clients and visitors "You are the Health Service". When people speak to you on the telephone, or see you around the buildings, they judge the whole service by you - your manner, dress and attitude. Always be courteous, help inquirers, and remember a smile will mean much to a patient, client or an anxious relative.

Secondly, as a student you may be involved in handling confidential information concerning patients and clients. Under no circumstances should such information be discussed outside the clinical situation.

May I welcome you and trust that your association with the NNSWLHD will be a rewarding and happy one.

Wayne Jones
Chief Executive
Northern NSW Local Health District

ABOUT NNSWLHD

WELCOME TO THE NORTHERN NSW (NNSW) LOCAL HEALTH DISTRICT (LHD)

Northern NSW Local Health District (NNSWLHD) covers an area of 20,732 square kilometres, from the QLD/NSW border in the North, the Clarence Valley in the south, the Great Dividing Range in the West and the Pacific Ocean Coastline in the east. In 2011 the estimated population was 288,241, and over the decade to 2021, the overall population of the Northern NSW is projected to increase by 8.2% and by 34% for the population aged 65 years and over.

The NNSWLHD encompasses two health service groups (hospital and community) in our region, including:

TWEED/BYRON
Byron Central
Murwillumbah
Tweed

RICHMOND/CLARENCE
Ballina
Bonalbo
Casino
Kyogle
Lismore
Urbenville

Clarence
Grafton
Maclean

KEY FACILITIES WITHIN NNSWLHD

NNSWLHD delivers a range of health services to residents and visitors of the region, including:

- 5800 LHD staff (approx.)
- 12 Hospitals
- 3 Multi-Purpose Services
- 17 Community Health Centres
- A purpose built Drug and Alcohol Detoxification Unit and
- Purpose built Adult and Adolescent Inpatient Mental Health Units.

Please refer to http://nnswlhd.health.nsw.gov.au/about/northern-nsw-local-health-district/ for more information.

NNSWLHD VISION, PURPOSE AND VALUES

Vision
Better Health and Excellence in Health Care.

Our work is built on a foundation of trust and respect. We live the NSW Health CORE values:
Collaboration Openness Respect Empowerment

Purpose
To work together to promote better health across our diverse community and provide person centred, integrated care through a valued, skilled, motivated and sustainable workforce.

Values
- **C**ollaboration – Improving and sustaining performance depends on everyone in the system working as a team
- **O**penness – Transparent performance improvement processes are essential to make sure the facts are known and acknowledged, even if at times this may be uncomfortable
- **R**espect – The role of everyone engaged in improving performance is valued
- **E**mpowerment – There must be trust on all sides and at all levels with responsible delegation of authority and accountability.

EQUAL EMPLOYMENT OPPORTUNITY (EEO) AND DIVERSITY
NNSWLHD is committed to the development of a culture that is supportive of employment equity and diversity principles. This includes improved employment access and EEO participation for following groups:
- Women
- Aboriginal people and Torres Strait Islanders
- People whose first spoken language as a child was not English
- People with a disability

CODE OF CONDUCT
The NSW Health Code of Conduct NSW Health Code of Conduct (PD2015_049) http://www1.health.nsw.gov.au/pds/ActivePDSDocuments/PD2015_049.pdf outlines the standards of ethical and professional conduct that are required of everyone (including students) working in NSW Health. It also identifies behaviours which are unacceptable and will not be tolerated.

The intent of the code is to provide a framework to promote ethical, professional and transparent day to day conduct and decision making within the workplace. The Code of Conduct assists with building and supporting a positive workplace culture for our Local Health District and NSW Health.

Standards in the code not only apply to behaviour within the workplace, they can apply to social activities that take place under agency auspices (e.g. work functions and training etc.). Standards also apply in the making of comments on social media. The code is grouped in the following key standards/areas:
4.1 Promote a positive work environment
4.2 Demonstrate honesty and integrity
4.3 Acting professionally and ethically
4.4 Use official resources lawfully, efficiently and only as authorized
4.5 Maintain the security of confidential and / or sensitive official information.
4.6 Maintain professional relationships with patients or clients.

It is a preplacement requirement that all students read and sign the NSW Health Code of Conduct *(PD2015_049).*

PREVENTION OF BULLYING AND HARASSMENT

NNSWLHD is committed to providing a safe and equitable workplace for all staff, including students, where the contribution of everyone is valued and respected. Staff and students are expected to contribute to the achievement of a professional, safe and productive workplace by carefully considering their own behaviour and its possible effects on others.

All staff and students are responsible for:

- Recognising their individual role in developing and maintaining harmonious workplace relations and promoting a positive and cooperative workplace culture
- Taking responsibility for their own actions in the workplace, and where the actions of others are disagreeable to them, attempting to settle matters, where appropriate, with that other person/s in the first instance
- Raising matters of concern at an early stage and actively participating in the bullying complaint management process
- Providing managers with specific information regarding the perceived bullying and being prepared to have their complaint made known to the person they are making the complaint about, to allow for fair management of the complaint
- Maintaining confidentiality and not discussing or releasing information relating to a bullying complaint to any third party who has no legitimate involvement in the process
- Ensuring that any allegations relating to bullying are made honestly and not vexatiously or maliciously, or to impede legitimate managerial action and
- Cooperating with any complaint procedure in a timely and cooperative manner.

What to do if you believe you are being bullied or harassed:

- As noted above, where appropriate attempt to professionally resolve matters with the other person/s in the first instance;
- If this does not stop the behaviour, or you do not feel able to say anything to the person or people doing it, report the matter to your student coordinator/supervisor/facilitator so they can work with you to resolve the matter. The person you report the matter to will tell you who can provide you with support and/or counselling.

Further information can be found in the NSW Health policy 'Preventing and Managing Violence in the NSW Health Workplace – A Zero Tolerance Approach http://www1.health.nsw.gov.au/pds/ActivePDSDocuments/PD2015_001.pdf (PD2015_001).

PRIVACY AND CONFIDENTIALITY

Students, like all staff are bound by the NSW Health Privacy Policy and by the NSW Health Code of Conduct to maintain confidentiality of patient information. This means that, while on clinical placement, it is your responsibility to ensure that information pertaining to a person's condition and treatment is kept confidential and secure. As part of providing patient care, information will be shared with the care team to determine the best treatment and management plan. You will also discuss patient information with your student coordinator/supervisor/facilitator as part of your learning requirements including supervision and reflective practice.

If you need to access confidential patient information for university/college purposes (such as for a case study, assignment or presentation), you may do so ONLY with consent from the patient and after discussions with your student coordinator and/or supervisor/facilitator. This consent should be gained by your student coordinator/supervisor/facilitator and noted in the person's medical record. You are required to disclose the reason why you need to access and use this information, and explain that no identifiable details will be disclosed. You must ensure that any identifying details are removed from any information you present for these academic purposes.

Further information about privacy and confidentiality can be found at:
- HETI online mandatory training module: 'Privacy Module 1 – Know your Boundaries' prior to commencement of placement

- NSW Health Privacy Manual PD2005_593 http://www.health.nsw.gov.au/policies/manuals/Pages/privacy-manual-for-health-information.aspx
- Information privacy leaflet for staff summarises the key requirements for NSW Health staff with regards to their obligations under the *Health Records and Information Privacy Act 2002*. The leaflet is a quick reference to the Privacy Manual for Health Information for staff and students.
  http://www.health.nsw.gov.au/patients/privacy/Pages/privacy-information-for-nsw-health-staff.aspx

Students may make entries in patients' medical records, provided they have been authorised to do so by their student coordinator/supervisor/facilitator and co-signed by them. You will be given access to electronic medical records (eMR) and other IT applications upon commencement of placement.

SOCIAL MEDIA

NNSWLHD promotes a culture of responsible social media use. It is important for all students to be familiar with Social Media requirements and their individual Social Media responsibilities as contained in the NSW Health Code of Conduct and professionally through the National Board policy for Registered Health Practitioners Social Media Policy - Australian Health Practitioner Regulation Agency (AHPRA) http://www.medicalboard.gov.au/Codes-Guidelines-Policies/Social-media-policy.aspx .

