



Government of **Western Australia**
WA Country Health Service

Allied Health Rural Student Placement Orientation Guide (Pre-Placement)

WA Country Health Service

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Introduction

Welcome to the WA Country Health Service (WACHS) Allied Health Rural Placement Student Orientation Guide (Pre-Placement).

Firstly, congratulations on making the decision to undertake a rural or remote student placement within WACHS! Rural placements provide students with a fantastic opportunity for both professional and personal development. Professionally, placements give you an insight into rural health and service provision, and foster greater confidence and independence. Personally, they offer you the chance to experience a different lifestyle, to meet new and interesting people and to move beyond comfort zones.

Why must I read this document?

In order to make the most out of your placement, we have created this pre-placement orientation guide. The guide will complement orientation information provided at the commencement of your placement by your supervisor. The guide contains information that has medico legal and workplace health and safety implications for anyone working in the WA Country Health Service, including students such as you. It provides information about important policies, procedures and workplace expectations that will influence the way you conduct yourself on placement. It also aims to highlight some of the unique aspects and considerations of rural and remote practice. It is your responsibility to know about and understand the content of this document before you commence your placement.

What is covered?

This document covers the following areas:

- Before you go and settling in
- Placement logistics
- Health service resources and facilities
- Mandatory requirements
- Legal and ethical practice
- Looking after yourself
- Rural student placement resources

How long will it take?

It will take about 15-20 minutes to read this guide. Extra links have been provided for further information, including four highly recommended learning modules. Each module will take between 10-15 minutes each to complete.

Acknowledgements

Acknowledgement and appreciation is extended to the WACHS Allied Health Professionals (AHPs) and University Clinical Coordinators who contributed to the development of this package, in particular the membership of the Allied Health Reference Group. This package is copyright to WA Country Health Service.

Updated February 2019

About WA Country Health Service

Introducing WA Country Health Service

The WA Country Health Service (WACHS) is the single biggest Area Health Service in Western Australia and the largest country health system in Australia. It services an area of some 2.55 million square kilometres with a combined regional population of 560,000 people (almost a third of the State's population), including nearly 42,500 Aboriginal people. The health service comprises of seven regions Kimberley, Pilbara, Midwest, Wheatbelt, Goldfields, South West and Great Southern and is supported by a central office based in Perth. The breadth and scope of the WACHS organisation is enormous, with services planned and delivered to a particularly diverse and sprawling population with widely varying health needs. See Appendix One for a map of WACHS.

WACHS employs approximately 10,000 staff, delivering acute and primary health care services across more than 70 hospitals, a large number of smaller health services and nursing posts, aged care facilities, child and community health, dental, alcohol and drug services, mental health and public health facilities. Each year on average, we deal with around 388,000 emergency department visits (excluding other forms of emergency responses characteristic of rural health), 132,000 acute hospital admission including 4,800 mental health, drug and alcohol admissions, 116,779 hospital discharges, and over 815,000 community based health services across the State.

Allied Health Services in WACHS

Allied health services are provided using a hub and spoke model. Teams are based in larger communities and are responsible for providing services to the town in which they are based as well as surrounding communities in their catchment. Allied health 'hubs' include: Derby, Broome and Kununurra (Kimberley); Port Hedland, Karratha, Tom Price and Newman (Pilbara); Geraldton, Carnarvon and Meekatharra (Midwest); Moora, Northam, Narrogin and Merredin (Wheatbelt); Kalgoorlie and Esperance (Goldfields); Bunbury, Busselton, Collie and Manjimup (South West); Albany and Katanning (Great Southern).

WACHS allied health services are provided across the continuum of care. Service areas include (but not limited to):

- Acute Care (inpatient/outpatient)
- Aboriginal Health
- Mental Health
- Drug and Alcohol
- Aged Care
- Palliative Care
- Chronic Disease Management
- Community Health
- Public Health
- Ambulatory Care
- Disability
- Rehabilitation Services

Consequently your experiences whilst on placement will be wide and diverse.

Learning Objectives on Rural Clinical Placement

In addition to providing you with the opportunity to learn and consolidate your clinical skills, rural clinical placements provide a number of additional learning opportunities, including:

- Exposure to different service delivery models (outreach, telehealth, assistants)
- Increased opportunity for interprofessional practice
- Working in different service settings
- Collaboration with other health service providers
- Adaptation of evidence based practice to the remote and rural context

- Engaging with the community in the provision of health services
- Implementation of primary health care principles
- Working with Aboriginal people and in a culturally secure manner
- Awareness of the nature of rural and remote practice
- Understanding of health characteristics and socio-cultural demographical impacts on health
- Plus much much more...

