



Health
Northern NSW
Local Health District

ORIENTATION HANDBOOK

Information for Students on Clinical Placement

Organisational Development
& Learning | Workforce
2023

A healthy community through quality care

Working together to deliver quality health outcomes across our communities

CONTENTS

Part A – About the NNSWLHD

Message from our Chief Executive	4
Acknowledgment of Country	5
Our Organisation	6
Vision	6
Purpose	6
Strategic Priorities	7
Executive Leadership Team (ELT)	8
Organisational Structure	8
Our People	8
Our CORE Values	9
Code of Conduct	9
Prevention of Bullying and Harassment	10
Privacy and Confidentiality	11
Social Media	11
Alcohol, Illicit Drugs and Smoking	11
Governance of Clinical Placement Requests, Approvals and Allocations	12
Student Clinical Placement Requirements in the NNSWLHD	12

PART B – Information for You the Student

Preparing for Placement	13
Student Responsibilities	13
Expectations, Professional Behaviour and Responsibilities	14
Your Student Facilitator	14
Student Facilitator Responsibilities	14
Student Learning Objectives	14
NSW Health & NNSWLHD Pre Placement Compliance & Verification Requirements	15
Compliance Process	16
Flu Vaccination Requirements for Students on Clinical Placement	16
National Police Check (NPC) – Further details	16
Access to NNSWLHD Systems	17
StaffLink Number	17
Late Placements	17
Mandatory Training	17
How do I access My Health Learning – eLearning Modules?	17
MHL Mandatory Modules for Completion	18
Additional MHL modules	18
Presenting for Clinical Placement – First Day Checklist	19
Useful Information about NNSWLHD Facilities	19
Accommodation	19
Food & Beverage	19
Parking	19
Public Transport	19
Site Amenities	20
Website	20
While on Placement - Identification	20
Education Provider Identification Name Badge and NNSWLHD Security ID Access Card	20
Long Stay Students Photo ID Access Cards	20
While on Placement – Computer Access	20
NNSWLHD Computer Network Log In Instructions	20

Student Login Instructions	20
IT Applications	21
eMR – Existing Staff	21
While on Placement – Key Information, Policies & Helpful Tips	21
Breastfeeding During Clinical Placement	21
Care of Valuables	21
Clinical Practice Boundaries	21
Dress and Appearance	22
Hair	22
Jewellery	22
Nails	22
Fleet Vehicles	22
Hours of Work	22
Phone Extensions	22
Photocopier	22
Punctuality	22
Self-Care	23
Sick Leave	23
Student Hours Daily Record	23
Student Support	23
Travel	23
Use of Phones	23
Work, Health & Safety (WH&S)	24
Emergency Procedures	24
What to do if There is a Fire?	25
Hazardous Manual Tasks	25
Standard Precautions	25
Infection Prevention and Control (IPAC) – Hand Hygiene	26
Infection Prevention and Control (IPAC) – Personal Protective Equipment (PPE)	26
Workplace Injury – Needle stick injuries – exposure to blood & body fluids	27
Waste Management	27
Security & Personal Safety	27
Incident Notification (IMS – Incident Management System)	27
Clinical Practice Matters	28
Scope of Practice	28
Communication	28
Written Communication	28
Documentation in the Health Care Record	28
Electronic Medical Records (eMR) Student Documentation Instructions	29
Your Responsibility when Documenting in Health Care Records	29
Methods of Documentation	30
SOAP	30
ISBAR	30
Educational Resources and Support	31
Library Resources	31
Additional Training and Education Opportunities	31
University Centre for Rural Health North Coast (UCRHNC)	31
Completion of Placement – Last Day Checklist	32
Student ID Access Card	32
Evaluation – Student Feedback	32
Appendix A	33
List of NSW Health and NNSWLHD Policy, Procedures and Guidelines (Relevant to Students on Placement)	33
Appendix B	34
NNSWLHD Student Orientation Handbook – Declaration Form	34

Part A – About the NNSWLHD

Message from our Chief Executive

Congratulations on choosing a clinical placement with the Northern NSW Local Health District.

The NNSWLHD includes a range of hospitals and health services stretching 215km from The Tweed Hospital in the north, to the Grafton Base Hospital in the south and Urbenville Hospital in the west. With these hospitals and services come an exciting diversity of clinical specialties and a range of opportunities for staff working across the district.

The NNSWLHD is committed to the care of our patients and the improvement of the health of our community. Everything we do is underpinned by a strong set of CORE Values of *Collaboration, Openness, Respect and Empowerment*. As you commence your time with the District, I encourage you to think about your own values and how they align with the ideals of our organisation.

At NNSWLHD we value our workforce and are committed to creating opportunities for staff development and career progression. We celebrate successes both large and small; we invest in research and clinical innovation and celebrate clinical excellence and our clinical leaders. Our overarching aim is to build skilled and diverse teams that deliver high quality care for our consumers

Each and every person plays an important role in the delivery of services to our local community. In partnership with our key stakeholders, the LHD demonstrates a commitment to improving the health and wellbeing of our community.

We warmly welcome you to our team and hope that your time with our Local Health District is meaningful, enjoyable and rewarding.

ACKNOWLEDGEMENT OF COUNTRY

We acknowledge that the Bundjalung, Yaegl, Gumbaynggirr and Githabul Nations are the Traditional Custodians of the lands and waters where we work and live. We acknowledge the Traditional Custodians' living culture, their connection to country and their contribution to the life of this region.