Some examples that you may not use social media for and may be in breach of NSW Health code of Conduct are:
- Providing official comment on matters related to NSW Health if not authorised to do so;
- Providing patient information or other confidential and/or sensitive information;
- To bully or harass other staff members or encourage or support other staff to do so;
- Providing information that would bring NSW Health or any of its staff, patients or clients into disrepute;
- Engaging in on-line friendships with patients and clients.

If you are found to breach the Social Media requirements as stipulated in the NSW Health Code of Conduct your NNSWLHD student coordinator and/or supervisor/facilitator and educational provider will be informed and your placement may be cancelled.

ALCOHOL, ILLICIT DRUGS AND SMOKING

NNSWLHD has a zero tolerance to students attending clinical placement under the influence of alcohol and/or illicit drugs. Areas designated for smoking may be available to you outside and will be signposted as an outdoor smoking area. Your student coordinator/supervisor/facilitator can inform you of these areas.

GOVERNANCE OF CLINICAL PLACEMENT REQUESTS, APPROVALS AND ALLOCATIONS

NNSWLHD actively supports clinical student placements from the vocational education and training (VET) sector and professional level entry student's in medicine, nursing & midwifery, dental, allied health and other health professional groups as identified in Student Placement Agreements (SPAs). NNSWLHD has a strategic commitment to building a sustainable future health workforce and a key strategy is *growing our own* by supporting quality clinical training programs for students. NNSWLHD takes into consideration national, state and local clinical service and workforce planning research and considers:

- NNSWLHD Clinical Service Plans
- NSW Health Professional Workforce Plan
- Ministry of Health (MOH) Workforce Modelling and future workforce projects.

STUDENT CLINICAL PLACEMENT REQUIREMENTS IN THE NNSWLHD

The process around accepting and approving clinical placements requests takes the following into consideration:

- Student clinical placement management through ClinConnect.
- Student Placement Agreements (SPAs) between Education Providers and NNSWLHD.
- Education Provider approved clinical placements.
- Hospital/service and ward / unit capacity to accommodate students.
- Student category and clinical supervision required.
- Quality clinical placement for student, student coordinator and/or supervisor/facilitator and patient care.
- Clinical Placement is part of the student's course curriculum requirements.

PREPARING FOR PLACEMENT

STUDENT RESPONSIBILITIES

The experience you gain whilst undertaking a clinical placement in a NNSWLHD facility will be invaluable to your learning, personal and professional development. Prior to commencing placement, there are a number of tasks that need to be completed before your first day. Your education provider (university/college) will notify you of these expectations which include: placement compliance requirements, familiarization with relevant NSW Health and Northern NSW Health (NNSW Health) policy, procedures and guidelines (see Appendix A); and completing NSW and NNSW Health mandatory online HETI training. Completion of these requirements pre-placement will ensure that you are ready for placement, and can maximize the clinical experiences on offer.

Completion of a student clinical placement is a partnership between you, your education provider and the health facility. As a student you have responsibilities to each of these stakeholders. You also have responsibilities to the patients/clients/service users (*patients*) of the health facilities you are working in. Students are required to wear their education provider photo identification badge at all times. When interacting with patients, students should always introduce themselves as a student on clinical placement, and request their consent to be involved in any care that you may be providing to them. Please discuss with your clinical supervisor at the commencement of your placement. (refer to NSW Health *Your Health Rights and Responsibilities* policy PD2011_022, see Appendix A).

In addition, your education provider will have provided you with information about your placement requirements including compliance documents that need to be verified prior to commencing your placement, learning objectives and student responsibilities. We encourage you to discuss your student responsibilities outlined in this NNSWLHD orientation manual with your placement student coordinator and/or supervisor/facilitator, and ask questions as needed.

To maximize your placement opportunities, we encourage you to have:	
Planned	Have you spent time considering your placement and identified realistic learning objectives and goals?
The Right Attitude	Demonstrate a curious and willing outlook to your placement. Be focused, ask questions and don't act bored or complacent. You're there to learn!
The Right Aptitude	Be prepared: do your homework, read materials provided by supervisor and education provider in advance, complete mandatory pre-placement eLearning modules & ensure you meet the learning expectations required of you.

Adapted from 'Making the most of clinical placements: a quick guide for supervisors', ICTN & HWA online resource
http://ictn.ccctraining.org/?page_id=27

YOUR STUDENT COORDINATOR AND/OR SUPERVISOR/FACILITATOR CONTACT

We have used the term 'student coordinator and/or supervisor/facilitator' in this orientation manual in recognition that there are different student support models used in NNSWLHD. Some students will have a student coordinator, who is a paid member of staff whose role it is to coordinate placements (e.g. medicine). Other students will be supported by a NSW health clinician as part of their clinical duties (e.g. supervisor), and other students may have a facilitator (internal or external).

Your education provider will advise you who your student coordinator and/or supervisor/facilitator (or equivalent) is in advance, or this person may be allocated by the health facility on your first day. You may have more than one student coordinator and/or supervisor/facilitator during your placement, but you will generally have one primary person as your contact. This person may email or phone you prior to your placement commencing. Whilst your student coordinator and/or supervisor/facilitator is there to assist you to complete your placement successfully, they will also likely carry a case load.

STUDENT COORDINATOR AND/OR SUPERVISOR/FACILITATOR RESPONSIBILITIES

Clinical facilitation of student placement aims to provide supervision that promotes patient safety; patient centred care and supports the student to integrate knowledge and skills to ensure a quality clinical placement. Your student coordinator and/or supervisor/facilitator will also provide feedback to you the student, as well as your education provider and key stakeholders. They will also provide/facilitate clinical education and undertake administration tasks such as student assessments and monitor attendance.

STUDENT LEARNING OBJECTIVES

A positive attitude to the learning opportunities available (even if not initially in your chosen specialty area) will enhance your learning outcomes, and the relationships you build with patients and other health professionals. Your education provider will have provided you with learning objectives to achieve during your placement. Ensure you clearly communicate these with your student coordinator and/or supervisor/facilitator at the beginning of your placement. Establish a regular meeting time early to discuss your placement objectives and learning needs. Your student coordinator and/or supervisor/facilitator may also contribute additional learning objectives to assist you in meeting your required clinical outcomes.

NSW HEALTH AND NNSWLHD PRE PLACEMENT COMPLIANCE & VERIFICATION REQUIREMENTS

Both NSW Health and the NNSWLHD require students to meet a number of pre-placement compliance requirements:

➢ Occupational Screening and Vaccination (OSV) assessment
   See: Occupational assessment, screening and vaccination against specified infectious diseases (PD2018_009) https://www1.health.nsw.gov.au/pds/ActivePDSDocuments/PD2018_009.pdf
   NB: Sighting of Evidence of recent Flu Vaccination (High risk clinical environments as defined in NSW Health Policy PD2018_009) - Day 1 of placement.

➢ National Police Check
   See: Employment checks – criminal record checks, students do not require Working with Children Checks (PD2016_047) https://www1.health.nsw.gov.au/pds/ActivePDSDocuments/PD2016_047.pdf

➢ NSW Health Code of Conduct
   See: NSW Health Code of Conduct (PD2015_049)
   https://www1.health.nsw.gov.au/pds/ActivePDSDocuments/PD2015_049.pdf

➢ Mandatory training - Complete My Health Learning (HETI) - online training modules
   See: https://www.heti.nsw.gov.au/Placements-Scholarships-Grants/clinical-placements/e-learning-for-students

All students must be *verified* in 'ClinConnect', a web-based clinical placement management system, prior to commencing placement. As the compliance process takes time, discuss with your education provider early to ensure that everything is ready for your first day. If you are not verified in ClinConnect your placement will be cancelled 7 days prior to the commencement of your placement.

There are a number of steps you need to take to ensure compliance. Further information about your pre-placement compliance requirements is available by reading the NNSWLHD compliance document:
NNSWLHD-OSV-Student-Compliance-Assessment-Checklist

If you are still unsure please discuss with your education provider or visit the HETI website:
https://www.heti.nsw.gov.au/Placements-Scholarships-Grants/clinical-placements .

