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## Patient Support Services - Patient Companion Shift Procedure

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Effective: 12 October 2016

### 1. Guiding Principles

Patient support assistants are not to be required to provide unsupervised patient management. At all times, the Patient Support Assistant (PSA) is to work under the direction of nursing staff. It is acknowledged that nursing staff will be the first preference when a companion is required. If not available, an Assistant in Nursing (AIN) team member is to be requested, if not available, a Patient Support Services (PSS) team member is to be requested.

### 2. Procedure

1. The patient companion collects the DECT phone from the ward coordinator.
2. Take handover from ward coordinator or the nurse allocated to the patient for any relevant details on the patient. Document which DECT phones nurses and PSA are on for communication.
3. Contact the nurse for assistance with patient for tasks including feeding, cleaning and mobilisation if more than one standby assist is required. If unable to contact on the phone, use the patient call bell. If no response in five minutes, press the staff assist bell.
4. Ward nursing staff are to relive for breaks. On night shift, to relieve staff member monitoring for the following breaks; two 15 minute breaks (one before tea break, one after tea break), tea break from 0200-0300 hrs.
5. Any and all concerns for the patients is to be escalated to the nurse allocated to the patient, or the ward coordinator (6121).

### 3. Roles and Responsibilities

#### All Staff

All staff are required to work within policies and guidelines to make sure that WACHS is a safe, equitable and positive place to be.

### 4. Compliance

It is a requirement of the WA Health [Code of Conduct](#) that employees "comply with all applicable WA Health policy frameworks."

A breach of the Code may result in Improvement Action or Disciplinary Action in accordance with the WA Health [Misconduct Policy](#) or Breach of Discipline under Part 5 of the *Public Sector Management Act*.

WACHS staff are reminded that compliance with all policies is mandatory.

## 5. Evaluation

Monitoring of compliance with this document is to be carried out by the Busselton Health Campus Coordinator of Nursing and Midwifery.

## 6. References

[WA Health United Voice – Hospital Support Workers Industrial Agreement 2015](#)

[Health United Voice – Enrolled Nurses, Assistants in Nursing, Aboriginal and Ethnic Workers Industrial Agreement 2014](#)

**This document can be made available in alternative formats  
on request for a person with a disability**

<b>Contact:</b>	Coordinator of Nursing and Midwifery (D.Anderson)		
<b>Directorate:</b>	Nursing and Midwifery Services	<b>TRIM Record #</b>	ED-CO-16-63482
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