We pay our respects to the Ancestors and Elders, both men and women of these Nations, and to all Aboriginal people past, present and emerging.



Our Organisation

Vision

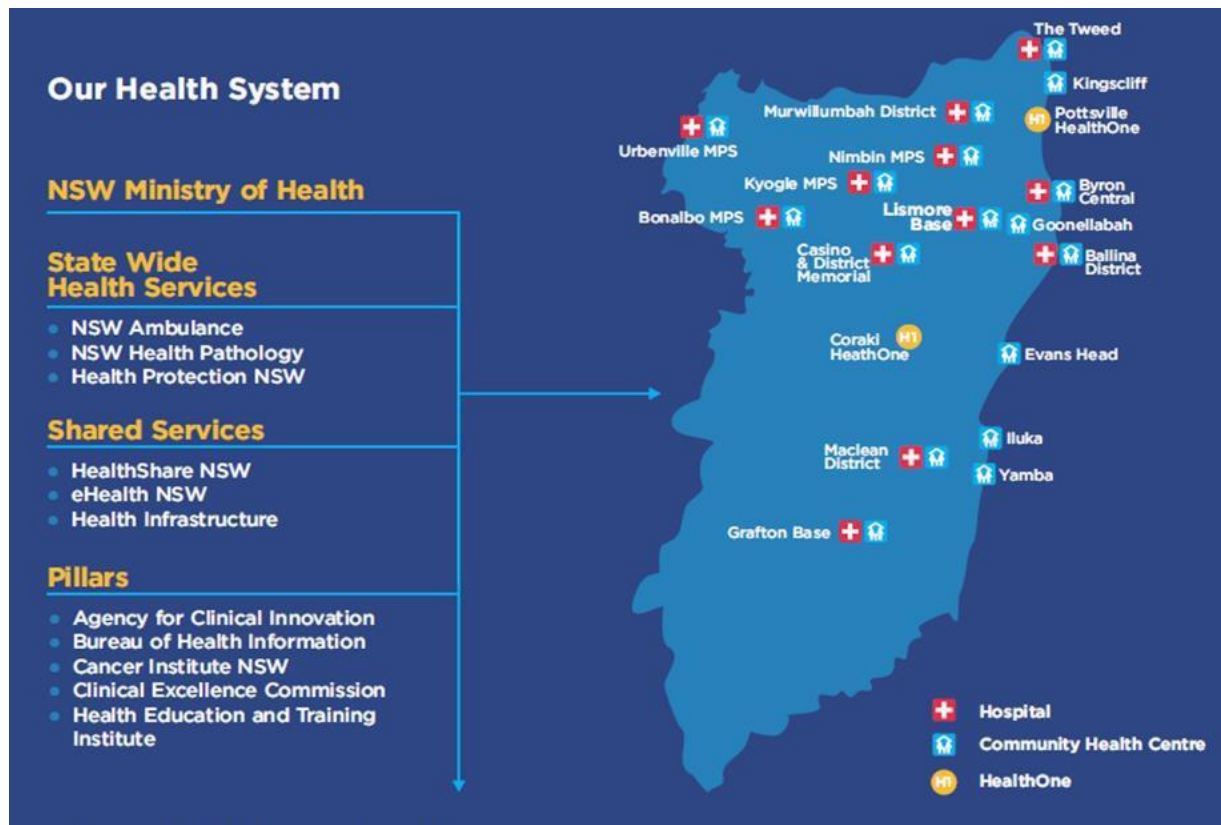
A Healthy Community Through Quality Care

Purpose

Working together to deliver quality health outcomes across our communities.

Our services are provided across eight hospitals, four Multi-Purpose Services, one Drug and Alcohol Detoxification Unit, and twenty Community Health Centres and two Health One services.

- Aboriginal Health
- Aged Care
- Ambulatory Care, Outpatient Clinics & Community Health
- Birthing Services, Infant Health and Neonatal Services
- Breast Screening
- Cancer Care
- Child, Adolescent and Family Health
- Chronic and Complex Care
- Critical Care
- Drug and Alcohol
- Diagnostics including Medical Imaging, Pathology and Interventional Radiology Service
- Emergency Department, Regional Trauma and Retrieval Service
- Health Promotion
- Maternal Health Services
- Men's and Women's Health
- Mental Health
- Oral Health
- Palliative Care
- Population and Public Health
- Rehabilitation
- Renal Services
- Surgical, medical and procedural services for children and adults across a range of specialities.



Strategic Priorities

The strategic plan sets out the direction for the NNSWLHD over the next five years, consistent with our vision of a Healthy Community Through Quality Care. These six priorities will guide future development of our health service across NNSWLHD.



Value, Develop and Empower Our People

Our staff are our lifeblood. We are committed to showing we value the work they do to deliver high quality, safe and respectful health care.



Our Community Values Our Excellent Person-Centred Care

Our health services will provide high quality, safe health services and excellent patient care.



Empowering Aboriginal Health

Aboriginal Health will be central to everything we do. Our organisation will work alongside Aboriginal communities, Aboriginal Medical Services and others.



Integration Through Partnerships

Our valued partnerships are essential to providing truly integrated care. Integrated care is seamless, effective and efficient care that reflects the whole of a person's health needs.