Flu Vaccination Requirements for Students on Clinical Placement - high risk clinical environments

Influenza Season is defined as being between 1 June – 30 September inclusive. One dose of current seasonal influenza vaccine by 1 June of each year is the requirement. All students who have a clinical placement in a high risk clinical environment or who will be required to enter a high risk clinical environment as part of their placement will need to have a flu vaccination prior to 1 June or no later than 14 days prior to commencement of placement. High risk clinical environments are defined in the NSW Health Policy https://www1.health.nsw.gov.au/pds/ActivePDSDocuments/PD2018_009.pdf . All students will need to provide evidence of flu vaccination to their clinical supervisor/student co-ordinator/facilitator on Day 1 of commencement. The date will be recorded. Students who present **without** evidence of a recent flu vaccination will need to:

- Obtain a flu vaccination either via the NNSWLHD Staff Health Clinic (if available) or organise it privately.
- Be re-allocated to a non-mandatory clinical service (until immunity is achieved). If this is the case you will need to discuss with your clinical supervisor and/or university co-ordinator the impact on your clinical placement learning plan.

If unsure, please discuss with your university clinical placement co-ordinator.

National Police Check (NPC) – further details

Depending on how you applied for your NPC please note the following processes:

- ➢ NPC from a CrimTrack Accredited Broker – Once received, forward the entire email received from the Broker directly to the student compliance officer (NNSW.StudentCompliance@ncahs.health.nsw.gov.au) who will verify this document in ClinConnect
- ➢ If you were issued with a National Police Check (NPC) from a State or Territory Police Station in the location, you reside; email a copy of this to NNSW.StudentCompliance@ncahs.health.nsw.gov.au and you must bring the **original** NPC along on Day 1 for a NNSWLHD staff member to sight this document (usually your student coordinator and/or supervisor/facilitator). Once the NPC has been sighted by a NNSW LHD staff member you will be fully verified as compliant in ClinConnect. Please note if you do not present your **original** NPC on Day 1 you will be requested to leave the placement until you can provide this.
- ➢ Clinical Placement Card – refer to ClinConnect flow chart - https://intranet.nnswlhd.health.nsw.gov.au/clinical-placement/wp-content/uploads/sites/41/2017/09/Step-2-Compliance-Flow-Chart-v3-0170117docx.pdf - - for further details.
- ➢ if you are an International Student; you may need to provide an International Police Check from countries you have resided in or complete a Statutory Declaration advising you have no criminal offences in this/these countries.

MANDATORY TRAINING

All students due to commence a clinical placement must complete NSW Health mandatory training as part of your compliance requirements. Completion of mandatory training helps maintain a safe and healthy working environment, supports staff and students in meeting their obligations to NSW Health, and ensures optimal patient care. Some mandatory training areas are required by law. Other mandatory training is required by the National Safety and Quality Health Service Standards or the Ministry of Health.

Students are required to read this NNSWLHD Student orientation manual prior to commencing placement, and you are required to sign and date the *Student Declaration* (page 31) and bring with you on your first day of placement. Your student coordinator and/or supervisor / facilitator is also required to sign and date this declaration, and to keep a copy in your student file.

HOW DO I ACCESS MY HEALTH LEARNING - HETI ON-LINE TRAINING'?

Once your placement has been verified in ClinConnect, and you will receive your StaffLink ID number from EHNSW-NSWHealthStudentOnlineAccounts@health.nsw.gov.au, with instructions on how to log into My Health Learning (HETI) Learning Management System, On-line Training by creating a unique password. This will occur approximately 14 days prior to your placement commencing. If you do not receive this email, please follow-up immediately to this email address. The **unique password you created for logging into My Health Learning is only for this purpose and is not the password when logging into NNSWLHD Computer Network for the first time,** please refer to instructions later in this section. You can access these eLearning modules approximately 14 days before the start date of your placement, and up to 14 days after the end date of your placement. For more information regarding mandatory training requirements visit: https://www.heti.nsw.gov.au/Placements-Scholarships-Grants/clinical-placements .

In addition to the mandatory eLearning modules listed above, you may also be required to complete additional online training modules based on your discipline and placement requirements.

The list of mandatory training modules for students is located in the *Clinical Placements in NSW Health Guidelines Document (GL2016_028) : http://www1.health.nsw.gov.au/pds/ActivePDSDocuments/GL2016_028.pdf*. Students are required to complete the following modules before their first clinical placement in NSW Health, and present the certificate (or screen shot) of completion to their student coordinator and/or supervisor/facilitator on the first day of placement.

MY HEALTH LEARNING – NSW HEALTH MANDATORY ELEARNING TRAINING MODULES FOR CLINICIANS

All clinical students are required to complete the following eLearning modules prior to the commencement of placement:

Module	Related Policy directive
Introduction to Work, Health and Safety	*Work, Health and Safety: Better Practice Procedures (PD2013_050)*
Hazardous Manual Tasks	*Work, Health and Safety: Better Practice Procedures (PD2013_050)*
Privacy Module 1 – Know your Boundaries	*NSW Health Privacy Manual for Health Information – March 2015*
Hand Hygiene	*Hand Hygiene Policy (PD2010_058)*
Management of the deteriorating patient (Between the Flags – Tier 1: Awareness, Charts and Escalation)	*Recognition and Management of Patients who are Clinically Deteriorating (PD2013_049)*

Post-graduate midwifery students are also required to complete the additional mandatory training modules as per NSW Health policy requirements:

Module	Related Policy directive
Foetal Welfare Assessment	*Maternity – Clinical Care and Resuscitation of the Newborn Infant (PD2008_027) Maternity – Clinical Risk Management Program (PD2009_003)*
Obstetric emergencies and Neonatal resuscitation Training	*Maternity – Clinical Care and Resuscitation of the Newborn Infant (PD2008_027)*

	Maternity – Clinical Risk Management Program (PD2009_003)

> ✓ **Print certificate of completion (or a screen shot) for all modules and provide to your education provider, and also to your health student coordinator and/or supervisor/facilitator on the first day of placement.**

MY HEALTH LEARNING – ADDITIONAL eLEARNING MODULES

Additional eLearning modules available to students include:

➢ Respecting the Difference: An Aboriginal Cultural Training Framework for NSW Health.
➢ eMR Training Module (Course No.182216601) – For nursing students only.

It is envisioned in the near future that students from other disciplines will also have access to other eLearning modules including the eMR: Electronic Medical Records (eMR) – student pathway.

STAFFLINK NUMBER

Once your placement has been verified in ClinConnect, you will be contacted by email and provided with a StaffLink ID number and temporary password. This email will come from EHNSW-NSWHealthStudentOnlineAccounts@health.nsw.gov.au, approximately 14 days prior to your placement commencing. This StaffLink ID number is your NSW Health Username, and will be used for accessing computer applications/systems for all of your clinical placements in NSW Health.

Missing Student Stafflink Number

The issuing of students with a Stafflink ID number is facilitated by a process between the Education Provider (details in ClinConnect), NSW Health (HETI) and students. It is the responsibility of the **student** to follow-up if they have not received a StaffLink number prior to placement commencing. Students can:

• Email EHNSW-NSWHEALTHStudentOnlineAccounts@health.nsw.gov.au for further assistance
• Contact your education provider, clinical placement support officer
• Visit HETI – https://www.heti.nsw.gov.au/Placements-Scholarships-Grants/clinical-placements/e-learning-for-students for further information

IT ACCESS OVERVIEW

Your Stafflink ID number is used for accessing the NNSWLHD computer applications/systems, and you must bring this number with you on your first day of placement. You will need your StaffLink ID number as your username when logging into:

➢ My Health Learning - HETI On-line Training – mandatory eLearning modules
➢ NNSWLHD Computer Network – intranet, internet and electronic medical records systems
➢ NNSWLHD IT Cerner Applications (as required - eMR, CHOC, Surginet, FirstNet, MOSAIQ)

Refer to: *NNSWLHD COMPUTER NETWORK LOG IN INSTRUCTIONS on Page 16 for Log In and Password Instructions for each of these systems/applications.*

