



GENERAL REQUIREMENTS FOR
CLINICS, CLINIC STAFF AND STUDENTS
IN JCUHEALTH

CLINICAL PRACTICE BUILDING

STUDENT PRE-PLACEMENT MANUAL

2015

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Definitions :

BOM	- Business and Operations Manager (<i>Meredyth Morris</i>)
CRD	- Clinical and Research Director (<i>Bev Raasch</i>)
IPO	- Integration Project Officer (<i>Cindy McCutchan</i>)
Clinic Leader	- also called clinic director, clinic manager, clinical educator. In this manual it is the person nominated by their discipline to be responsible for services and management of students in the respective health clinic
Patient or Client	- any, person from the community, University or otherwise, attending any JCUHealth clinic for services/programs/ care
BP	- Best Practice (electronic health record system)
BPAH	- Best Practice for JCU allied health clinics
CPB	- Clinical Practice Building
JCUHealth	- the brand name covering all clinics (General Practice and JCU allied health clinics) within JCUHealth in the CPB
JCUHealth Pty Ltd	- JCUHealth General Practice clinic
GP	- General Practice
JCUHealth JCU allied health clinics	- includes Exercise Physiology (EP), Interprofessional clinics(IPC), Occupational Therapy (OT), Physiotherapy (PT), Psychology, Speech Pathology (SP) clinics
Student	- JCU student on placement at any of the JCUHealth clinics
Property Manager	- Colliers International, Townsville (<i>Rob Cirrani</i>)

1 BACKGROUND

1.1 The name

The clinic branded JCUHealth, currently incorporates JCU Health Pty Ltd, the General Practice Medical Centre (formerly Unihealth) and the James Cook University (JCU) allied health discipline clinics.

1.2 Primary function

The primary function of the Medical centre is to provide medical services to JCU students, staff and the public. The JCU allied health clinics comprise the Physiotherapy Musculoskeletal Clinic, Occupational Therapy Clinic, Speech Pathology Clinic, Exercise Physiology Clinic, Psychology Clinic and the Interprofessional clinics (funded under a Multidisciplinary grant from the former Health Workforce Agency). Medicine, Pharmacy and Nursing Midwifery and Nutrition are additional partners in the above mentioned grant. The primary function of these JCU allied health clinics is to provide training opportunities for health discipline students while providing services to patients/clients.

1.3 Location and tenancies

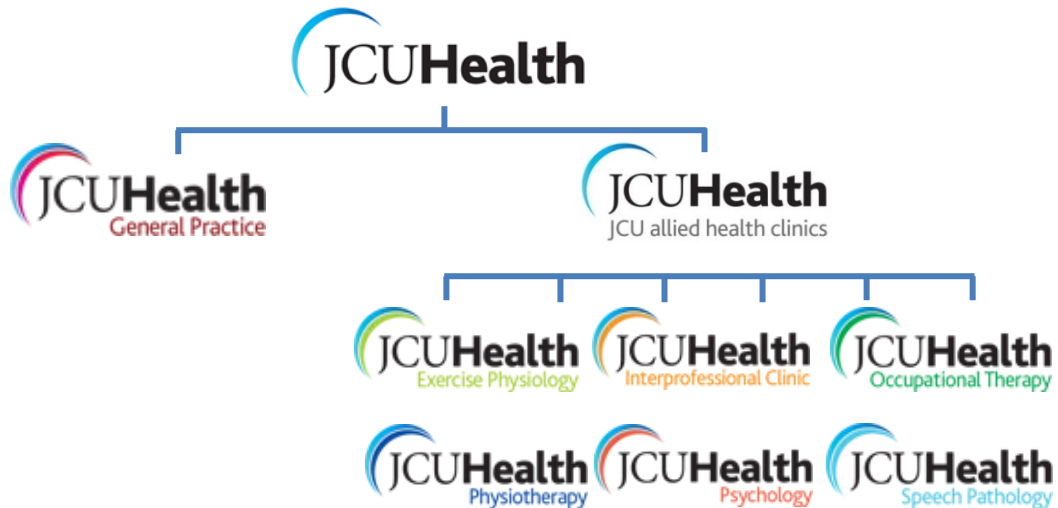
JCUHealth is located on the 1st and 2nd floors of the Clinical Practice Building (CPB) on the JCU campus. JCUHealth incorporates three tenancies, the space occupied by the JCU allied health clinics leased by JCU, one lease that is Health Workforce Agency (HWA) grant funded through JCU (the Multidisciplinary clinic and the Dental clinic- JCU Dental Pty Ltd -also a controlled entity of JCU) and the space occupied by the General Practice Medical centre (JCUHealth Pty Ltd-a controlled entity of the University). The General practice Medical centre rents space at commercial rates, the cost of rental for the JCU allied health clinics tenancy is unknown and the Commonwealth grant funds the rental for 20 years for the interprofessional grant funded space. Outgoings are attributed to the three separate tenancies.