Effective Clinical and Corporate Accountability

Our Executive Leadership Team and Local Health District Board will deliver effective leadership. We will strengthen accountability for our financial, clinical and corporate decisions and actions.



Champions of Innovation and Research

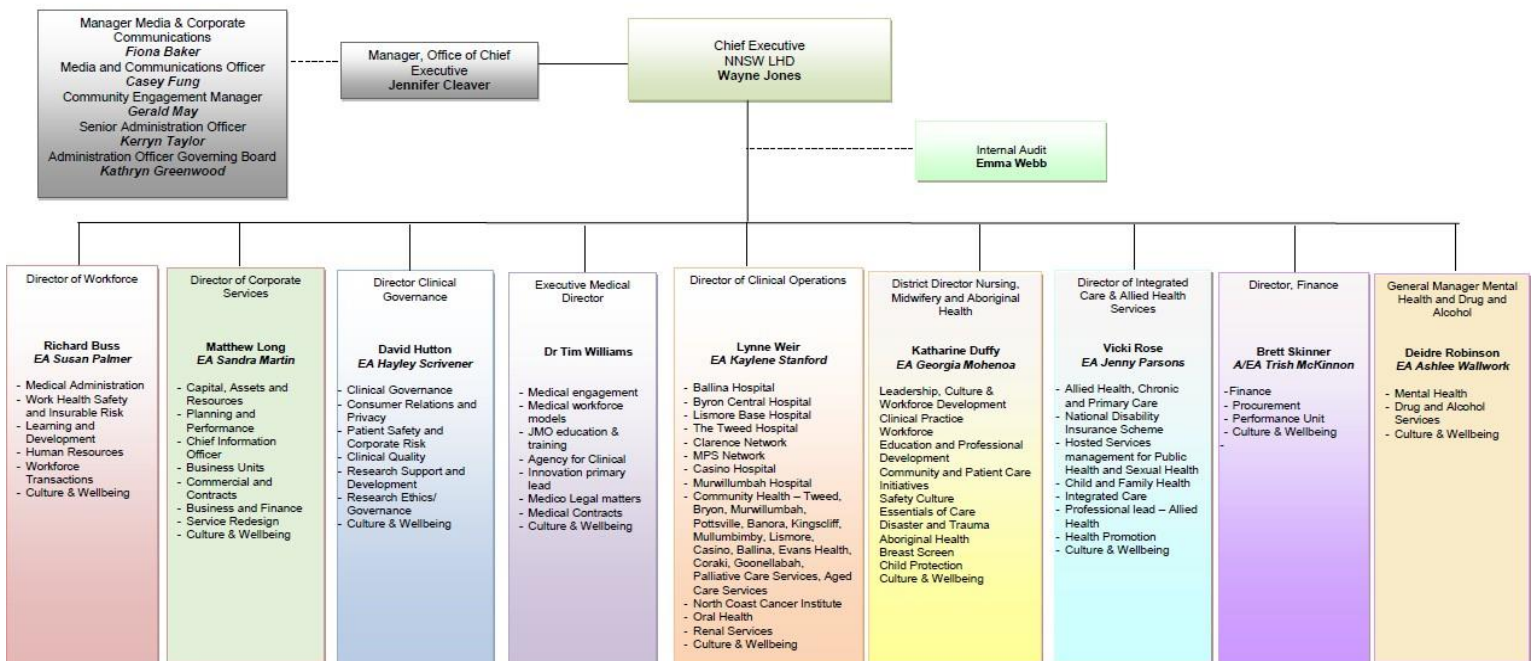
Our organisation will support a culture of innovation. We will establish a workforce that leads the way in research that translates into improving clinical practice.

See [NNSWLHD Strategic Plan 2019-2024](#) for more details.

Executive Leadership Team (ELT)

A/Chief Executive: Lynne Weir
 Director of Workforce: Richard Buss
 Director of Corporate Services: Matthew Long
 Director Finance: Brett Skinner
 A/Director of Clinical Operations: Joe McDonald
 Executive Medical Director: Dr Tim Williams
 District Director Nursing, Midwifery: Katharine Duffy
 A/Director of Integrated Care and Allied Health Services: Kathryn Watson
 Executive Director Aboriginal Health: Kirsty Glanville
 Director Mental Health and Drug & Alcohol: Deidre Robinson
 Director of Clinical Governance:

NORTHERN NSW LOCAL HEALTH DISTRICT ORGANISATIONAL CHART



Organisational Structure

Our People

NNSWLHD has around 5,535 staff, of which 4,296 staff are involved in direct patient care. 153 of our staff identify as Aboriginal and/or Torres Strait Islander peoples. Nurses and midwives make the largest proportion of staff at 2884. There are 595 allied health staff, 464 doctors, 121 scientific and technical clinical staff.

Our CORE Values

These CORE values are fundamental to the provision of our health services in NNSWLHD and across NSW. They are the foundation stones for building trust. CORE values underpin the way we work together with patients, carers, the community and service partners in delivering health services and



Collaboration

We are committed to working together to achieve the best possible outcomes for our patients who are at the centre of everything we do.



Openness

We are open in our communication and encourage feedback to help us provide better services.



Respect

We have respect for the abilities, knowledge, skills and achievements of all people who work in the health system and we respect the feelings, wishes and rights of our patients and their carers.