PRESENTING FOR CLINICAL PLACEMENT – FIRST DAY CHECKLIST

✓	Meet with your student coordinator and/or supervisor/facilitator at the time and location that has been agreed
✓	Present wearing your university/college uniform or recommended clothing
✓	Evidence of Flu Vaccination - If you are going into a high risk clinical environment as per the NSW Health OSV Policy PD2018_009. Bring evidence of your recent Flu Vaccination so it can be sighted by your clinical supervisor/facilitator/student co-ordinator and the date recorded.
✓	Know your StaffLink Number. This number is your username when logging in to the NNSWLHD Network and IT system applications
✓	Display your University/College Photo Id Badge and the NNSWLHD Student Id Security Access Card (when you are provided with it) correctly
✓	If you are completing a long-stay placement (greater than 19 weeks), you may also be required to bring a passport photo for a NNSWLHD photo ID Access Card (which will be organised for you)
✓	Present copies of your HETI My Health Learning – Mandatory eLearning Training Modules Completion Certificates (or a screen shot) to your student coordinator and/or supervisor/facilitator on the first day of placement
✓	Bring your University/College placement documentation as required
✓	National Police Check (NPC) original – Depending on when and how you applied for your National Police Check, you may be required to bring in your original NPC for sighting. The ClinConnect system will flag this to you, your clinical supervisor and education provider as required (refer to p. for further details)
✓	**NNSWLHD Student Orientation Manual Declaration Form – signed that you have read this document (form located in Appendix B, p. 31)**

USEFUL INFORMATION ABOUT NNSWLHD FACILITIES

ACCOMMODATION

Accommodation may be available to students on clinical placement at some NNSWLHD facilities. Students can request accommodation with the University Centre for Rural Health at https://clin-ed.ucrh.edu.au/ . Information can also be found at www.heti.nsw.gov.au the 'HETI NSW Accommodation Listing'.

FOOD & BEVERAGE

Most NNSWLHD facilities have a café and/or food/drink vending machines on site. Students are recommended to bring your own food on the first day of placement just in case. Discuss with your student coordinator and/or supervisor/facilitator what eating facilities are available as well as the allocated time of each meal break. Most clinical wards/units have a lunch room where students are encouraged to access and interact with staff members.

PARKING

Parking may be available in the health facility car park or in the surrounding streets. Ensure that you do not park in 'patient only' or 2-hour only car spaces.

PUBLIC TRANSPORT

Public transport is limited to buses in Northern NSW, with details and timetables available at http://www.transportnsw.info/ . If you are travelling from QLD visit: https://translink.com.au/ .

SITE AMENITIES

Each NNSWLHD health facility/site has different amenities available. Students are encouraged to research their health site amenities prior to their first day of placement, to ensure they are familiar with what is available. Your student coordinator and/or supervisor/facilitator can also provide information about these services. Additional site amenities including ATM's, lockers, computers and simulation labs may be available, and further information can be obtained from your student coordinator and/or supervisor/facilitator.

WHILST ON PLACEMENT – IDENTIFICATION AND COMPUTER ACCESS

EDUCATION PROVIDER IDENTIFICATION NAME BADGE AND NNSWLHD SECURITY ID ACCESS CARD

NSW Health policy requires students to display both their Education Provider Photo ID Badge and the provided NNSWLHD ID Security Access Card - both need to be seen & visible - for the duration of your placement.

For security, some areas of the LHD have restricted access by use of key pads or NNSW security ID access cards. Your student coordinator and/or supervisor/facilitator will advise you of these details, and where you can collect a security access card. (i.e. security office, operational manager). Provision of a security ID access card will be documented and you will need to sign this form. You will also need to return this security ID access card to your student coordinator and/or supervisor/facilitator OR the point of collection (i.e. security, operational manager) on the final day of your placement, and sign that it is has been returned. There may be a cost to you for any lost, stolen or non-returned security ID access card / photo ID access card.

*If your NNSW LHD Security ID access card is misplaced your student coordinator and/or supervisor/facilitator **must** be notified immediately. If it is after hours you need to notify the security team at your facility that the card is missing.*

LONG STAY STUDENTS PHOTO ID ACCESS CARDS

If you have a long stay placement (greater than 19 weeks) your student coordinator and/or supervisor/facilitator may request you bring a personal passport sized photo with you on your first day of placement, and organise for you to have a NNSWLHD Photo ID Access Card. In this situation you will only have to wear this form of identification.

NNSWLHD COMPUTER NETWORK LOG INS/IT APPLICATION ACCESS

Prior to your placement commencing, access to local IT networks and clinical applications are established. If you have any problems with network logins/IT application access, discuss with your student co-ordinator and/or supervisor/facilitator. Following this, if you are still experiencing problems you can contact the IT State Wide Service Desk (SWSD) on 1800 28 55 33.

NNSWLHD COMPUTER NETWORK LOG IN INSTRUCTIONS

Do not use the unique password you created to complete the HETI online mandatory training when logging into NNSWLHD Computer Network. – see instructions below.

You will have access to the NNSWLHD Network (intranet, internet, and Z Drive) - discuss with your student co-ordinator and/or supervisor/facilitator on placement.

Student login instructions:
  Username: StaffLink number
  Password: Ch4ngeme **-** Enter this password, and you will then be asked to create a new unique password

ELECTRONIC MEDICAL RECORD (eMR) IT APPLICATIONS

Students may be required to use a range of IT applications that are required for patient care and documentation. These may include but are not limited to Electronic Medical Records (eMR), Community Health & Outpatients Clinical Systems (CHOC), FirstNet (Emergency Department), SurgiNet (Theatre) and Mosaic (Oncology). You will receive training and instruction in how to use any IT applications required of you whilst you are on placement.

STUDENT EMR LOGIN INSTRUCTIONS

  Username: StaffLink number
  Password: StaffLink number
  Old Password: StaffLink number (students will then be asked to type in a new/unique password)
  New Password: Student to type in a unique password (6-20 characters – this is not case sensitive).

EMR - EXISTING STAFF

If you are an existing staff member of NSW Health who is also a student attending a clinical placement, your StaffLink number (for your student placement) will be the same as your employee StaffLink number but will have a suffix 's' added to the end to denote your student status (e.g. *99999999s). It is important that when you are accessing patient notes as a student on placement - login in using your student details.*

Your student co-ordinator and/or supervisor/facilitator will assist you with this access. You will also have the opportunity to complete specific eMR training, either face to face or online at the beginning of your placement.

OTHER IT APPLICATIONS

If you are required to use other IT applications, your student co-ordinator and/or supervisor/facilitator will assist you with access and training.

WHILST ON PLACEMENT – KEY INFORMATION, POLICIES AND HELPFUL TIPS

CARE OF VALUABLES

Students are encouraged not to bring personal effects or large amounts of cash to placement. The health service cannot accept responsibility for any loss of personal effects. If any article is lost or presumably stolen, please complete a 'Property, Security, Hazard Incident' report online in IMS notification. Lockers may be available for your use, and your student coordinator and/or supervisor/facilitator will inform you of this. Any lost property will be forwarded to the main reception area.

CLINICAL PRACTICE BOUNDARIES

Completing a student clinical placement provides you with the opportunity to learn, observe and practice the standards and skills required of professional practice. Learning supervision models may include observation i.e. observing your student coordinator and/or supervisor/facilitator or another health professional provide patient care. Another model is for you to provide patient care under in/direct supervision. As a student, it is essential that you advise all patients that you are a student working under supervision and seek permission to administer care and treatment. Patients are generally open to receiving care from a student under supervision. It is your responsibility to ensure that you are working within your scope of practice and seek advice and guidance from your student coordinator and/or supervisor/facilitator or unit manager if you are unsure. Further information about supervision models can be found at www.heti.nsw.gov.au. The Australian Health Practitioners Regulation Agency – AHPRA can also provide you with information about your discipline registration standards, professional codes and guidelines (www.ahpra.gov.au/).