- *Appendix A* – *Schematic plans of clinic locations*
– *CPB locality map*

1.4 Clinic signs and logos

1.4.1 Logos

There is an overarching JCUHealth logo, a logo for JCUHealth Pty Ltd (GP clinic), a logo for JCU allied health clinics, and each JCUHealth clinic is represented by a colour and logo.



The logos and colours are used on door signs and main signage to assist patients/clients to locate the respective clinic. JCUHealth clinics also have letterhead, appointment cards, and marketing material generic to their colour and logo.

1.4.2 Signs

Erecting/placing of signs in the CPB in non-JCUHealth areas is not permitted unless permission is given by the Property Manager. A-frame signs are available at JCUHealth reception for use for directing clients to workshops or special programs. These can be placed at clinic wing entries. Stands to hold A3 or A4 signs are also available inside the entry door of each wing. These are also useful to place at the entry door to where the room where session is being held. Please remove old signs and return stands after events.

Promotional signage: A pull-up banner and A0 size A-frame signs are available for promotional purposes. Please ask the Integration Project Officer for these.

1.5 Non-JCU building management

Tenancies and all whole of building issues, such as use of air-conditioning, electricity and security after hours, fire and emergency procedures, are managed by the Collier Property Group who are the Property Managers for the CPB. The CPB is owned by The Clinical Practices Building (JCU CPB Pty Ltd) Trust which is a subsidiary company of JCU.

The space occupied by the JCUHealth clinic is therefore not wholly owned and operated by JCU as for other University buildings, and some of the processes for managing issues are different from other buildings.

2 PURPOSE OF THIS DOCUMENT

This document provides staff and students a guide to expectations not covered elsewhere when working or on placement in the JCUHealth clinic spaces within the CPB.

We expect that all JCUHealth Pty Ltd and JCU personnel, including students, staff, temporary employees, casual employees and agents and staff engaged to work under contract will understand and respect the rights of the patients/clients, and each other, and conserve the facilities that are available in the building.

3 INFORMATION FOR PATIENTS, CLIENTS AND STAFF

3.1 Parking

Disability car parks are available at the rear of the building. People requiring assistance from the car park are able to call Reception for advice.

Staff and students are not permitted to park in the CPB car parks. JCU permit parking is available in adjacent car parks.

3.2 Access

Stairs and two lifts are available to access each floor of the CPB. The lifts are of different size and are able to accommodate an ambulance stretcher and specialized wheelchairs.

All areas are wheelchair accessible. A disability toilet and shower with hoist and oversize change table is available on CPB2 level 1. For assistance to access this facility staff and students should contact Reception. Picture based signage has been installed in common areas according to the necessary building standards. The lift buttons incorporate texture for visually impaired persons.

3.3 Mobile phones

Mobile phones are to be on silent when working in the JCUHealth clinics. Signs are displayed to encourage clients/patients and others. Mobile phone conversations are not permitted in the waiting room, corridors or general clinic areas. Staff, students, clients and patients are to speak on their mobiles in the atrium. Refrain from taking photos with your phone while at JCUHealth.

3.4 Facilities for children

A parents' room is located on level 1 (opposite the female toilets). Children under the age of 16 must not be left unsupervised within JCUHealth tenancies or the CPB. The main JCUHealth waiting room has an area allocated to children where supervised quiet play is permitted. Staff and students are to encourage clients/patients to return toys and books to their boxes before attending their appointments. Clinic Leaders may be contacted by Reception to request they come to the waiting room if the client/patient behaviour is disturbing the other clients/patients in the waiting room.

3.5 Smoking

JCUHealth and the Clinical Practice Building is a smoke free environment. Please only smoke in designated external smoking areas at James Cook University.