Empowerment

We support patients and their carers to be partners in their care and make well informed and shared choices about their care and treatment.

Please take some time to watch the following NSW Health videos – they contain Senior Executives in conversation about how the CORE values are practiced every day. You can find these [here](#).

Code of Conduct

The NSW Health Code of Conduct assists with building a positive workplace culture based on our CORE

Values. The Code of Conduct defines standards of ethical and professional conduct that are required of everyone working in NSW Health in any capacity, the outcomes we are committed to, and the behaviours which are unacceptable and will not be tolerated. For more information, please refer to the [NSW Health Code of Conduct \(PD2015_049\)](#).

Prevention of Bullying & 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 facilitator so they can work with you to resolve the matter. The person you report the matter to will inform you about support and/or counselling options.

Further information can be found in the NSW Health policy [Preventing and Managing Violence in the NSW Health Workplace - A Zero Tolerance Approach \(PD2015_001\)](#).

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 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 facilitator (as per NSW Health Policy). This consent should be gained by your student 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 all information you present for these academic purposes, and that your Facilitator has reviewed and approved the content.

Further information about privacy and confidentiality can be found at:

- [HETI My Health Learning \(MHL\)](#) online mandatory training module: 'Privacy Module 1 – Know your Boundaries' prior to commencement of placement
- [NSW Health Privacy Manual](#)
- [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.

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 responsibilities as outlined in the [NNSWLHD Social Media Policy and Guidelines \(NNSW-LHD-POL-0616-19\)](#), and any other relevant NSW Health or NNSWLHD procedures, policies and legislation when using social media.

Professionally, the Australian Health Practitioner Regulation Agency (AHPRA) also provides information via the [National Board for Registered Health Practitioners Social Media Policy](#).

Any breaches of social media related policy, legislation and guidelines may result in the cancellation of your placement. These may include:

- 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.

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 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, the student facilitator and patient care
- Clinical placement is part of the student's course curriculum requirements.

PART B – Information for You the Student

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, familiarisation 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 My Health Learning (MHL) training (see pp. 17-18). 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, you should always introduce yourself as a student on clinical placement, and request consent to be involved in any care that you may be providing. Please discuss with your clinical facilitator at the commencement of your placement. (Refer to [NSW Health Your Health Rights and Responsibilities policy \(PD2011 22\)](#)).

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 Handbook with your placement student 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 facilitator 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).

Expectations, Professional Behaviour and Responsibilities

As a student health professional, it is your responsibility to ensure you are aware of the policy and procedures, professional conduct, ethics and professional standards expected of you by your education provider, NSW Health, NNSWLHD and your professional body and/or [AHPRA](#).

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
- Always work within your scope of practice!

Your Student Facilitator

We have used the term 'Facilitator' in this Student Orientation Handbook to refer to the primary person responsible for your placement in the NNSWLHD. Other terms you may be familiar with include student coordinator, supervisor, facilitator or clinical teacher, and we recognise that different support models and terminology are used across disciplines. For e.g.:

- Student coordinator- (administrative) - a paid member of staff whose role it is to coordinate placements (e.g. medicine). In addition to a student coordinator, you would also have a clinical facilitator supervising you and your learning program.
- Clinical supervisor – a NNSWLHD health clinician who provides student support as part of their clinical duties
- Clinical facilitator/teacher – maybe a NNSWLHD staff member (internal) or employed by an education provider (external)

Your education provider will advise you who your student 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 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 facilitator is there to assist you to complete your placement successfully, they will also likely carry a case load.

Student Facilitator Responsibilities

Clinical facilitation of student placements aims to promote patient centred care, ensure patient safety and support you to integrate knowledge and skills to ensure a quality clinical placement. Your student 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 facilitator at the beginning of your placement. Establish a regular meeting time early to

discuss your placement objectives and learning needs. Your student facilitator may also contribute additional learning objectives to assist you in meeting your required clinical outcomes.

NSW Health & NNSWLHD Pre Placement Compliance & Verification Requirements

Both NSW Health and the NNSWLHD require students to meet a number of pre-placement compliance requirements. Please provide these documents to your education provider student coordinator, who will collate and send to the NNSWLHD compliance officer.

A summary of preplacement compliance requirements is listed below, with more details following.

Requirement	Policy	Additional information
Occupational Screening and Vaccination (OSV) assessment	Occupational Assessment, Screening and Vaccination Against Specified Infectious Diseases/PD2022_030.pdf	- Day 1 of placement Including covid & flu vaccination compliance, and fit testing competence as required.
National Police Check (NPC)	Working with Children Checks and Other Police Checks (PD2019_003)	<i>NB: Students <u>do not</u> require a Working with Children Check.</i>
NSW Health Code of Conduct	NSW Health Code of Conduct (PD2015_049)	Sign the final page of this document and provide to your education provider coordinator.
Mandatory training	Complete mandatory My Health Learning – eLearning modules	Students are given access to MHL 13 days prior to their placement commencing. Ideally students will complete prior, but have 2-4 weeks from commencement to do this.
NNSWLHD Student Orientation Handbook	Students are required to read this Student Orientation Handbook prior to placement	Declaration signed by both the student and facilitator (see p. 34) and a copy kept in student record

Compliance Process

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. Please discuss with your education provider or visit the [HETI Student Placement Central website](#), to ensure you have met these requirements.