DRESS AND APPEARANCE

Students, like all NNSWLHD staff members are expected to dress appropriately and professionally to meet community expectations, engender confidence in the quality and efficiency of services, and to promote workplace health and safety and infection prevention and control. Students who are required to wear uniforms are to wear the uniform specified by their education provider (and which adheres to their discipline specific award classification). Students who are not required to wear a uniform will present in business casual or business dress according to their role, anticipated client and consumer interactions. This includes appropriate shirt, slacks and skirt of corporate length. Footwear should be non-porous upper and enclosed with flat, stable, non-slip sole. Clothing should be in good repair, freshly laundered and not faded or wrinkled; and should not impede with hand and forearm cleansing.

Hair

Hair (including facial hair) should be neat and clean, and worn in a manner that does not impede work duties or affect hand hygiene. Long hair should be tied back.

Jewellery

Wearing of rings in clinical areas must be limited to a plain band on the finger. All other hand, wrist or forearm jewellery must not be worn by healthcare professionals providing direct patient care. The exception to this is if the jewellery is required for patient care (e.g. watch) or medically essential (e.g. medical alert bracelet). These must be removable and able to be cleaned. Earrings should be restricted to a stud or small sleepers style only.

Nails

Nail polish, artificial nails and nail art must not be worn by any staff and students providing direct patient care.

Please refer to the *NNSWLHD Dress and Appearance Policy (NC-NNSW-Pol_7517_15)* for full details of what is appropriate and not appropriate clothing before placement commencement.

EXPECTATIONS, PROFESSIONAL BEHAVIOUR AND RESPONSIBILITIES

As a student health professional, it is your responsibility to ensure you are aware of and follow NSW Health and NNSWLHD policy and procedures including the NSW Health Code of Conduct. Your education provider would also have provided you with guidelines regarding professional conduct, ethics and professional standards. These are also outlined by your professional organisation and/or registering body such as the Australian Health Practitioner Regulation Agency (AHPRA) - www.ahpra.gov.au/.

As a student on placement, you are expected to demonstrate professional behaviour and attributes at all times including:

➢ Professional attitude to patients, their family/carers, staff and others
➢ Introduce yourself and your role of student
➢ Address people by their preferred title (Mr, Ms/Mrs, Dr etc.)
➢ Be respectful of the patients' health journey and their lived experience. Don't judge or infer
➢ Ask permission (consent)
➢ Treat your placement like a job, be punctual, organised and prepared
➢ First impressions count - dress professionally, show interest and engage readily
➢ Remember staff are working and your presence is additional

FLEET VEHICLES

Students are not permitted to drive NNSWLHD fleet vehicles; however, students may accompany a staff member or education provider facilitator who is the driver (see *NSW Health 'Clinical Placements in NSW Health Policy' PD2016_057).*

HOURS OF WORK

Your education provider in consultation with your student coordinator and/or supervisor/facilitator will advise you what hours you are required to undertake each day, including provision of meal breaks.

All students, including those travelling from QLD to NNSWLHD facilities will be required to commence placement when the shift/patient services commence (as do staff), regardless if it is daylight savings.

PHONE EXTENSIONS

For relevant phone numbers please refer to the internal phone directory and phone lists available in each clinical area. Be familiar with the main switchboard phone number, and switch can direct you to the work area/unit needed.

PHOTOCOPIER

Students typically have access to a photocopier (for work purposes only) on the hospital ward and/or in your discipline area. Be aware that photocopiers are used by all other staff and therefore you should avoid making excess multiple copies at any one time. Photocopiers are also available in on-site libraries for student access.

PUNCTUALITY

Please be on time for your shift as this will allow you time to get organised and take part in any clinical handover and/or team discussions. Always let someone know if you are running late, leaving the ward during your shift such as going on a meal break, and also when you go home for the day. Some work areas will have a staff attendance sheet which you may also need to sign as a student; check with your student coordinator and/or supervisor/facilitator if this is the case.

SELF-CARE

Working in Health can be stressful and emotionally taxing at times, and all employees and students are encouraged to practice self-care. We encourage you to look after yourself and seek help if you are having problems on placement. Know the signs of stress and have a plan to respond. Your student coordinator and/or supervisor/facilitator, education provider and/or professional body will have resources available to assist you get the support you need.

SICK LEAVE

If you are sick on your first day, please ensure that you inform your student coordinator and/or supervisor/facilitator and your education provider as soon as possible. If you remain unwell beyond the first two days, your placement may need to be rescheduled to ensure that you have adequate opportunity to meet your learning objectives. You will need to discuss this with your education provider and negotiate with your student coordinator and/or supervisor/facilitator. If you are sick during your placement, please notify your student coordinator and/or supervisor/facilitator and education provider. Depending on your education provider and/or discipline requirements, it may be a requirement to make up placement time at a later date, and you may need a medical certificate.

STUDENT HOURS DAILY RECORD

It is advised that students keep a daily record of clinical hours accrued as this makes it easier to complete your clinical hours at the end of the placement. It is also recommended that you show your student coordinator and/or supervisor/facilitator this record regularly, and request they sign your attendance.

STUDENT SUPPORT

If you are having problems on placement, discuss with your student coordinator and/or supervisor/facilitator. Students are also able to access the NSW Employee Assistance Program (EAP) for further support. Details are available on the NNSWLHD intranet: http://www.eapassist.com.au/ or phone 1300 361 008. Your education provider will also have a range of student support services you can access.

TRAVEL

All costs of travel to the NNSWLHD facility will be met by the student.

USE OF PHONES

Students are expected to make any personal phone calls during their designated work-breaks. Check with your student coordinator and/or supervisor/facilitator if you need to make a phone call during your shift. When calls are necessary, they should be kept to a minimum in number and duration, and made in a non-clinical area. Mobile phone and/or other wireless communication device use is discouraged, particularly in clinical areas due to the potential for interference with medical equipment.

WORK, HEALTH & SAFETY (WHS)

All students on placement in NNSW health facilities, like employees, have a personal responsibility to keep their workplace safe. Working safely is a requirement by law under the *Work Health & Safety Act 2011*, and is also addressed in *the NSW WHS policy: Work Health and Safety: Better Practice Procedure (PO2013_050)* http://intranet.nnswlhd.health.nsw.gov.au/docs/PD2013_050-work-health-and-safety-better-practice-procedures-v-001.pdf). This procedure outlines these responsibilities, including:

- Take reasonable care for their own health and safety
- Take reasonable care that their actions do not harm the health and safety of others
- Follow any reasonable instruction that is given to ensure health and safety
- Cooperate with any reasonable policy or procedure they have been made aware of
- Report all incidents and unsafe conditions

The completion of mandatory training modules relating to WHS are required to be completed before the commencement of your placement. Your education provider will instruct you about these modules and how to access them (via My Health Learning - HETI Mandatory On-line Training).

EMERGENCY PROCEDURES

An Emergency Procedures guide can be located:

- In easy-grab hard copies at your work unit
- On local drives from your computer desktop

Confirm the location of the Emergency Procedures guide with your student coordinator and/or supervisor/facilitator and familiarise yourself with the content so you know what to do in any emergency. Students are encouraged to know the internal emergency number at your health facility:

Onsite security number: _____

Code Red – Fire,

Code Orange – Evacuation,

Code Blue – Medical Emergency,

Code Yellow – Internal Disaster,

Code Black – Personal Threat,

Code Brown – External Disaster,

Code Purple – Bomb/Arson Threat.

WHAT TO DO IF THERE IS A FIRE?

ACTIONS TO BE CONSIDERED ON DISCOVERING A FIRE:

R "Rescue" any person/s in immediate danger (Only if safe to do so)

A "Alarm" Raise the alarm and follow your emergency procedures

C "Contain" Close doors to contain the fire

E "Extinguish" Attempt to extinguish the fire only if you are trained and it is safe to do so.

HAZARDOUS MANUAL TASKS

All students are required to complete the My Health Learning - HETI mandatory on-line training module 'Hazardous manual tasks' prior to commencing placement, and to be familiar with the *'Work, Health and Safety: Better Practice Procedures (PD2013_050)*. All Health personnel, including students should:

- Risk assess all tasks before commencing any activity
- Use equipment, aids and other workers to assist when performing tasks
- All sites and most departments have manual handling coordinators to assist with education in use of manual handling aids
- Manual handling is our biggest source of workplace injuries
- If in doubt – don't do it. Stop and get help!