4 SECURITY AND SAFETY

4.1 Overview

JCUHealth Pty Ltd and JCU allied health clinics have responsibility for a large floor space and numbers of patients/clients as well as staff and students on placement. A significant amount of information is held within the clinic space which, like the other important assets, has value and needs to meet legislative requirements around privacy and confidentiality of data and records, especially clinical records. JCUHealth Pty Ltd and JCU allied health clinics are committed to the preservation of security and safety for all. Security breaches either physical or information are unacceptable and the processes outlined in this document are designed to minimize that risk.

4.2 Procedures

Security and safety will be maintained by:

- i. Ensuring that all students are recorded as being on placement.
- ii. Ensuring all health professionals, administrative staff and students have been appropriately inducted to the site.
- iii. Access to clinical space and clinical records being protected by clear procedures and protocols.

All staff (whether employed by JCUHealth Pty Ltd and/ JCU or contracted) whether clinicians or administrative, (whether employed by JCUHealth Pty Ltd/JCU or contracted), all students on placement, and any other personnel who might have business within JCUHealth Pty Ltd and/or JCU clinics will be accountable for keys, swipe cards and gaining appropriate access permissions.

4.3 Inform activities to JCUHealth Business and Operations Manager

At all times, within JCUHealth Pty Ltd and JCUHealth JCU allied health clinics, the Business and Operations Manager (BOM)/proxy needs to be kept informed about all activities and personnel within the clinic space.

This includes familiarisation tours, programs, clinics, placements, research, tradesmen, maintenance personnel, IT and AV persons, and social or other activities that need to be advised to the BOM/proxy. Email or a phone call is an appropriate way of informing the BOM of the timing and purpose of such visits. A JCUHealth clinic staff member should always accompany visitors through the clinic. Visitors need to sign in and out of the clinic. A JCUHealth external persons confidentiality deed is available. If a room booking is required for activities your Clinic Leader will organise.

4.4 Induction and Pre-placement Requirements

4.4.1 Student list

To maintain staffing and appointment systems JCUHealth Pty Ltd needs to receive a list of students attending on placement 2 weeks in advance and all documentation and completed forms including a copy of the standard clinical placement agreement one week in advance. The Clinical Placement agreement will attest that all students on placement have current Blue Cards police checks etc. and Insurance coverage as for any other placement outside of JCU.

4.4.2 Annual fire and emergency training

All students and staff must complete an annual JCU on-line CPB Fire Safety Induction Training and submit a copy of the certificate to the BOM before coming on placement or working within the building. The online training can be found at <http://jcu.conceptsafety.com.au>

4.4.3 Orientation

It is expected also that all students and staff will have been oriented to their placements at JCUHealth allied health clinics or the General Practice by the Clinical Educators or Clinical Leaders or responsible coordinator of the placement.

This orientation will include:

- i. JCU Clinical ID to be worn and visible at all times including Year badge if applicable
- ii. Wear JCU approved uniform or professional attire. If no uniform, clothing should be more anonymous and professionally appropriate, rather than excessively individual, or casual. We request NO excessive jewellery or facial piercings, denim, caps, offensive or derogatory graphics or wording on clothing, brief shorts/skirts, bare midriffs or revealing clothes. Please cover tattoos.
- iii. Wear enclosed shoes in clinic areas
- iv. Have good personal hygiene. Hair should be neat, tidy and tied back if long. Clean finger nails and fresh breath are requested. Please don't wear overwhelming deodorants or perfumes as some patients may have allergies.
- v. Provide own equipment (e.g. stethoscope, pens etc.)
- vi. A walk through the clinic area so persons can identify fire exits and assembly areas
- vii. Notification of firewardens and fire inductions to the Business and Operations Manager
- viii. Location of spills kit and first aid kit
- ix. Other requirements designated or required by the General Practice or by JCU Clinics from time to time.

4.4.4 Infection control

JCUHealth aims to provide and maintain a healthy and safe environment for all staff, students and others working at or visiting its facilities, and to minimise the risk of anyone contracting an infectious disease. All health care workers and students must be familiar with information about the risks of acquiring and transmitting preventable infectious diseases. You have an ethical duty to be aware of your immunity or infectious status to ensure you do not place others at risk of infection. It is your responsibility to understand and practice infection control, including standard and additional precautions, in your clinical areas; those infected with blood-borne viruses should exclude themselves from exposure-prone procedures as a standard precaution.

