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Acknowledgements

This generic multi-disciplinary orientation manual has been developed for the use by each of the nine Allied Health disciplines at Ballarat Health Services. It is largely a composite of pre-existing discipline specific orientation manuals.
1 Introduction

Ballarat Health Services (BHS) is a regional health facility providing integrated and comprehensive services to the Ballarat community and the Grampians Region. Ballarat Health Services was established in 1997 and brought together the Ballarat Base Hospital, Grampians Psychiatric Services and the Queen Elizabeth Centre into the one organisation better able to serve the health needs of the community.

Ballarat Health Services offers health services throughout the continuum of care including; acute, midwifery, psychiatric services, rehabilitation, residential aged care and community based services. It employs 3,000 staff members and in 2006 serviced 28,000 inpatients and provided 184,609 outpatient services.

Apart from a small number of specialist programs, BHS undertakes a broad spectrum of health and social services. As the Grampians health region's largest and most comprehensive health service provider, BHS also provides consultation, support and education for other health services in the region.

Ballarat Health Services has an Allied Health service employing in excess of 120 (EFT) allied health staff. The allied health staff comprises nine disciplines: exercise therapy, social work, psychology, speech pathology, prosthetics and orthotics, physiotherapy, occupational therapy, podiatry and dietetics. Ballarat Health Services receives requests for undergraduate and postgraduate clinical placements from eight universities: La Trobe, Monash, Melbourne, Ballarat, Deakin, Victoria, Charles Sturt, Mayfield Education and Flinders Universities.

2 About Ballarat

2.1 History, restaurants and cafes, wineries and other tourist attractions

Ballarat is an historic city, with gold being first discovered in 1851. The second largest gold nugget ever found in Australia, the Welcome Stranger, was found near Ballarat in 1858. Another important historical event was the Eureka Stockade. Early in the morning of December 3, 1854, a battle between the miners and Government soldiers took place supposedly where the Eureka Stockade centre is now.

To find out more about Ballarat, the Ballarat City website http://www.ballarat.vic.gov.au/ has information about Ballarat including maps (refer to the About Ballarat section), demographics and history, and visitor information (http://www.visitballarat.com.au/) for great places to eat, wineries and tourist attractions such as Sovereign Hill.

3 Before you start your placement

3.1 Procedures to be completed before commencing

Before you start your placement, you will be required to do the following things:

- Contact your BHS supervisor and provide your contact details and emergency contact details.
- Provide evidence to your supervisor that you have had a police check (Appendix A).
- Read the BHS confidentiality policy (Appendix B) and sign the confidentiality agreement (Appendix C).
- Read the immunisation guidelines (Appendix D).
On the first day or two of your placement, you will be oriented to the work environment you will be working in whilst on placement. Your supervisor and Clinical Manager will check off each of the items on the induction checklist as you are shown them. You will then be asked to sign the form and return it to the Clinical Manager of your department.

3.2 Hours of work
The hours of work may vary depending on your role. You will need to verify this with your supervisor. In general work hours are:
- 8.30am to 5pm
- Tea breaks are 15 minutes
- Lunch is 30 minutes

Students will be required to undertake some study outside of clinic time ensuring they have a sufficient clinical foundation and sessions are planned and written up properly.

3.3 Support for Student Placements
There are a number of supports that are available to you while you are on placement at BHS. These include support with finding accommodation if you require it (refer to section 3.3.1), an opportunity to meet the other students at BHS through the student meeting (refer to section 3.3.2), and an additional support person available to discuss issues with you (refer to section 3.3.3).

3.3.1 Accommodation
Ballarat can be very cold in winter and weather can be unpredictable at other times of the year, so make sure you bring plenty of warm clothing. You may be asked to walk between the BHS sites and so a coat and umbrella is advisable.

We have a number of accommodation options available.

Hospital Based accommodation
This accommodation may only be booked by your BHS supervisor through the BHS accommodation manager.
Very basic self contained units are available. They have their own kitchen and bathroom, but no TV (so lots of time to explore Ballarat!!) and no Laundry facilities. Nearest Laundry is 711 Sturt St Ballarat VIC 3350.

NB These units are linked to the nursing home and so you need to be careful when cooking as setting off the smoke detector will result in a visit from the fire brigade!!