Flu Vaccination Requirements for Students on Clinical Placement

Flu vaccination requirements for students (see [Occupational Assessment, Screening and Vaccination Against Specified Infectious Diseases/PD2022_030.pdf](#)).

National Police Check (NPC) – further details

Students aged 18 years and over must have a police check prior to their first placement in a NSW Health Facility. The police check must be obtained from an Australian State/Territory Police Service, an Australian Criminal Intelligence Commission accredited body or the Australian Federal Police Force.

Depending on how you applied for your NPC, you need to provide this information to your education provider student coordinator who will collate all of your compliance documentation and send to the NNSWLHD compliance officer prior to your placement commencing.

NPC options include:

- National Police Check (NPC) from a State or Territory Police Station in the location you reside
- NPC from a CrimTrack Accredited Broker
- 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.

Students must apply to NSW Health for authority to undertake Clinical Placements within the NSW Public Health facilities, or authority to continue with Clinical Placements if they:

- have offences or pending charges disclosed in their National Police Certificate, Overseas Police Certificates or Statutory Declaration; or
- have been charged or convicted of offences after initially being assessed by NSW Health for employment or student placements.

A Criminal history does not necessarily constitute a barrier to clinical placement. The HETI – [‘Application for authority to undertake clinical placements in NSW Public Health facilities’](#) application form and instructions are available on the HETI website, and must be submitted at a minimum 3 months prior to placement.

Access to NNSWLHD Systems

StaffLink Number

Once your placement has been verified in ClinConnect, you will be contacted by email EHNSW-NSWHealthStudentOnlineAccounts@health.nsw.gov.au, and provided with a NSW Health employee number (StaffLink ID) and temporary password before your first clinical placement starts. Student IDs are activated approximately 14 days prior to your first placement starts and deactivated 14 days after each clinical placement. They are then reactivated 14 days before each subsequent placement. Each student should only receive one StaffLink ID which will be kept for life. NSW Health employees who are also students, will continue to use their existing StaffLink ID for both employment and placement.

Late placements

If your placement is confirmed late (i.e. less than 14 days from the start of your placement), then you will receive your email with StaffLink ID and temporary password on the day you are assigned to placement.

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 (MHL) - 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)

If you have any problems with network logins/IT application access, discuss with your education provider student coordinator or your NNSWLHD student facilitator if you have commenced placement. Following this, if you are still experiencing problems you can contact the IT State Wide Service Desk (SWSD) on 1800 28 55 33.

Refer to p.20 for further information about Login in and Password Instructions.

Mandatory Training

Students are given access to MHL 13 days prior to their placement commencing. Ideally students will complete prior to their placement commencing, but have 2-4 weeks from commencement to do this.

Completion of mandatory training helps you prepare for your placement as well as maintaining a safe and healthy working environment, supports you to meet your NSW Health obligations, 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.



How Do I Access My Health Learning – eLearning Modules?

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 create your unique password which is used to access all of your IT accounts with NNSWLHD. You will also receive instructions on how to access your mandatory training modules in your MHL pathway.

Students will use their StaffLink ID to log into the My Health Learning system. Access to My Health Learning is granted 13 days before the placement starts and terminated 14 days after the placement ends. Access is reactivated for each subsequent placement.

Students having trouble logging into the My Health Learning system will need to contact the State-Wide Service Desk on 1300 28 55 33 and ask them to send them a change password link. For more information regarding mandatory training requirements see the [NSW Health Student Placements Central Website](#).

MHL Mandatory Modules for Completion

You required to complete the following eLearning modules, ideally prior to the commencement of placement.

• Introduction to Work, Health and Safety
• Hazardous Manual Tasks
• Privacy – It’s Yours to Keep
• Hand Hygiene
• Between the Flags – Tier 1: Awareness, Charts and Escalation – Clinical students only
• Cyber Security Fundamentals
• Infection Prevention and Control Practices
• Personal Protective Equipment for Combined Transmission-Based Precautions
• Donning and fit checking of P2 or N95 respirators in NSW Healthcare settings
• Security Awareness – All Staff

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

Additional MHL modules:

Additional MHL modules are available for students from certain disciplines. Your education provider will inform you if you need to complete further modules.

Post-graduate midwifery students are also required to complete the additional mandatory training modules as per NSW Health policy requirements, including the Perinatal Safety Education Pathway.

Nursing and Midwifery and Medical students are also able to complete the electronic medical records (eMR) training modules in MHL.

If this is the case, you will need to search for these modules in the catalogue of the MHL system as they will not be displayed on your MHL home page.

Presenting for Clinical Placements – First Day Checklist

✓	Meet with your student facilitator at the time and location that has been agreed
✓	Present wearing your university/college uniform or recommended clothing
✓	Fit Testing – discuss with your clinical facilitator as required
✓	Know your StaffLink Number. This number is your NSW Health employee number and 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 facilitator on the first day of placement
✓	Bring your University/College placement documentation as required
✓	NNSWLHD Student Orientation Handbook Declaration Form – signed that you have read this document (form located in Appendix B, p. 35)

Useful Information About NNSWLHD Facilities

Accommodation

Accommodation may be available for on clinical placement at some NNSWLHD facilities. Please speak with your education provider about arranging accommodation if needed.