There are a multitude of experiences available to you during a rural and remote placement, and we would encourage you to make the most of these opportunities.

1.0 Before You Go and Settling In

Pre-Placement Contact

You are requested to contact your placement site supervisor at least 4-6 weeks prior to arriving at your rural placement. This contact enables discussion of the following important details:

- Confirmation of placement
- Planned arrival date and time
- Advice on first day arrangements (such as where to go, what time to meet etc.)
- Confirmation of accommodation arrangements
- Early discussion on placement experiences and goals

Getting There

There are many different ways to get to a rural placement including driving, flying or catching public transport (train or bus). Talk to your supervisor about the different ways and costs of travelling to the community. If you are flying or catching public transport, ask your supervisor about getting from the airport or bus/train station to your accommodation. Make sure you get the address of and directions to the health service and your accommodation.

It is important to be especially careful when driving, as country roads are quite different from driving around the city. Find out how long it takes to drive and the best routes to take (avoiding unsealed roads). Make sure you allow plenty of time for travel, and always let someone know when you are leaving and when you arrive.

Getting Around (Local Transport)

Many country towns in WA are without public transport facilities or taxi services. If you are not taking your own transport, this can make getting around your community a little more difficult. Before you go out on placement, find out about:

- The distance of your accommodation from your work site and other facilities, such as supermarkets
- Local transport facilities, such as buses and taxis
- Alternative transport, such as bike hire (or even taking your bike along with you), which is often a cheap option worth thinking about.

Accommodation

Whilst accommodation support is not available in all WA Country Health Service sites, some sites may provide accommodation free of charge, or at a subsidised rate, to students completing rural placements. It is important to discuss accommodation availability as early as possible with your school coordinator and your supervisor. Please also discuss if you have any special requirements. Accommodation (if available) books out quickly, so contact your supervisors early as they often need to book your accommodation well in advance.

Health service supported accommodation is of varying types and standards, and it is recommended you ask your supervisor about the type of accommodation available. Normally accommodation is either staff quarters or shared accommodation. This type of accommodation will give you the opportunity to mix with other health professionals (e.g. doctors, nurses and allied health professionals) as well as other students. Within the staff quarters you typically have your own room (lockable) with shared cooking facilities, TV room, laundry facilities etc.

The quality of accommodation does vary across sites. You should consider placement accommodation the same as you would accommodation when travelling or backpacking – an adventure and an experience. If you have any issues with your accommodation, please discuss them with your supervisor immediately.

Whilst for some sites there is no or minimal charge to you for your accommodation, there is a cost to the health service. It is important to remember that the health site is paying for your accommodation. For many sites there is also a shortage of accommodation, even for staff – so accommodation should be considered a privilege rather than an expectation.

Staying in Touch

It is important whilst you are on placement to stay in touch with family and friends. Find out from your supervisor about the availability of, access to and cost of the internet (for emails) and landline phones for personal communications.

Mobile phone coverage will be specific to your local carrier, with some carriers not having reception in all country communities. It is recommended you check your mobile phone coverage before you leave for your rural placement.

Community Facilities

The services available in the community vary, primarily dependent on the size of the town. Check with your supervisor what facilities are available in town, including shops, library, post office and banks. If you are a keen sports person, find out what is available in town also. This type of information can also be found on the web (just type the town name into a google search).

Things to See and Do

Going on a rural placement not only provides a rural health experience, but also the opportunity to see more of country WA. Spend some time finding out about things to do and see in and around your placement town. Your supervisor will be able to give you lots of tips and ideas.

Becoming Part of the Community

Even though you may only be living in the community for a short time, you can still make the most of it and 'get into country life'. Some great suggestions for getting into the community can be found on the [SARRAH Transition Toolkit to Remote and Rural Practice](#) website.

Financial Support

Discuss the availability of financial support to assist with the costs of undertaking a rural placement with your university clinical coordinator.

Pre-Departure Checklist

A pre-departure checklist has been generated to help you prepare for your rural student placement, including questions to ask your supervisor. See Appendix Two.