University of Ballarat accommodation
You can find out more about this accommodation at http://www.ballarat.edu.au/facilities-and-services/accommodation/short-term-accommodation

For a current list of additional private accommodation options please contact Anna Wong Shee on (03) 5320 3504 or annaw@bhs.org.au
3.3.2 Student meeting

Once a week there is a meeting for students, which has the following objectives:
- To introduce students to each other, so they can offer/receive peer support within and outside of the clinical setting;
- To provide an opportunity for students to discuss their experience of living and working in a regional centre, and in many cases living away from home;
- To provide an opportunity for students to raise any issues they may have that relate to their regional experience, and brainstorm possible solutions with their peers; and
- To provide an opportunity for students to discuss the work they are doing within their clinic, to learn more about the roles and terminology used by other disciplines and to identify opportunities for interdisciplinary interaction.
- Some weeks there will be an information sharing session from a member of the allied health team about a specific clinical issue that impacts on professional practice, or a case discussion.
- These meetings are hosted by the student support person Anna Wong Shee.

Meetings are held once a week for one hour, **lunch is provided**

<table>
<thead>
<tr>
<th>Day</th>
<th>Every Thursday</th>
</tr>
</thead>
<tbody>
<tr>
<td>Time</td>
<td>12.30 – 1.30</td>
</tr>
</tbody>
</table>

3.3.3 Additional support

When you commence your placement, you have many support people around you, including your clinical supervisor, the Clinical Manager of your department and your university contact person. It is important to use these resources to assist you as required.

In addition to this support, Anna Wong Shee is also available for you to discuss any issues in the unlikely event that this additional support is required. You will meet her at the student meetings, and/or can contact her on 53203504.

3.4 Access to hospital gym and pool

Ballarat Health Services has a pool and gym at the Queen Elizabeth Centre that is available to staff and students after hours. If you are going to be here for a month or more, you can purchase either a one month ($40.00) or three month ($80.00) membership.

To access the gym, you must first make an appointment with an Exercise Therapist to ensure you are familiar with the gym rules and equipment. This is an occupational health and safety requirement. For more information, you can ask Anna Wong Shee, or make an enquiry at the Peter Heinz reception area.

3.5 General reminders

- ID to be worn at all times.
- Ensure you dress professionally (refer to Allied Health Code of Conduct Appendix F).
- Patient confidentiality to be practised at all times.
- No patient information (including cards, files or reports) are to leave Ballarat Health Services premises.
- Case notes must be factual and legible.
- Use only approved abbreviations in the medical records. Ask your supervisor for details.
- Use blue or black ball point pen only in the medical records.
Supervising clinician must co-sign students’ notes. You need to indicate when signing your notes that you are a student, by writing “student” in brackets next to your name.

4 Getting around Ballarat

4.1 Getting to Ballarat Health Services
You are most likely to spend you placement at either the Queen Elizabeth Centre (subacute), the BHS Base Hospital (acute) or some time at each. A map showing you how to get to each of the sites is in Appendix G.

4.1.1 Queen Elizabeth Centre
The Queen Elizabeth Centre is on the block encompassed by Dana Street, Talbot Street Sth., Eyre Street and Ascot Street Sth. You can find the Allied Health department by entering the main entrance on Ascot Street Sth. and asking for directions at the front reception. Refer to the map of the Queen Elizabeth Centre in Appendix H.

4.1.2 BHS Base Hospital
The BHS Base Hospital is on the corner of Mair Street and Drummond Street. A map of the BHS Base Hospital site has been included in Appendix I. Ask your supervisor to show you how to get to The Allied Health Office (TAHO) as it is a little difficult to find.

4.2 Transport
Some students will be required to travel to regional centres or home visits. Students will not be asked to travel without their supervisors. A number of transport options are available for you to use with your supervisors; these have been listed below.

4.2.1 Hospital cars
Hospital cars are available to staff for work related travel. Staff will arrange car bookings if required as students are not permitted to drive hospital cars.

4.2.2 Taxis
There may be times a staff member is unable to obtain a car from the booking service or a person in a wheelchair may need to be transported. In this case, a staff member can use the Ballarat Taxi Service (for both standard and maxi-taxis).

- Taxis can be used for work related travel by students however students must be accompanied by a staff member. (Some Psychology students are an exception to this – see the Clinical Manager of Psychology, Rob Moss for exceptions.)
- Use of a taxi must be approved by the Clinical Manager.
- Complete vouchers as appropriate. Vouchers can be collected from the Peter Heinz reception at the Queen Elizabeth Centre, the Queen Elizabeth Centre switchboard or from the Allied Health Reception at the BHS Base Hospital. Please include a cost centre on the voucher.

4.2.3 Buses
A local bus service operates to all areas of the city daily. Limited services are available on Sundays. Timetables are available from at http://www.kefford.com.au/keff_davis.htm or contacting the Davis Bus Service on 53317777.
4.2.4 Parking
- Car parking is available in streets surrounding the BHS Base Hospital and Queen Elizabeth Centre. Beware of 2hr restrictions close to the entrances at both sites.