Food & Beverage

Most NNSWLHD facilities have a café and/or food/drink vending machines on site. We recommend you bring your own food on the first day of placement just in case. Discuss with your student facilitator what eating facilities are available as well as the allocated time of each meal break. Most clinical wards/units have a lunchroom 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 [here](#). If you are travelling from QLD visit: [TransLink](#).

Site Amenities

Each NNSWLHD health facility/site has different amenities available. We encourage you to research their health site amenities prior to their first day of placement, to ensure they are familiar with what is available. Your student 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 facilitator.

Website

All information can be found on the [NNSWLHD website - intranet](#). This includes the latest updates, policy and procedures, work support app, staff look up (contacts), WHS information, and the Clinical Placement webpage (under Workforce > Organisational Development and Learning (ODL > Clinical placements)).

While on Placement – Identification

Education Providing 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 keypads or NSW security ID access cards. Your student 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 facilitator OR the point of collection (i.e. security, operational manager) on the final day of your placement, and sign that it 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 NNSWLHD Security ID access card is misplaced your student facilitator must be notified immediately. If it is after hours, please notify the local security department 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 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.

While on Placement – Computer Access

NNSWLHD Computer Networking Log In Instructions

You will have access to the NNSWLHD Network (intranet - including IT applications, internet, and Z Drive) - discuss with your student facilitator on placement.

Student login instructions:

When you receive your NSW Health employee number (StaffLink ID) via email (see p. 17), you will be provided with instructions of how to create your password, and how to log into My Health Learning.

Username: StaffLink number
Password: Ch4ngeme

** Enter this password, and you will then be asked to create a new unique password that you will use for all applications*

IT Applications

You 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:

- eMR - Electronic Medical Records
- CHOC - Community Health & Outpatients Clinical Systems
- FirstNet - Emergency Department
- SurgiNet – Theatre
- Mosaic – Oncology

You will receive training and instruction in how to use any IT applications required of you whilst you are on placement.

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 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.

While on Placement – Key Information, Policies & Helpful Tips

Breastfeeding During Clinical Placement

NNSWLHD supports the NSW Ministry of Health Policy - [Breastfeeding in NSW - Promotion, Protection and Support \(PD2011_042\)](#), and encourages students to maintain their breastfeeding routines whilst on clinical placement where ever possible and desirable. Advice on options available to breastfeeding students can be given by contacting the NNSWLHD Clinical Midwifery Consultant on 02 6624 0332.

Care of Valuables

We encourage you 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 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 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 facilitator or unit manager if you are unsure. Further information about supervision models can be found [here](#). The Australian Health Practitioners Regulation Agency – [AHPRA](#) can also provide you with information about your discipline registration standards, professional codes and guidelines.

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. If you are required to wear a uniform, wear the uniform specified by your education provider (and which adheres to your discipline specific award classification). If you are not required to wear a uniform, please present in casual business attire, relevant to your role and 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 is 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 or students providing direct patient care.

Please refer to the [NNSWLHD Dress and Appearance Policy \(NNSW-LHD-POL-0494-19\)](#) for full details of what is appropriate and not appropriate clothing before placement commencement.

Fleet Vehicles

You 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 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

You will typically have access to a photocopier (for work purposes only). 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 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 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 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 facilitator.

If you are sick during your placement, please notify your student 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 you 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 facilitator this record regularly, and request they sign your attendance.

Student Support

If you are having problems on placement, discuss with your student facilitator. You are also able to access the NSW Employee Assistance Program (EAP) for further support. Details are available on the [NNSWLHD Work Health and Safety intranet link](#) or phone 1300 361 008. Your education provider will also have a range of student support services you can access.

Travel

You will be required to meet all travel costs to access your placement (i.e. travel to and from your health facility).

Use of Phones

Use of your phone should occur during your designated work-breaks. Permission is needed from your student facilitator if you need to make a phone call during your shift, and these must be made in non-clinical areas. 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)

Like NNSWLHD employees, you have a personal responsibility to keep your workplace safe. This is also a requirement by law under the Work Health & Safety Act 2011, and the NSW WHS policy: [Work Health and Safety: Better Practice Procedures \(PD2018_013\)](#).

This procedure outlines your 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 ideally before the commencement of your placement. Your education provider will instruct you about these modules and how to access them (via My Health Learning – eLearning).

Emergency Procedures

An Emergency Procedures Guide can be located:

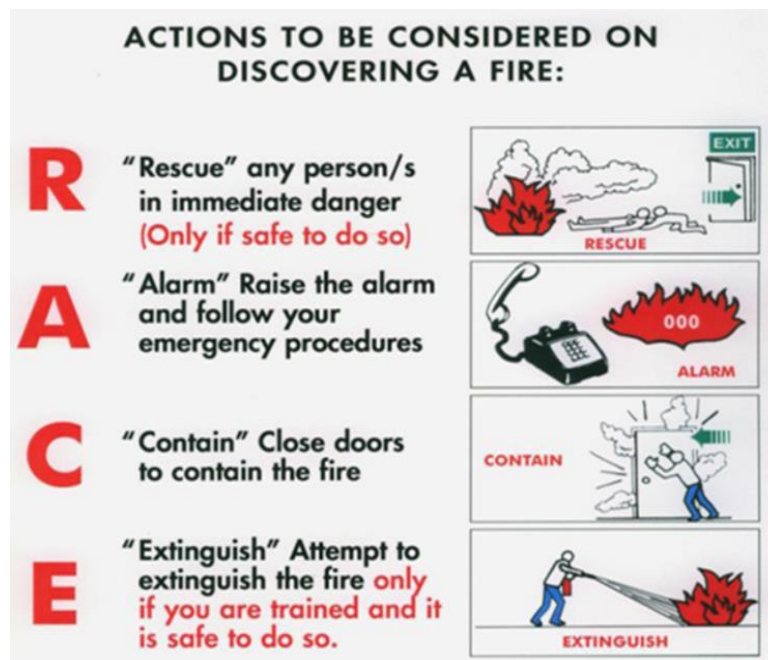
- In easy-grab hard copies at your work unit
- On local drives from your computer desktop