2.0 Placement Logistics

Supervisor

For each placement you will be allocated a primary supervisor who will be co-located with you at your placement site. This is the person who coordinates your placement and is responsible for your mid placement review and final evaluation. During your placement a range of other health professionals may supervise you, both within and outside your discipline, with a range of professional experiences.

It is important to remember that your supervisor(s) continue to carry a full workload during your placement, and you will need to be sensitive to his/her other responsibilities. This will also mean that you may be required to work more autonomously and independently during your placement.

Throughout your placement you will receive a mix of direct and indirect supervision. A range of factors such as the complexity of the activity/roles you are undertaking and your level of skills and knowledge determine the degree of supervision. Discuss with your supervisor early on during your placement the types of supervision that will be provided, considering both the capacity of your supervisor and your own supervision requirements.

University Contact

Prior to the placement, discuss with your university coordinator the type of contact you will have with your university school. Contact with the university whilst on rural placement can be facilitated by a number of means, including email, videoconference, Skype and phone.

Orientation

At the commencement of the placement your supervisor will provide you with a site and workplace orientation. Appendix Three provides a checklist of the sorts of orientation you will receive to the health facility/site, whilst Appendix Four details the orientation to the clinical component of your placement.

Working Hours

You will be required to work a usual roster of 76 hours per fortnight (7.6 hours a day excluding lunch breaks), usually the same roster/times as your supervisor. Lunch breaks vary from 30 minute to 1 hour, determined by personal preferences, your local site and supervisor.

Work Space

You will be allocated a workspace within the department of your placement. Others may share this workspace with you. Given the nature of shared workspaces, confidential information should not be discussed or left in view of others in these environments.

Sick and Personal Leave

You must notify your supervisor as soon as possible if you are unable to work due to illness. You must also discuss with your supervisor if you require any leave during your placement.

Identification

You will be required to wear identification at all times, which clearly identifies you as a student of the facility. Identification may be your university student identification or identification provided by the health site.

Dress Code

A uniform may or may not be required. If your school has a uniform, it is recommended that this is worn. If a uniform is not specified by your school, you are required to dress in the standards relevant to the placement site. You are required to dress in a neat, tidy and safe manner. Dress standards whilst on placement should be appropriate to the functions being performed, occupational health and safety, cultural diversity, local site standards and climate. Please check dress code requirements with your supervisor before the placement begins.

Work Cars

In most instances you will not be permitted to drive vehicles leased or under the control of WA Country Health Service. Occasions may occur where permission is granted for you to drive a WACHS vehicle. If permission is provided, your driver's license will be required to be sighted, for currency and appropriateness.

Special Requirements

It is important you notify your supervisor of any special requirements that may impact on your clinical placement (e.g. medical condition, disability, religious/cultural requirements).

3.0 Health Service Resources and Facilities

Computers

On placement you will be provided with access to a computer for work related purposes and will often be sharing computers with other staff and students. This will allow access to the intranet, internet and email, in addition to a range of Microsoft programs (Word, Excel, PowerPoint etc.). You will need to seek permission from your supervisor for use of computing facilities for personal use.

Library

You will have access to a comprehensive online library service, hosted by WA Health, which includes access to databases and electronic journals. Some sites/departments also have small libraries of key textbooks and journals.

Resources

Sites/departments carry a large range of resources for assessment and intervention. These include assessment tools, handouts, therapeutic equipment etc. At the onset of the placement your supervisor will orientate you to key resources relevant to your placement.

Phones

Workplace phones are for work use only. Discuss with your supervisor the appropriate protocol for answering the phone, responding to enquiries and taking messages.

Photocopier/Fax

All departments have access to a photocopier and fax which are for work use only. Please seek permission from your supervisor to photocopy resources for personal use (or to take with you following your placement).

Stores

Each department/site has a store of consumable equipment (pens, paper etc.). Your supervisor will provide you with the necessary consumable equipment at the commencement of the placement.

Car Parking

Most health facilities will have car parking available on site, free of charge to staff and students.

Professional Development Opportunities

During your placement you may be given the opportunity to attend onsite professional development events. This includes videoconference/satellite events or departmental/site events. Your attendance at these events will be at the approval of your supervisor.