5 Ballarat Health Services policies and procedures

Whilst working at BHS you will be required to be aware of and adhere to BHS policies and procedures. Please ask your supervisor to show you how to access them on the BHS Intranet. The policies and procedures that are most important for you to know have been included below.

5.1 Emergency Procedures

All staff and students are expected to keep abreast of the current emergency and safety procedures for BHS, in addition to the procedures for their specific work area. An emergency procedures manual is located in Allied Health reception and the common room. The following information is specific to the Inpatient Rehabilitation Program (IRP) ward and Peter Heinz Centre and is for your general information only.

In the event of a medical emergency (code BLUE) on IRP, a staff member will depress the code blue alert – either in the patient’s room or in the dining room as appropriate. An auditory alarm sounds in the ward, and the text screen at the end of each zone alerts staff to the room number of the client requiring assistance.

Any medical emergencies occurring in the Peter Heinz Centre are advised through the paging system.

You will also need to refer to the emergency procedure manual, which is located in the stationery rooms and on the BHS Intranet, for current fire, evacuation and other emergency procedures, and the location of evacuation points.

To notify reception of an emergency, dial 93777, state the nature of the emergency, and the code (i.e. Code RED for fire), as well as the specific location, and follow any instructions.

5.2 Safe Practice for Working in the Community Policy

It is important, if you are working in the community, that you are aware of the policy about safe working practices in the community, even though you will not be expected to work in the community on your own. Refer to the BHS Intranet for the full policy. Ask your supervisor to show you this policy on the BHS Intranet.

5.3 Manual handling

Although not all students participate directly in manual handling activities, there may be occasions where a student is required to do manual handling unexpectedly, e.g. when working with a patient and the patient decides to get out of bed and falls. In order to avoid injury to yourself or a patient therefore, all students (from all disciplines) will not be allowed to work independently with patients during their placement unless they have completed competency training in manual handling that is deemed to be of a satisfactory standard by BHS. If you have completed manual handling training as part of your University course, please bring evidence of that with you to your placement at BHS. Students who have not previously completed competency training in manual handling will be required to complete BHS training at the relevant level, according to the type of work undertaken during your placement (either “SmartLift” manual handling training for clinical work or Corporate Manual Handling training). Please ensure you organise this with your supervisor.
prior to working without a supervisor present. Prior to working independently, you will be checked for your competency within this area by a staff member within your discipline.

5.4 Incident reporting

In the event that you are involved in an incident, i.e. that there is an adverse event that has an impact on your and/or a client you are working with, you must tell your supervisor and your supervisor is required to complete an incident form.

5.5 Infection control

Prescribed practices have been developed to comply with statutory and professional regulations so as to minimise the potential for the transmission of infections within BHS. All staff employed by BHS, either directly or by contract, and students are required to comply with these Infection Control policies and the practices described in the Procedure Manuals applying to the staff member’s particular program or service. Please ask your supervisor to show you where this policy is located on the BHS Intranet.

5.6 Library

The library is located on the second floor at the BHS Base Hospital, directly above the staff cafeteria. Hours of opening are:

- Monday to Thursday 8.15 am to 6pm
- Friday 8.15 am to 5pm

- The librarian can be contacted on extension 94455.
- Staff borrowing privileges are extended to University students.
- A monthly current awareness bulletin outlining articles of interest is distributed throughout the health service and articles may be ordered.
- Information regarding particular disorders / diseases / health management issues can be searched for by topic using Medline, the BHS Intranet, Internet, etc. The Librarian will assist you if required.
- Audiovisual equipment is available for use i.e. overhead projectors, LCD & slide projectors, white boards, video, TV.

5.7 Clinicians Health Channel

The Clinicians Health Channel is a valuable source of research evidence that is available to staff and students within the Victorian Health Sector. Access to the Clinicians Health Channel is via the BHS Intranet library site [http://bhsnet/?q=node/609](http://bhsnet/?q=node/609).

5.8 Cafeteria/Strawberry Cafe

- The BHS Base Hospital Cafeteria is located on the 1st floor adjacent to Dietetics Department. It is open to staff, patients and visitors (Hours of opening: 9am to 6pm Monday to Friday).
- A kiosk is located on the Ground Floor of Sloss House, BHS Base Hospital, adjacent to the Switch Board and Accident and Emergency Department.
- The Strawberry Tree Café is located in the Peter Heinz Centre at the Queen Elizabeth Centre (Hours of opening: 10am to 2pm Monday to Friday).
- Drink vending machines are located throughout BHS.
5.9 Smoking
The Hospital is a smoke free zone.