Confirm the location of the Emergency Procedures guide with your student 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 ORANGE	Evacuation
CODE RED	Fire
CODE PURPLE	Bomb/Arson
CODE BLACK	Personal Threat
CODE YELLOW	Internal Emergency
CODE BLUE	Medical Emergency
CODE BROWN	External Emergency

What to do if There is a Fire?



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 \(PD2018_013\)](#). These include:

- Instructions on how to risk assess all tasks before commencing any activity
- How to use equipment, aids and requesting other workers to assist when performing tasks
- Liaise with manual handling coordinators to provide education in use of manual handling tasks and aids
- Being aware that manual handling is the biggest source of workplace injuries
- If in doubt – don't do it. Stop and get help!

Standard Precautions

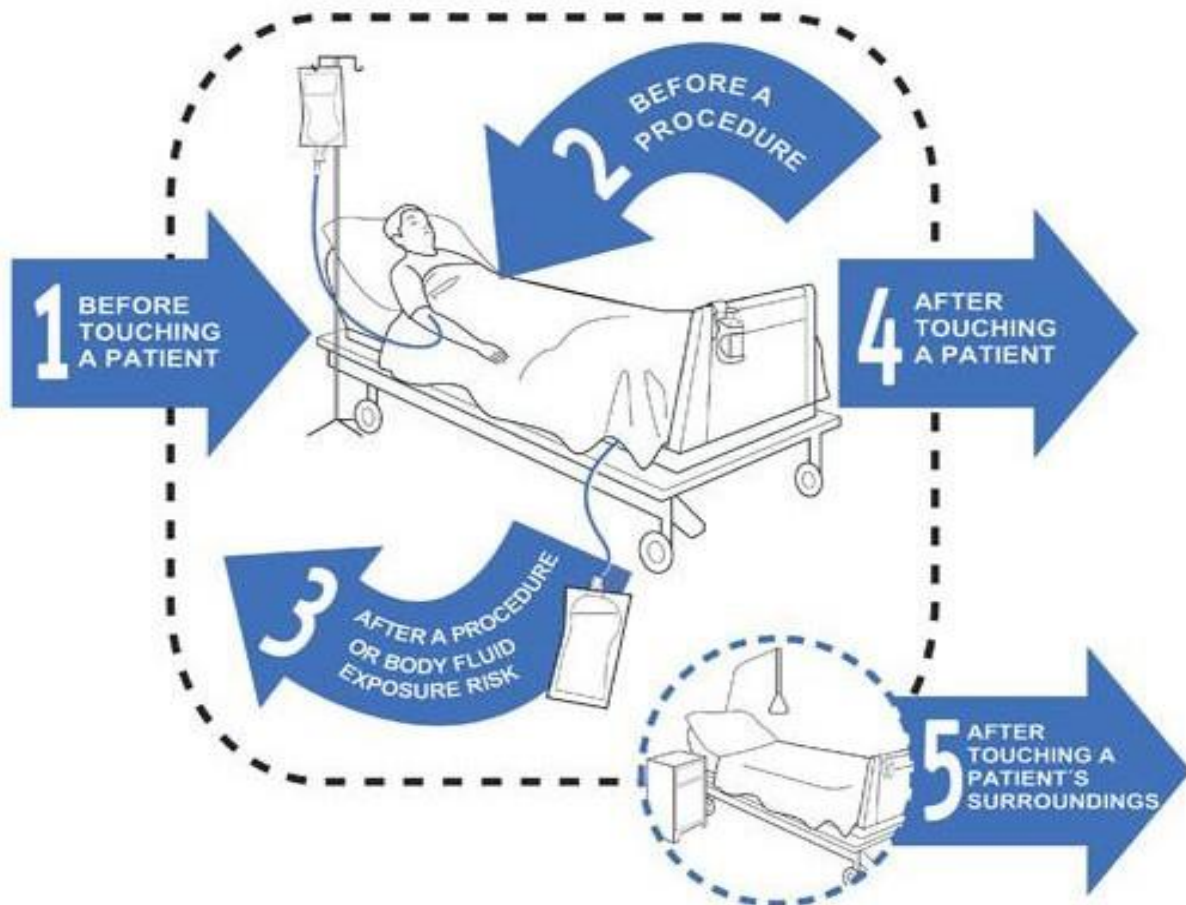
Standard precautions aim to reduce the risk of transmission of blood borne and other pathogens from both recognized and unrecognized sources. They are the basic level of infection control precautions which are to be used as a minimum, in the care of all patients. Hand hygiene is a major component of 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

You are required to complete the MHL mandatory training module - 'Hand Hygiene' prior to commencing placement, as well as being familiar with the [Infection Prevention and Control Policy \(PD2017 013\)](#).