4.0 Mandatory Requirements

Accidents, Injuries and Incidents

During the placement you must report any accidents, injuries or incidents immediately to your supervisor. You are also required to report any 'near misses' or 'potential risks'. This includes risks/incidents to yourself, your patient and/or others. Please also check with your university regarding any reporting that may be required if the incident, accident or injury (both during work time and outside of work time) involves you or a patient you are working with.

Emergency Protocols

Your site orientation should include an overview of the protocols for emergencies, including emergency evacuation and response to emergencies such as cyclones.

Next of Kin/Emergency Contact Details

At the commencement of your placement you should provide your supervisor with next of kin emergency contact details. You should also provide your next of kin with your emergency contact details whilst on placement (e.g. site phone number and clinical supervisors contact details).

Policies and Procedures

WA Country Health Service and WA Health have a range of policies, procedures and guidelines that guide practice which you must comply with during placement. Your supervisor will identify those most relevant to your placement and show you how to access them.

Fire and Safety

Fire and safety information should be provided as part of your orientation at the commencement of your placement. Training includes understanding the fire/emergency warning signals and knowing evacuation points and location of fire equipment.

Immunisations and Infection Control

You may be required to be screened for and be vaccinated against the following vaccine preventable diseases: Hepatitis B, Measles, Mumps, Rubella, Varicella, Diphtheria, Tetanus, Influenza and Pertussis. The Mantoux test to determine Tuberculosis exposure is also required. Furthermore, if you have worked or been a patient in a hospital outside of WA within the last 12 months you will be required to provide evidence that you have MRSA clearance.

During your placement, you must abide by infection control processes and standards within the health site. Good hand hygiene is the single most important strategy in preventing health care associated infections. Other considerations include not using single use equipment/items again, provision of protective equipment, general hygiene standards, and screening and vaccine programs.



Hand Hygiene

Learning Package

It is highly recommended that you complete the [National Hand Hygiene Learning Package](#) before you commence the placement.

Criminal Screening and Working with Children Check

At the commencement of your placement, you will be required to show your current Criminal Record Clearance. If you will be working with children during your placement, you are also required to have a current Working with Children Check. If you will be working in a facility with commonwealth subsidised aged care services you will also be required to show your Aged Care Criminal Record Screen. Your supervisor will advise you if you require either a Working with Children Check or an Aged Care Screen.

Bullying and Harassment

Whilst on placement you should not feel that you are being bullied, harassed or discriminated against in any way. If however you do, discuss immediately with your clinical supervisor or your university.

Code of Conduct

As a student within a WA Health facility you are required to read and comply with the [WA Health Code of Conduct](#). The document outlines the principles that guide behaviour between colleagues, staff, patients, carers and the community. As a student health professional, you are also required to abide by the code of conduct of your university and your profession.

5.0 Ethical and Legal Practice

Access to Medical Records

Access to medical records and patient information is limited to those patients that you are providing care to, and who have consented to being seen by a student health professional.

Documenting in Medical Records

During your placement you may be required to document in a patient's permanent medical record. Documentation is completed under the direction of your supervisor, who maintains responsibility for the information documented and ultimately the patient's care. Your supervisor is required to read and countersign all your medical record entries.


Your supervisor will discuss with you the preferred style of documenting in the medical records at your placement site at the start of your rural placement.

Confidentiality

Whilst on clinical placement you have a duty to maintain the confidentiality of all information that comes to you in the course of providing care to patients. Health care professionals (and students under the supervision of the health professional) who have a legitimate therapeutic interest in the care of the patient may generally have access to the information they need to know in order to provide appropriate care and treatment. Consent to the sharing of information in these circumstances will generally be implied.

At the commencement of the placement you will be required to sign a declaration of confidentiality. This form states that you will regard and maintain all information gained in the course of your placement directly or indirectly relating to patients, clients, staff, operational or procedure and policy matters as confidential. This is a standard form that all employees sign.

See Appendix Five for further consideration in patient confidentiality.



Confidentiality and Professional Boundaries Learning Package

It is highly recommended that you complete the [SARRAH Confidentiality and Professional Boundaries Learning Module](#) before you commence your placement.

A Word about... Confidentiality in the Rural Environment

Health practitioners in the rural environment face additional challenges in maintaining confidentiality due to the nature of rural practice and rural community living.