5 USE OF COMMON AREAS FOR STAFF AND STUDENTS

The JCUHealth allied health clinics occupy a large area, much of which is common to all staff and students working or on placement. Care and consideration for others and professional behaviour and courtesy are expected at all times whilst using these common areas. Signs are in place to indicate areas where food and drink are not to be consumed, and to indicate noise free zones, and other sequestered areas.

5.1 Student and staff areas Level 2

The student staff areas on Level 2 are for persons working or on placement in the JCUHealth clinics. The. Students on placement, administrative staff and clinicians (external or internal) must be:

- i. listed with JCUHealth Business and Operations Manager as being on placement/employed or providing services
- ii. Documented as having met JCU placement requirements as per placement agreements
- iii. JCU Fire inducted and knowledgeable about sites of Fire exit and assembly areas.
- iv. Read JCUHealth guidelines for behaviour and dress
- v. Signed JCUHealth confidentiality deeds-students and staff
- vi. Complete the Register at their JCUHealth clinic where they enter for work or other purpose

Only visitors (who need to be associated with a staff member) and tradespeople will need to sign in. Persons who have an appointment in Best Practice do not. Clients of external sublessees must sign an register on arrival to their appointment/visit. This will be provided on a daily basis to the BOM by the clinic manager/leader.

Swipe access to the Student and Staff Area will be required for after hours – 5:00pm to 8:00am. The door to the Student and Staff Area must not be left open because it is alarmed to JCU security. No clients/patients or children are permitted in the Student and Staff shared area.

5.2 Noise level in shared spaces

Group discussions and debriefing must take into consideration other clinic students and staff who also share the space. Please show respect for other JCUHealth users and their patients/clients. Keep noise levels to a minimum especially when walking past clinicians rooms. Group noise travels so please keep the doors of lunch rooms and meeting rooms closed.

When consulting in a curtained clinic room please keep your voice to an appropriate level, show courtesy and respect for other patients and clinicians. Language is to be kind and appropriate.

5.3 Phones

JCU desk and wall telephones are for calls relating to clinical matters. Mobile phones are to be turned on silent while in the clinic space. Phone conversations to be with a low voice or if on a mobile, to be taken in the atrium or in a private room.

5.4 Shared facilities

- i. Staff and student lounge, dining and kitchen areas – shared areas.
- ii. Student hot desks and Staff hot desks – allocated on first in first served basis.
- iii. Short term meeting offices (1 x round table seats 5, and 2 x desk with 3 chairs) for clinical academic discussions between staff and students, or staff – book through JCUHealth Reception.
- iv. Photocopier and printing area, including “confidential waste bin”.
- v. Meeting room interactive whiteboard facilities – book through JCUHealth Reception.

5.5 Furniture

Furniture if moved, in the Student and Staff areas and rooms is to be returned to where it came from.

No furniture is to be left in clinic corridors. This is deemed as a safety and fire evacuation hazard.

No feet are to be placed on furniture or desks.

5.6 Information Technology and Audio Visual equipment

Information Technology and Audio Visual items are not to be removed or relocated. Blue cables are supplied at all hot desks for your convenience. Your JCU log-in is required for JCU computer use.

5.7 Kitchen area/lunch area

The lunchroom/tearoom area is provided for staff and students to share and provides an opportunity for clinics to mix and share ideas. Common courtesies apply including

- clean/wipe the area you use,
- wash dishes or put in the dishwasher, empty dishwasher if required,
- wipe spills in microwave,
- remove your food from the refrigerator regularly and remind students at the end of their placements.
- Look after equipment and report if faulty.
- Food consumables including tea and coffee are to be provided by the user.

5.8 Food

Kitchen/lunch rooms have been provided for staff and students. Food and beverage are not to be consumed in the clinical areas. Please clean up any spills immediately and contact the Business and Operations Manager if commercial cleaning will also be required. Please clean up after yourself and abide by the tearoom guidelines. No chewing gum during clinical sessions.