STANDARD PRECAUTIONS

Standard precautions aim to reduce the risk of transmission of blood borne and other pathogens from both recognized and unrecognized sources. They are the basic level of infection control precautions which are to be used as a minimum, in the care of all patients. Hand hygiene is a major component of standard precautions and one of the most effective methods to prevent transmission of pathogens associated with health care. In addition to hand hygiene, the use of personal protective equipment should be guided by risk assessment and the extent of contact anticipated with blood and body fluids, or pathogens.

- Standard precautions assume all blood and body fluids are potentially infectious
- Protecting ourselves and our patients
- Washing hands – use alcohol based hand rubs when hands are not physically soiled'
- Checking skin integrity
- Wear gloves, eye protection, face masks
- When protection is required wear disposable white or impervious yellow gowns
- Dispose of sharps correctly
- Place soiled linen in clear plastic bags
- Dispose of clinical waste into yellow clinical waste bag

INFECTION PREVENTION AND CONTROL (IPAC) - HAND HYGIENE

All students are required to complete the My Health Learning - HETI mandatory on-line training module 'Hand Hygiene' prior to commencing placement, and to be familiar with the Infection Prevention and Control Policy (PD2017_013) http://www1.health.nsw.gov.au/pds/ActivePDSDocuments/PD2017_013.pdf. Hand hygiene must be performed by all healthcare workers, including students on placement. This is commonly referred to as the '5 Moments'. Soap and water or alcohol based hand rub are made readily available for your use.
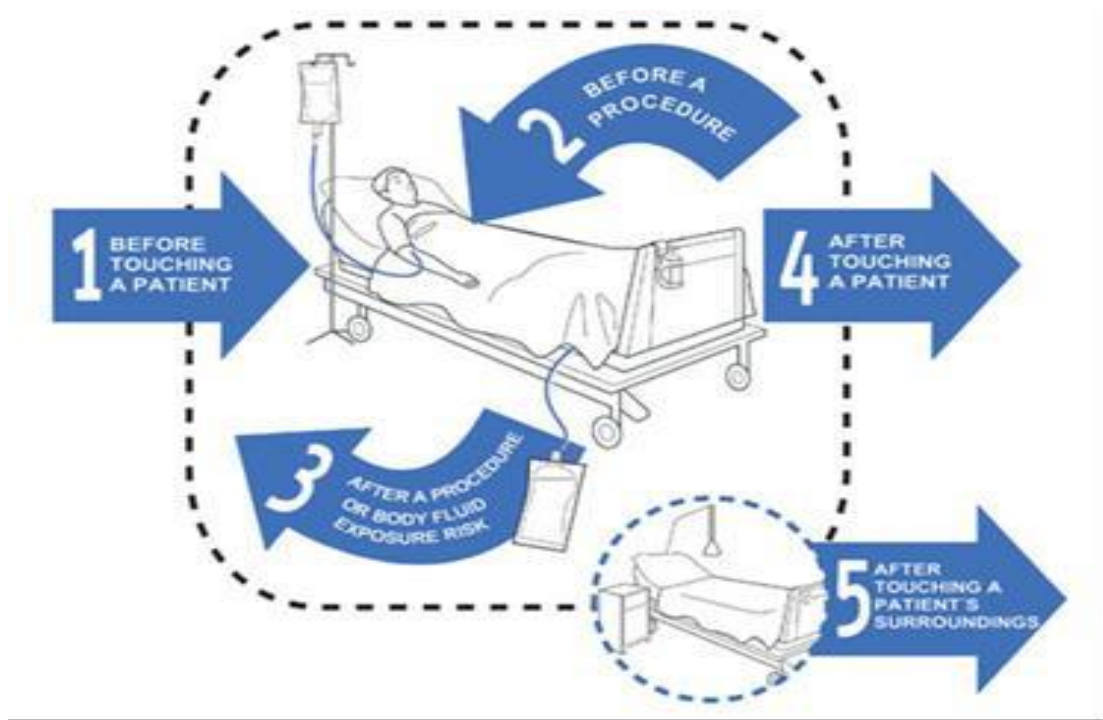
INFECTION PREVENTION AND CONTROL (IPAC) - PERSONAL PROTECTIVE EQUIPMENT (PPE)

Health personnel, including students on placement, are required by law to wear the provided personal protective equipment PPE). Follow the instructions of your student coordinator and/or supervisor/facilitator and other NNSWLHD staff on its appropriateness, use and disposal.

WORKPLACE INJURY - Needle stick injuries - exposure to blood & body fluids

Sharps injuries from needles, scalpels and other sharp instruments or devices pose the greatest risk of blood borne disease transmission. The following instructions should be followed:

- Take special care when handling sharps
- Never place sharps into waste bags
- All sharps must be placed into NNSWLHD approved puncture resistant containers

Needle stick injuries or exposures to blood and/ or body substances **MUST** be reported and a body substance exposure (BSE) package completed. This can be collected and completed by the infection prevention and control coordinator, with the support of your student coordinator and/or supervisor/facilitator.

WASTE MANAGEMENT

Important points to remember:

- It is **your** responsibility to segregate waste
- Do not place general waste into clinical waste containers, and do not place clinical waste into general waste containers
- Carry a sharps bin to the point of use. Sharps are to be disposed of into puncture resistant containers. The user of the sharp is to dispose of the sharp
- Needles **must not** be re sheathed
- Do not overfill linen bags
- A neutral detergent should be used for general cleaning
- Patient care equipment is to be cleaned in between **each and every** patient use

SECURITY & PERSONAL SAFETY

Students are encouraged to be proactive regarding their own safety by being familiar with their work environments and to know the location of duress buttons/pendants and how to use them. Any aggressive or violent incidents must be reported immediately to your student coordinator and/or supervisor/facilitator and unit manager. They will respond accordingly and complete an IMS report. Security services are available 24hrs a day at all main campuses and can be contacted via your facility's switchboard. Your student coordinator and/or supervisor/facilitator or any other health staff member will be able to assist you with this number. Security at satellite or off-site facilities is provided by the NSW Police Force.

Onsite security number: _____

INCIDENT NOTIFICATION (IMS – INCIDENT MANAGEMENT SYSTEM)

All NSW Health employees (including students) are required to report all 'incidents' (events that cause or may cause harm to patients or staff), near misses and consumer feedback, in both the clinical and non-clinical environment. Reporting of 'incidents' is critical to ensuring that system gaps and improvements to clinical care and work health and safety can be identified and managed. All NSW Health facilities, including those in NNSWLHD, utilise the online Incident Management System (IMS). 'IMS' is available on every computer and your student coordinator and/or supervisor/facilitator or a NNSWLHD staff member can assist you in lodging an incident notification.

CLINICAL PRACTICE MATTERS

COMMUNICATION

Effective communication skills are essential for all health professionals when communicating with patients / clients and their families and carers, as well as to staff and colleagues. Incident and complaint data show that poor communication can risk patient safety and lead to an increase in adverse events. Ensure that when you meet with a patient or client, introduce yourself, your role and your student status. Request consent to be involved in patient care and or treatment. Patient care is a partnership, and it is critical that patients be involved in and understand their treatment plan, and have opportunities for questions to be answered.

> Clinical conversations should be clear, focussed & the information relevant. Poor communication risks patient safety and contributes to adverse outcomes.

WRITTEN COMMUNICATION

As a future health professional, it is essential to consider who will read your written communication. If a report or letter is for several 'audiences' use language suited to the individual who is least health literate. Avoid medical jargon and technical terms, and use commonly understood terms. If the document is to be read only by other health professionals, it is beneficial to only explain terms not commonly known. If you are documenting in a patients' health care record, only use abbreviations that are commonly known. Ask your student coordinator/ clinical supervisor/facilitator for a list of commonly used abbreviations in your health facility. When using acronyms, always write the full meaning of the letters the first time the acronym appears. It is also important to remember that medical records may be requested as evidence in court.

It is your responsibility to ensure your clinical documentation meets with professional standards and clearly follows NSW Health and NNSWLHD policies and procedures (including NSW Health policy (PD2012_069) 'Health Care Records – Documentation and Management 'Standards for documentation'). In the first instance, please discuss with your student co-ordinator/ clinical supervisor/facilitator before making any documentation in a patient's health care record.