From the consumer's perspective, rural and remote towns are a generally discrete and small population that increases people's visibility. Unlike those living in large metropolitan areas, patients are not able to access a service in another suburb, outside their residential location. This increases the chances of being recognised as a user of the service. Even parking one's car can be an issue; most people know and recognise each other's cars. Once inside the building there is always the risk of meeting someone who is known to you and hence creating an uncomfortable situation as patients try to work out what they are willing to disclose to others. In addition patient and health staff live in the same community hence can meet one another at the doctor's surgery, playing sport, across the fruit and vegetables at Woollies and at social occasions.

From the student's perspective, as a member of the community, it is inevitable that you may encounter your patients outside the patient care context. This may be a one-off encounter down the street or in the supermarket – or a more frequent occurrence within a sporting club or leisure activity. You may also encounter friends and families of patients, who may enquire about their friend/family's member's condition or progress. It can be very difficult to explain to a patient or family member that waiting in line at the deli counter is not the most appropriate time to update the worker on progress made.

It is important that you have strategies for dealing with these situations as they occur (as they will happen at some point). You should familiarise yourself with the circumstances of how confidentiality may be broken in the communities, and devise a means for either addressing or circumventing those circumstances.

Professional Boundaries

Professional boundaries are important to ensure that the relationship between you and your patients are both safe and helpful. Whilst a professional relationship will follow many everyday courtesies and social conventions, it is very different to an ordinary social relationship or friendship. Professional boundaries may be crossed by:

- Having dual and/or multiple relationships with the patient (e.g. friend, team member etc.)
- Disclosing too much information about yourself to your patients or asking for too personal (non-issue related) information from your patient
- Imposing personal values and attitudes on your patients
- Giving or receiving gifts.

Appropriate professional boundaries also extend to the relationship between yourself and your supervisor.

A Word about... Professional Boundaries in the Rural Environment

On rural placement you will live and work in the same community as your patients and supervisor. Consequently you may have "out of hours" connections (e.g. neighbours, friends, team mates, club members). You need to be especially cognisant of your relationship with your patients and supervisor outside of work.

Consent

You, and/or your supervisor should seek consent from patients and clients to deliver care. You must respect the wishes of patients and clients, so be prepared to leave, or not see the patient, if consent is not provided.

Scope of Practice

As a student, you must work within your own scope of practice, that of your supervisor and also the scope of practice for the profession/position within the organisation. It is important that you notify the supervisor immediately if you feel you are working (or being requested to work) outside of your current skill and knowledge level.

Professional Behaviour

You must behave in a way that upholds the reputation of your profession, the WA Country Health Service and your university. Professional behaviour encompasses not only clinical practice, but includes being polite, punctual, appropriately dressed, adhering to policies and procedures, maintaining confidentiality and showing respect to others at all times.

Cultural Safety

In remote and rural allied health practice you are likely to see clients from various cultural backgrounds. In particular, depending where you are practicing, it is likely you will be providing services to Aboriginal patients. It is important that you are aware of and have the opportunity to develop your skills in cultural safety and awareness to ensure your practice is appropriate.



Cultural Safety

It is highly recommended that you complete the following learning packages before your placement

- [SARRAH Cultural Safety Learning Module](#)
- [WACRH/WACHS/DSC Aboriginal Cultural Orientation](#)
- [Griffith University - The First Peoples Health and Practice Portal](#)

6.0 Looking After Yourself

Whilst rural placements can be a fantastic experience and an amazing learning opportunity, they sometimes can be a little overwhelming. Some common feelings experienced by students include:

- Finding the placement different
- Finding it difficult to adjust to the rural setting
- Feeling under-prepared for the placement
- Missing home and your family
- Feeling lonely and isolated

Some strategies to assist you include:

- Talk to your supervisor. No doubt they have had similar experiences.
- Contact a staff member at your university.
- Find out who else is on rural placement and organise to chat to them. They might be feeling the same way.
- Maintain regular contact with your family and friends.



Self Care

It is highly recommended that you complete the [SARRAH Self Care Learning Module](#) before you commence your placement.

Read the NRHSN guide '[When the cowpat hits the windmill](#)'

7.0 Rural Student Placement Resources

SARRAH: Transition Toolkit to Remote and Rural Practice

This toolkit is a useful resource for a range of Allied Health Professionals entering the remote and rural context, including students on clinical placement, graduates commencing work, or experienced practitioners commencing work in a remote or rural area for the first time.