6 MANAGEMENT OF CLINICS

6.1 Infection Control for Communal Areas

JCUHealth aims to provide and maintain a healthy and safe environment for all staff, students and others working at or visiting its facilities, and to minimise the risk of anyone contracting an infectious disease. All health care workers and students must be familiar with information about the risks of acquiring and transmitting preventable infectious diseases. You have an ethical duty to be aware of your immunity or infectious status to ensure you do not place others at risk of infection. It is your responsibility to understand and practice infection control, including standard and additional precautions, in your clinical areas; those infected with blood-borne viruses should exclude themselves from exposure-prone procedures as a standard precaution.

6.1.1 Isolation precautions

Isolation precautions are required to prevent transmission of infectious diseases. Appropriate signage regarding the need for patient isolation is a component of clinic intake. Principles to underpin precautions include:

- i) Reasonable isolation of patient/clients with suspected infectious disease
- ii) Equipment provided for safe disposal of possible infectious waste
- iii) Timely and relevant cleaning of space and equipment where patient/clients with suspected infectious disease have been placed.
- iv) Maintenance of hygiene of equipment is the responsibility of the Clinic leaders according to the requirements and protocols of their discipline
- v) Hand cleaning equipment is provided in communal areas.

6.1.2 Standard Precautions

Standard precautions are standard operating procedures that apply to the care and treatment of all patient/clients, regardless of their perceived or confirmed infectious status. Standard precautions also apply to the handling of blood and other body fluids which may be transferred across shared spaces.

They represent the minimum requirements for the control of infection in all health care settings and all situations, as infectious patient/clients/staff working in health care may not show any signs or symptoms of infection. These need to include hygienic hand washing and appropriate immunisation of health professionals, students as well as administrative staff and routine environmental cleaning of communal areas where staff and students gather.

6.2 Management of Waste

6.2.1 General waste

General waste materials produced that do not fall into the clinical or related waste categories, but which may be lightly contaminated with blood or body substances (though not to such an extent that it would be considered clinical waste, i.e. not contaminated with 'expressible blood') may be disposed of through the general waste processes of the clinics but must not be accessible to children.

6.2.2 Bodily fluids

Across the clinics, the following procedure applies to managing blood and body fluid spills.

- i) Quarantine the spill area
- ii) Each clinic is responsible for providing their own spills kit and advising all clinical educators and students of its location. For spills in communal areas Clinic Leaders are to contact the BOM.
- iii) Clean the spill immediately, utilise the spills kit and ensure personal protective equipment is used when cleaning blood and body fluid spills.
- iv) Advise the Business and Operations Manager
- v) Report potential contamination via Riskware accessible via the JCU website –

<https://www.riskcloud.net/prod/default.aspx>

6.3 Emergency and Safety management plans

The JCUHealth Clinic follows the JCU Emergency Procedures found in the JCU Building Warden training Powerpoint which is located on the JCU website <https://www.jcu.edu.au/work-health-and-safety> which includes a complete list of Emergency situations and how they should be managed. All JCUHealth JCU allied health clinic leaders are expected to be familiar with the JCU Fire Safety and Emergency Evacuation Program.

A flipchart of emergency procedures is also placed in each clinic. All staff and students are to be familiar with the Concept Safety Systems evacuation signs and the First 5 Minutes evacuation diagram within the CPB.

All Fire Wardens in the CPB need to be inducted to JCU requirements as well as the First 5 Minutes Emergency Response Procedures, Training and Compliance Solutions. A copy of the handbook for First 5 Minutes is available at JCUHealth Reception and designated staff within the clinics need to undertake this training a minimum of every 6 months.

6.3.1 Physical and Emotional Safety (Code Black)

The physical and emotional safety of all staff and students is paramount to the smooth running of JCUHealth Clinic. All staff and students are to be familiar with the JCU Policy on Personal Safety. Duress alarms are located at JCUHealth Reception (connected to JCU Security) and various consulting rooms particularly in the Psychology Clinic. In the unlikely event of a patient/client becoming physically or verbally threatening toward staff/student or other patient/clients:

1. Clinical Educators should immediately be informed by witnesses or staff member
2. Other patient/clients and students are to be withdrawn from the immediate area
3. JCU Security are to immediately be notified on 5555 and the Police 0-000

6.3.2 Fire, Gas Leak etc. (Code Yellow and Orange)

An evacuation plan for fire or other threat is mounted on the corridor wall. When the fire or evacuation alarm has been activated staff, students and patient/clients must exit the building via the closest emergency exit situated near the clinic entrance (students and staff must be familiar with the site of this exit) and the rear doors through the gym area.