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 facilitator and other NNSWLHD staff on its appropriateness, use and disposal. PPE on line learning training is available on the [HETI Moodle](#). This is not mandatory for students.



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 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

We encourage you to be proactive regarding your own safety by being familiar with your work environment and wear/know the location of duress buttons/pendants and how to use them. Any aggressive or violent incidents must be reported immediately to your student facilitator and unit manager, who will 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 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 facilitator or a NNSWLHD staff member can assist you in lodging an incident notification.

Clinical Practice Matters

Scope of Practice

As a student the scope of your clinical practice learning will depend on your discipline, clinical skill competence, abilities, placement learning objectives, and supervision requirements. At the commencement of your placement your student facilitator will discuss the competencies expected of you during your placement, as well as requirements stipulated by your professional body/AHPRA.

Communication

Effective communication skills are essential for all health professionals when communicating with patient/client's 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 when you meet with a patient or client, introduce yourself, your role and your student status and always seek consent. Patient care is a partnership, and it is critical that patients be involved in and understand their treatment plan, including opportunity to ask questions.

Clinical conversations should be clear, focused & 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 patient's health care record, only use abbreviations that are commonly known (your student facilitator can give you a list). 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.

Documentation in the Health Care Record

The health care record may be paper, electronic or both (i.e. hybrid record). If you are required to write in paper medical records (including during 'IT downtime') your student facilitator will assist you with access and documentation requirements.

General documentation about patient/client 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/client and supports a holistic care approach. The aim of progress notes is to capture the 'story' of the patient/client journey from admission to discharge, so all treating clinicians have an understanding of the patient history, treatment and plan.

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 [Health Care Records - Documentation and Management \(PD2012_069\)](#)). In the first instance, please discuss with your student facilitator before documenting in a patient/client's health care record.

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 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 username (see pp. 20-21) 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 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 facilitator. Your facilitator is required to log in to eMR (PowerChart) and select the patient chart that you have 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 your 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 facilitator)
- 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, you are 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 dd/mm/yy or dd/mm/yyyy)
- 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/client progress notes in health care records (electronic and/or handwritten) may be made public (through a freedom of information (FOI) request) or subpoenaed in a court of law
- Ensure that your progress notes in health care records (electronic and/or handwritten) are co-signed by your student facilitator.

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 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, and 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	For eg: 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	For eg: 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, Urbenville and community health sites. It also has professional responsibility for the Clarence region in support of the Grafton Base Hospital Library
- 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 inter library loans, access to online databases via the Clinical Information Access Portal (CIAP), journals and E-Journals, books, audio-visual resources, photocopying/scanning/printing/fax facilities and a quiet study space. 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 you 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 UCRH 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. For more information see the [Library Services](#) available on the NNSWLHD intranet.

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 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 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 UCRH 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 on offer, visit the [UCRH](#) webpage.

Completion of Placement – Last Day Checklist

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

✓	Meet with your student 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 facilitator for your student record)
✓	Sign your clinical hours' form and provide a copy to your student facilitator for your student record
✓	Check that all progress notes have been counter signed by your student 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 facilitator)
✓	Discuss with your student 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 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 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. [Student Placements in NSW Health \(PD2022_049\)](#)
2. [NSW Health Code of Conduct \(PD2015_049\)](#)
3. [Working with Children Checks and Other Police Checks \(PD2019_003\)](#)
4. [Occupational Assessment, Screening and Vaccination Against Specified Infectious Diseases \(PD2022_030\)](#)
5. [Work Health and Safety: Better Practice Procedure \(PD2018_013\)](#)
6. [NSW Health Privacy Handbook](#)
7. [Infection Prevention and Control Policy \(PD2017_013\)](#)
8. [Blood and Body Substances Occupational Exposure Prevention \(GL2018_013\)](#)
9. [Recognition and Management of Patients who are Deteriorating \(PD2020_018\)](#)
10. [NSW Health Care Records- Documentation and Management \(PD2012_069\)](#)
11. [NNSWLHD Health Record Documentation Procedure \(NC-NNSW-PRO-6894-13\)](#)
12. [New and Changed IT Network/Email/Internet Access Policy \(NNSW-LHD-POL-0477-19\)](#)
13. [Preventing and Managing Violence in the NSW Health Workplace - A Zero Tolerance Approach \(PD2015_001\)](#)
14. [NNSWLHD Dress and Appearance Policy \(NNSW-LHD-POL-0494-19\)](#)
15. [NSW Health 'Communications - Use & Management of Misuse of NSW Health Communications Systems \(PD2009_076\)](#)
16. [Medication Handling in NSW Public Health Facilities \(PD2013_043\)](#)
17. [Open Disclosure Policy \(PD2014_028\)](#)
18. [Incident Management Policy \(PD2020_047\)](#)
19. [Your Health Rights and Responsibilities \(PD2011_022\)](#)
20. [NNSWLHD Social Media Policy and Guidelines \(NNSW-LHD-POL-0616-19\)](#)

Appendix B

NNSWLHD Student Orientation Handbook – Declaration Form

I _____ (name) certify that I have read and understood the essential information contained in the NNSWLHD orientation handbook 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.

X

Signature:
Student

X

Signature:
Student Facilitator

X

Print name:
Student

X

Print name:
Student Facilitator

X

Date

X

Date

Student Declaration – NNSWLHD record-keeping process:

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