The toolkit includes a whole host of information, resources and support pathways around:

- Remote and Rural Context
- Remote and Rural Practice
- Skills and Competencies
- Orientation, Development and Support.
- Clinician Stories

The Transition Toolkit includes a series of online learning modules that relate to topics contained as part of the toolkit and include:

- Communication in Remote and Rural Practice
- Confidentiality and Professional Boundaries
- Cultural Safety
- Healthcare Prioritisation in Remote and Rural Practice
- Primary Health Care
- Remote and Rural Outreach
- Self Care
- Translating Evidence Based Practice
- Working as a Team in Remote and Rural Practice

It is recommended that you visit the [Transition Toolkit to Remote and Rural Practice](#) before you commence your rural placement.

WACHS: Student Health Professionals

The WACHS [Student Health Professionals](#) website contains links to a variety of resources for students and further information about WA Country Health Service. Once you have commenced your placement you will have access to the WACHS Intranet Student pages which also contain student resources and information.

WACRH: Placement Programs

The WA Centre for Rural Health (formerly CUCRH) offers a range of Allied Health clinical placements with a unique and rich focus on a range of rural clinical experiences. The [Placement Programs](#) website provides details on a number of placement sites across country WA.

NRHSN: When the Cowpat Hits the Windmill - A Guide to Staying Mentally Fit

The National Rural Health Student Network's Mental Health Guide: [When the Cowpat Hits the Windmill](#) is a resource written by students for students focusing on how to stay mentally fit while on placement or working rurally.

NRHSN: Rural Placement Guide

The National Rural Health Student Network's [Rural Placements Guide](#) has plenty of information and tips to help you prepare and organise your rural or remote placement including a checklist designed to help you remember to take things like a towel, text books and a camera! There is some information about cultural competency, keeping safe while on placement, managing disclosures and what to do if things don't go as planned.

Appendix One: WA Country Health Service Map



Appendix Two: Pre-Departure Checklist

Travel and Transport

- Have you considered how will you get there? (Bus, fly, car etc.)
- If you are driving, have you got an up-to-date map? Quite often roads in rural and remote WA are poorly sign posted.
- Are the roads you plan on taking sealed? If not, is your car up to dirt road conditions?
- How will you get around the community? What transport services are available and how appropriate are they for your needs?
- How far is your accommodation from your workplace?
- Do you need to notify your flight / bus times to your workplace?
- Are you able to be picked up when arriving?
- Do you need the taxi contact details?
- Can you hire a bike in your community?

Accommodation

- Is accommodation provided and booked for you? If not, have you asked your supervisor for other accommodation options, and have you booked your accommodation (tourist towns in peak season must be booked ahead)?
- What is the cost of your accommodation? Is it subsidised? If so, how much and by whom?
- Do you know where in town your accommodation is, and what the contact details are?
- Does your accommodation provide cooking facilities, laundry, fridge, toilets, beds, linen, pillows, TV, microwave, crockery and cookware?
- Do you know when and where to pick up keys?
- How far away from the workplace is your accommodation? How will you get between work and home safely, particularly if working shift work?
- What do you need to take with you (linen, food, alarm clock etc.)?

Communication

- How will you communicate with home? Will you have mobile reception or access to a phone where you are staying?
- Will you have access to email for personal use? (Local Internet cafes, Telecentre and libraries offer Internet access).
- What are the contact details (phone, address) of your accommodation, your work placement and supervisor?
- What communication facilities are available to you at your workplace or in town (computer, internet, public phones, mobile recharge cards etc.)?
- Have you checked your mobile phone coverage?

Community

- What is the community like e.g. demography / geography?
- Where can you source information about the community (shire, tourist information centre etc.)?
- Will you need a map of the town-site and surrounding areas?
- What social or recreational activities are available in the community?
- What else can you do in the community other than work?
- What are the health services available in the community or surrounding areas?
- Are there any support services in the community? If so what are they and how accessible are they?
- What are the priority health issues for the community?

Placement

- How can you prepare for your rural placement?
- How is a rural placement different from metropolitan placement?
- Are there any handy resources worth bringing along?
- How much money will you need?
- On the first day, who will be meeting you and where do you go?
- Do you need to phone the staff / supervisor for your roster and start time?
- Do you have all your university placement documentation?

Uniform

- What is your uniform or dress code?
- Do you need to purchase anything in way of uniform?