Each student should assist their patient/client with evacuation, supervised by staff members. Everyone must then proceed to the designated assembly area. Fire extinguishers have been mounted to the wall in the reception area and gym areas, and along the corridor. It is the responsibility of all staff to be aware of the safe operation of this equipment.

6.3.3 Patient/Client or Staff Collapse Medical Emergency (Code Blue)

Masks for cardiopulmonary resuscitation (CPR) are kept in the General Practice, Physiotherapy treatment room, and the gyms. Staff and students are advised to familiarise themselves with the location of this equipment.

In case of Patient/Client collapse:

Procedures to be followed are basic life support procedures. In each clinic, staff will have up to date Basic Life Support qualifications and follow the DRABCD action plan including ringing 0 000 for Ambulance attendance. Defibrillators are available at the GP treatment room which has an Arrest trolley and at the Exercise Physiology Gym at CPB2 Level 1.

6.3.4 Bomb Threat (Code Purple)

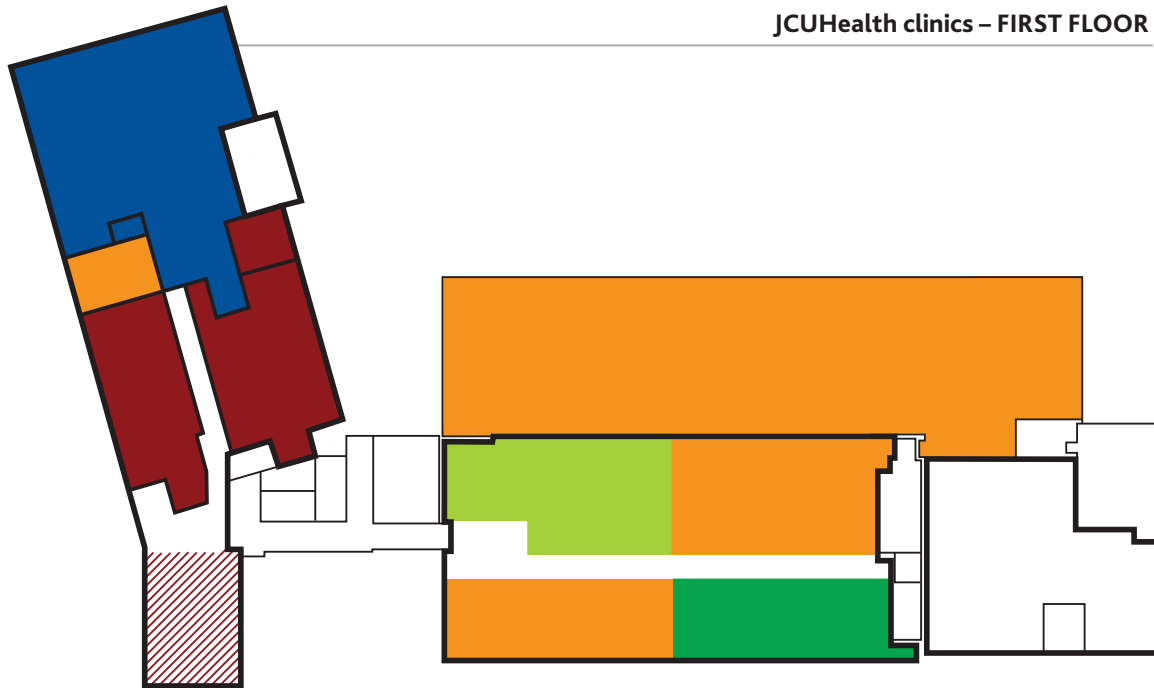
It is the responsibility of all staff and students to be aware of the JCU Procedure around receiving bomb threats. A bomb threat card has been mounted on the wall beside the reception phone.

CLINICAL PRACTICE BUILDING



- PHYSIOTHERAPY
- INTERPROFESSIONAL CLINIC
- GENERAL PRACTICE
- EXERCISE PHYSIOLOGY
- OCCUPATIONAL THERAPY
- SPEECH PATHOLOGY
- PSYCHOLOGY

JCUHealth clinics – FIRST FLOOR



JCUHealth clinics – SECOND FLOOR