DOCUMENTATION IN THE HEALTH CARE RECORD

The health care record may be paper, electronic form or in both. Where a health care record exists in both paper and electronic form this is referred to as a hybrid record. If you are required to write in paper medical records (including during 'IT downtime') your student coordinator and/or supervisor/facilitator will assist you with access and documentation requirements.

General documentation about patient care is recorded in the patient health care record as a 'progress note'. These progress notes form the main communication /information tool between different disciplines involved in the care of the patient and supports a holistic care approach. The aim of progress notes is to capture the 'story' of the patient's hospital visit from admission to discharge. In this way all treating clinicians are able to have an understanding of the patient history, treatment and plan.

Why document?

Documentation in the patient health care record is important for a number of reasons:
- To facilitate the continuum of patient care
- To allow clinical unit management
- To allow evaluation of care provided
- For research or epidemiological needs
- To meet statutory requirements
- In case the information is required for medico-legal defence

ELECTRONIC MEDICAL RECORDS (EMR) STUDENT DOCUMENTATION INSTRUCTIONS

Most documentation is now completed in electronic medical records (e.g. eMR) as an electronic progress note. As a student you are required to log into eMR under your own student user name (see p. 16) and write your patients' progress notes each time you complete an episode of care. This must be done on the day of that contact in line with NSW health policy. In addition to progress notes, you may be required to record other types of patient notes (such as consult notes, assessment notes, forms etc.) and your student coordinator and/or supervisor/facilitator will advise you of this requirement.

Documentation will be saved in a status of *'Interim Not Final will be updated'* and the contents will be hidden from view pending signature of your student coordinator and/or supervisor/facilitator.

Your supervisor is required to log in to eMR (PowerChart) and select the patient chart that the student has documented in. Once signed the data (your progress notes) will be recorded as 'authorised' and will be available to read.

Documenting in electronic progress notes allows the functions of automatically including the author name and designation, and applying formatting and spell checks.

YOUR RESPONSIBILITY WHEN DOCUMENTING IN HEALTH CARE RECORDS

Writing clinical documentation concisely and accurately is a crucial function of students on clinical placements, and an expectation of all health professionals. Documentation in patient health care records must provide an accurate description of each patient/client's episode of care and/or contact with health care personnel. Documentation in health care records must:

- Be clear, accurate, legible and written in English
- Use approved abbreviations and symbols (discuss with your student coordinator and/or supervisor)
- Be signed by the author, and include your printed name and designation. In a computerised system, this will require the use of an appropriate identification system e.g. electronic signature
- Be relevant to that patient/client and written in an objective way that does not use demeaning or derogatory language

If writing in paper health care records, students will also be required to:

- Use dark ink that is readily reproducible, legible, and difficult to erase and write over for paper based record
- Time of entry (using a 24-hour clock – hhmm)
- Date of entry (using ddmmyy or ddmmyyyy)
- Write in a continuous method, not leaving spaces between paragraphs. Rule a single line through writing if an error is made. Sign and date this change. Do not use white out correction fluid (liquid paper)
- Addendum – if an entry omits details, any additional details must be documented next to the heading "Addendum", including the date and time of the omitted event and the date and time of the addendum

Finally, to consider when documenting:

- Be aware that all patient progress notes in health care records (electronic and/or hand written) may be made public (through a freedom of information (FOI) request) or subpoenaed in a court of law
- Ensure that all student progress notes in health care records (electronic and/or hand written) must be co-signed by the student's supervising clinician.

METHODS OF DOCUMENTATION

There are many different communication tools and/or documentation frameworks used by health professionals with two examples listed here of SOAP notes and ISBAR handover. Discuss with your student coordinator and/or supervisor/facilitator which communication tools and/or documentation frameworks are used in your discipline/workplace area, and refer to your education provider discipline specific course materials for further information.

SOAP

A standardised method of writing clinical progress notes is to document using the 'SOAP' format. SOAP stands for Subjective, Objective, Assessment, Plan. The purpose of SOAP is to standardise the way that clinical notes are written and to reduce uncertainty of how to structure the documentation of a patient's condition. This method of communication encourages problem-specific clinical decision-making and a means of summarising the continuum of patient care.

S	**SUBJECTIVE** A brief statement outlining the reason for presentation; patient status; and medical history	Peter Thompson is a 54-year-old patient presenting with shortness of breath. The patient has a history of asthma, anxiety and back pain. He states he is not on any regular medication, smokes approximately 25 cigarettes a day, and drinks 5 units of alcohol per day. The patient denies illicit drug use.
O	**OBJECTIVE** Information collected by measuring or observing the patient's health status	The patient's vital signs are… Other observations include…
A	**ASSESSMENT** Information collected to determine patient symptoms and diagnosis	The patient is currently receiving the following treatment… Possible diagnosis includes…
P	**PLAN** The plan for the patient – usually involving treatment and care delivery	Further tests ordered include… The plan for the patient includes…

ISBAR

Handover tools such as ISBAR provide a standardised approach to communication between clinicians, and is usually completed verbally. ISBAR stands for Introduction, Situation, Background, Assessment and Recommendation. The advantages of ISBAR include the completeness of information to be communicated and reduces the likelihood of missed data. ISBAR ensures that recommendations are clear and professional, and the focus will be on the problem, not the people communicating.

I	**INTRODUCTION** Introduce yourself, your role & your work unit	Hello, my name is Mary Smith, I am nurse at the Excellence Health Care facility. I am calling about patient Peter Smith…
S	**SITUATION** What's the purpose of this contact?	The patient Peter Smith is a 54 year old man who is stable but I have concerns about his presenting symptoms…
B	**BACKGROUND** The patient history is…	This is on a background of… (Give pertinent information which may include date of admission, presenting symptoms, medications, recent vital signs, test results, status changes).
A	**ASSESSMENT** I think their condition is…	On the basis of the above: The patients' condition is …, they are at risk of…, and in need of…
R	**RECOMMENDATION** I would like you to…	Be clear about what your needs or expectations of them are, including timeframes and care requirements, possible diagnoses or treatment options, and referral options

EDUCATIONAL RESOURCES AND SUPPORT

LIBRARY RESOURCES

The Northern NSW Local Health District has onsite libraries located at three facilities:

- Grafton Base Hospital – provides services to Grafton and Maclean
- Lismore Base Hospital - provides services to all the Richmond sites including: Ballina, Bonalbo, Casino, Coraki, Kyogle, Lismore, Nimbin and Urbenville
- The Tweed Hospital - provides library services to Tweed, Murwillumbah District Hospital and the Byron Central Hospital

Each library is staffed by helpful and professional library assistants and librarians who can assist you with research and reading resources. Your libraries provide access to a variety of resources including library loans, online databases, journals and E-Journals, books, audio-visual resources and photocopying facilities. Combined library site resources are listed in the Library Catalogue, which can be accessed via the 'Library Catalogue' icon on your desktop.

Electronic journals are also accessed via an icon on the desktop. Also available is the Clinical Information Access Portal (CIAP) including access to UpToDate. Both will allow students to register while logging in to a hospital computer for temporary offsite access. Registration to use the Library services varies between site libraries as outlined below.

Grafton – student facilitators will assign you a student barcode.

Lismore – if a UCRHNC Student Co-ordinator has organised your placement they will assign you a barcode.

Tweed -   complete a Library registration form and take to library staff with your University Student ID/NNSWLHD Security Access Cards and your NNSWLHD Computer login details who will issue you with a barcode.

You will need to know your barcode to borrow resources. Use of the barcode indicates you agree with NNSWLHD Library terms and conditions.

ADDITIONAL TRAINING AND EDUCATION OPPORTUNITIES

Your education provider will discuss both mandatory and recommended online training modules accessed via 'My Health Learning - HETI Mandatory On-line Training' to be completed prior to your placement commencing.

There may be other learning opportunities available to you whilst you are on placement. It is important to discuss these with your student coordinator and/or supervisor/facilitator to ensure these meet your professional development, learning goals and to further your understanding of clinical practice within the public health service. Any training or education completed during placement clinical hours must be approved by your student coordinator and/or supervisor/facilitator.