Orientation

- What is your caseload / area of work?
- What are your working hours?
- What are the policy and procedures specific to your workplace?
- Who will you be working with (other staff etc.)?
- Are there other students from the same discipline or other disciplines at the workplace?
- What other health professionals work in the health service?
- Will you be travelling (visiting remote communities etc.)? If so, what do you need to take with you?
- What facilities are available to you at the workplace (computer, internet, library etc.)?
- Do you need to bring additional resources to complete studies (textbooks, laptop etc.)?
- Will you have regular contact with your supervisor?
- What is expected of you?
- What do you expect of your placement, supervisor and workplace?

Appendix Three: Site Orientation Checklist

Policy and Procedures

- Key policies and procedures
- Key departmental procedure

Facilities

- Office/desk/workstation
- Security and access (open/closing)
- Site orientation (departments, wards etc.)
- Parking, toilets, staff room, cafeteria
- Duress alarms/emergency alarms
- Evacuation points
- Other service sites

Resources

- Computers/printers (email, Internet, Intranet, share drive)
- Photocopying and scanning
- Telephone/fax
- Equipment and booking (laptop/camera etc.)
- Pager

Human Resources

- Identification badge
- WWC, Aged Care, Criminal Screening
- Immunisation status
- Start/finish times (working hours)
- Dress code/uniform standards

Directories

- Local health service directory
- Community services directory
- Key contact lists

Administration

- Standard letters, templates etc.
- Stationary
- Clerical assistance
- Medical record forms

Information Management

- Access
- Data information systems (use and local rules)
- Records management systems

Community

- Town map
- Town facilities and extracurricular activities
- Accommodation

Committee and Meetings

- Scheduled meetings

Mandatory Skills

- Fire and safety (fire wardens)
- Aggression/bullying
- Manual handling, CPR/BLS
- Emergency response (including cyclone)
- Infection control
- Evacuation procedure (muster point)
- Incident and accident reporting (clinical and non-clinical)

Consumers

- Complaints management procedures

Other

Appendix Four: Clinical Orientation Checklist

Service Delivery

- Service areas and catchment
- Health profile for community
- Programs and priorities
- Service models (outreach, Telehealth etc.)
- Regional/outreach services
- Health teams (who, roles etc.)
- Other health providers (GPs, private, NGO etc.)

Client Management

- Client databases
- Client management (referral, discharge)
- File storage
- Templates and forms etc.
- Caseload management and organisation
- Prioritisation systems/tools
- Appointment bookings
- Clinical meetings
- Client files, progress notes etc.
- Liaison and interpreting services
- Confidentiality
- Release of information
- Consent

Supervision

- Supervisor(s)
- Learning plan
- Mid placement evaluation
- Final placement evaluation

Role

- Role and expectations
- Timetable

Clinical Resources

- Reference books
- Library services
- Assessment resources/tools
- Management resources/tools
- Toys and equipment
- Patient aids and equipment

Referrals and Transfers

- Referral pathways
- Local service providers
- Metro service providers
- Community services
- PATs procedures

Introduction (Key People and Roles)

- Department
- Allied health teams
- Other key personnel

Allied Health Assistants

- Work roles and responsibilities
- Scope of practice
- Delegation, monitoring and supervision

Other

Appendix Five: Confidentiality Considerations

- Sensitive documents including patient's case notes are stored in a safe and secure area.
- Discussions of personal information about patients do not occur.
- Names and other personal details of people are not to be revealed in tutorials, conferences, workshops or seminars.
- Information concerning patients is not accessed other than in the direct course of providing care.
- All information concerning patients is treated with the strictest confidence.
- You are not permitted to release confidential information to the media, other hospitals, solicitors or any person not involved in the delivery of care to the patient.
- Any information obtained for a case study or presentation must have permission of the patient.
- Information obtained to provide information for a case study or presentation must have all identifiers removed
- You are not permitted to take photographs of the patient unless it is required during the course of their treatment and the patient or their carer has signed a consent form (for example, photographing a child for a seating review).
- When carrying confidential information ensure these items are not left unsecured in an area for inappropriate lengths of time. Ensure all identifying details are not visible when carrying patient's case notes. Patient records should also be transported in a secure manner.
- Remember also never to breach confidentiality of any health professional colleague's details e.g. releasing personal telephone numbers.
- It is also important to not discuss personal details that other staff members may have disclosed to you.

Adapted from Nursing and Midwifery Student Clinical Placement Orientation, SA Health