UNIVERSITY CENTRE FOR RURAL HEALTH NORTH COAST (UCRHNC)

With campuses at Grafton, Lismore and Murwillumbah, the UCRH North Coast supports students from all universities who are undertaking clinical placements in the NNSWLHD. If you would like to attend educational opportunities that occur during your clinical placement hours, please discuss with your clinical supervisor/facilitator. The UCRHNC can offer students:

- Subsidised accommodation (places are limited)
- Access to after-hours study facilities with computers, internet, printer, library, lounge and kitchen (in some locations)
- Social and personal support, wellbeing activities and events
- Weekly inter-professional learning and educational opportunities
- Cultural awareness training with Aboriginal Educators
- Tutorials, workshops, and simulations to enhance your university/college's education program
- Videoconferencing to your university/college's lectures and tutorials
- Service learning projects

For more information or to access the supports and services available through the UCRH, go to: www.ucrh.edu.au

Ph.: 02 6620 7570 or register your interest at http://www.ucrh.edu.au/education/student-information-2/

COMPLETION OF PLACEMENT – LAST DAY CHECKLIST

When finalising your clinical placement, it is recommended that you:

✓	Meet with your student coordinator and/or supervisor/facilitator and ensure all placement requirements are finalised
✓	Finalise your clinical appraisal – assess clinical competency with respect to attendance, communication, professional and ethical behaviours
✓	Complete any university/college requirements (provide a copy to your student coordinator and/or supervisor/facilitator for your student record)
✓	Sign your clinical hours' form and provide a copy to your student coordinator and/or supervisor/facilitator for your student record
✓	Check that all progress notes have been counter signed by your student coordinator and/or supervisor/facilitator
✓	Hand in NNSWLHD ID Security Access Card (and/or NNSWLHD Photo ID Access Card for long stay students)
✓	Return any NNSWLHD resources and property
✓	Ensure that confidential materials have been filed or disposed of legally (i.e. shredded)
✓	Complete Evaluation – Student Feedback (as provided by your student coordinator and/or supervisor/facilitator)
✓	Discuss with your student coordinator and/or supervisor/facilitator if there are any other requirements for the completion of your placement

Student ID access card:
It is imperative that you return your student ID access card (and/or NNSWLHD Photo ID access card for long stay students) to your student coordinator and/or supervisor/facilitator or the point of collection (i.e. security, operational manager) on the final day of your placement. The responsible staff member will mark off that it has been returned. There may be a cost to you for any lost, stolen or non-returned student identity/access card.

EVALUATION – STUDENT FEEDBACK
You may be invited to complete an evaluation of your placement by your student coordinator and/or supervisor/facilitator. NNSW health encourages feedback as it provides valuable information about the student experience which assists us further improve our clinical education program.

APPENDIX A
LIST OF NSW HEALTH AND NNSWLHD POLICY, PROCEDURES AND GUIDELINES (RELEVANT TO STUDENTS ON PLACEMENT)

1. Clinical placements in NSW Health Policy Directive (PD 2016_057)
    https://www.heti.nsw.gov.au/Placements-Scholarships-Grants/clinical-placements

2. The Guidelines for Clinical Placements in NSW Health (Doc No GL2016_028)
    https://www.heti.nsw.gov.au/Placements-Scholarships-Grants/clinical-placements

3. NSW Health Code of Conduct (PD2015_049)
    https://www1.health.nsw.gov.au/pds/ActivePDSDocuments/PD2015_049.pdf

4. Employment checks – criminal record checks and working with children checks (PD2016_047)
    https://www1.health.nsw.gov.au/pds/ActivePDSDocuments/PD2016_047.pdf

5. Occupational assessment, screening and vaccination against specified infectious diseases (PD2018_009)
    https://www1.health.nsw.gov.au/pds/ActivePDSDocuments/PD2018_009.pdf

6. Work Health and Safety: Better Practice Procedure Document Number (PD2013_050)
    http://intranet.nnswlhd.health.nsw.gov.au/docus/PD2013_050-work-health-and-safety-better-practice-procedures-v-001.pdf

7. NSW Health Privacy Manual
    http://www.health.nsw.gov.au/policies/manuals/Pages/privacy-manual-for-health-information.aspx

8. NSW Health Management Plan (PD2015_036)
    http://intranet.nnswlhd.health.nsw.gov.au/doc-lib/documents/all/privancy-management-plan/

9. Infection Prevention and Control Policy (PD2017_013)
    https://www1.health.nsw.gov.au/pds/ActivePDSDocuments/PD2017_013.pdf

10. Sharps Injuries- Prevention in the NSW Public Health System (PD2007_052)
    https://www1.health.nsw.gov.au/pds/ActivePDSDocuments/PD2007_052.pdf

11. Recognition and Management of Patients who are Clinically Deteriorating *(PD2013_049)*
    http://www1.health.nsw.gov.au/pds/ActivePDSDocuments/PD2013_049.pdf

12. NSW Health Care Records- Documentation and Management (PD2012_069)
    http://www1.health.nsw.gov.au/pds/ActivePDSDocuments/PD2012_069.pdf

13. NSW Health Records Management – Department of Health (PD2009_057)
    http://intranet.nnswlhd.health.nsw.gov.au/docus/PD2009_057-records-management-department-of-health-v-001.pdf.

14. New and Changed IT Network/Email/Internet Access Policy (NNSW-LHD-POL-0194-17)
    http://intranet.nnswlhd.health.nsw.gov.au/docs/NNSW-LHD-POL-0194-17-new-and-changed-it-networkemailinternet-access-policy-v-001.pdf

15. Preventing and Managing Violence in the NSW Health Workplace - A Zero Tolerance Approach Document Number (PD2015_001)

http://intranet.nnswlhd.health.nsw.gov.au/docs/PD2015_001-preventing-and-managing-violence-in-the-nsw-health-workplace-a-zero-tolerance-apporach-v-001.pdf

16. NNSWLHD Dress and Appearance Policy (NC-NNSW-Pol_7517_15)
    http://intranet.nnswlhd.health.nsw.gova.au/doc-lib/documents/all/dress-and-appearance/

17. NSW Health 'Communications - Use & Management of Misuse of NSW Health Communications Systems Document Number (PD2009_076)
    http://www1.health.nsw.gov.au/pds/ActivePDSDocuments/PD2009_076.pdf

18. Medication Handling in NSW Public Health Facilities (PD2013_043)
    http://www1.health.nsw.gov.au/pds/ActivePDSDocuments/PD2013_043.pdf

19. Open Disclosure Document Number (PD2014_028)
    https://www1.health.nsw.gov.au/pds/ActivePDSDocuments/PD2014_028.pdf

20. Incident Management Policy (PD2014_004)
    https://www1.health.nsw.gov.au/pds/ActivePDSDocuments/PD2014_004.pdf

21. Your Health Rights and Responsibilities (PD2011_022)
    https://www1.health.nsw.gov.au/pds/ActivePDSDocuments/PD2011_022.pdf

AUSTRALIAN HEALTH PRACTITIONER REGULATION AGENCY POLICY GUIDELINES

AHPRA – Student Registration guidelines
The Australian Health Practitioner Regulation Agency (AHPRA) is the organisation responsible for the implementation of the National Registration and Accreditation Scheme across Australia.
http://www.ahpra.gov.au/Registration/Student-Registrations.aspx

APPENDIX B

**NNSWLHD STUDENT ORIENTATION MANUAL
STUDENT DECLARATION FORM**

I _____ (name) _____ certify that I have read and understood the essential information contained in the NNSWLHD orientation manual and website in preparation for my placement. By signing this document, I also agree to the expectations and requirements of a student clinical placement in the NNSWLHD.

Signature:
Student

Signature:
Student Coordinator and/or Supervisor/Facilitator

Print name:
Student

Print name:
Student Coordinator and/or Supervisor/Facilitator

Date

Date

Student Declaration – NNSWLHD record-keeping process:

When completed, the Student Coordinator and/or Supervisor / Facilitator is to store an electronic and/or paper copy of the signed declaration as part of their local files.