5.10 Telephones
Please refer to the internal directory (red telephone directories next to some phones, or via the BHS Intranet) for extension and pager numbers, extensions. To use the phones:

5.10.1 Internal calls
Dial 5-digit extension number beginning with 9. The BHS Base Hospital numbers begin with 94, the Queen Elizabeth Centre numbers begin with 93.

5.10.2 Local outside calls
Dial ‘0’ and then phone number.

5.10.3 STD calls
Dial ‘0’ and then phone number. If phone is barred for STD numbers, call the switch board (937000 for Queen Elizabeth Centre and 94000 for BHS Base Hospital) and ask them to place call.

5.11 Mobile phones
Mobile phones are not to be switched on when on the wards at the BHS Base Hospital and in particular in areas where there are signs requesting for mobile phones to be turned off. They can be used when in the office area if essential. It is not appropriate to use mobile phones while participating in consultations, supervision or meetings. It is expected that you will not be interrupted by personal calls except in an emergency.

5.12 Fax machines
At the BHS Base Hospital, a fax machine is located in the menu monitors office. This machine is available for use by the Allied Health departments. Fax number is (03) 53204765.

At the Queen Elizabeth Centre, the rehabilitation services fax machine (located in the stationery area) is used. Fax number is (03) 53203800.

Please inform your supervisor prior to sending faxes. Patient confidentiality may be an issue. Remember a cover sheet must be used when sending a fax.

Paging system
Most Allied Health staff are issued with a pager to assist with communication. A current list of pager numbers is available on the BHS Intranet at S:\Allied Health\Allied Health\Human Resource Management\Staff Contact details/staff contact details.xls.

There are two paging systems, one for the Queen Elizabeth Centre and one for the BHS Base Hospital.

To page someone at the BHS Base Hospital:
1. Dial 94888 on any telephone (no need to precede this with an 0);
2. When prompted, enter the pager number of the person you wish to speak to (eg 765), followed by #;
3. When prompted, enter the four digit extension number of the telephone you are calling from (e.g. 93801), followed by #;
4. Hang up, and the person you have paged will return your call on that telephone.

To page someone at the Queen Elizabeth Centre:
1. Dial 93888;
2. Follow steps 2-4 above.

5.13 **Computer systems – logins, printers, time to access**

Ballarat Health Services has a number of computers available that students are able to access. However students will not have a designated computer available for their use please be aware staff share computers and at times computers are in high demand. If you have access to a laptop computer and can bring it with you whilst you are on placement, this would be helpful.

If you need to use a computer for an extended time (more than half an hour), you can book a computer in the computer room at the Queen Elizabeth Centre by contacting phone ext. 93739. Ask your supervisor to show you where the computer room is located.

Computers are also available in the library at the BHS Base Hospital. Refer to Section 5.6 for library opening times.

5.13.1 **Login**

When you contact your supervisor prior to your placement, the Clinical Manager of your discipline will apply to the helpdesk for an individual computer login name and password that you will use to access all computers across BHS (this process takes 7 days, so it is important to contact your supervisor early). Once you have logged into a computer, you can access BHS information through the BHS Intranet.

5.13.2 **E-mail**

Students are not allocated a BHS e-mail address. Once you have a login, you will be able to access the internet and so will be able to access e-mail via your university e-mail address.

5.13.3 **Saving files**

All files you generate will be saved to the P: drive, which is a location on the hospital server for your use while you are on placement at BHS. Files on the P: drive are backed up every night. Please do not save files to the C: drive as these are not backed up.

5.13.4 **Printers**

It is not always obvious which printers are attached to each computer. When you know which computer you will be working on for the majority of the time ask your supervisor to show you the relevant printer.

5.14 **Mail – internal and external**

Internal mail should be sent in the yellow envelopes located in the stationery room. You can use internal mail when sending information to other BHS staff.

Internal and external mail is delivered into individual pigeon holes. If you are expecting any mail, ask for it to be sent care of your Clinical Manager.
External mail (e.g. doctor’s letters, referrals to other agencies) can be sent by placing the addressed envelope in the “outgoing mail” pigeon hole (bottom right hand corner) or box in the stationery room.

6 Allied Health Policies and Procedures

In addition to the policies and procedures that are for all staff at BHS, there is an additional set of documents that relate specifically to Allied Health staff. The entire set of documents can be found on the BHS Intranet. You will need to be aware of all of these documents, however the ones you will need to be most aware of have been included below.

6.1 Allied Health – Vision and Mission

The 2005 Allied Health planning day gave the clinical management team an opportunity to reaffirm our mission, vision, core values and rules. The management team agreed that Allied Health remains committed to the following:

Vision
“Ballarat Health Services leads the nation in Allied Health”.

Mission
To enhance health outcomes for the patient and clients of the Ballarat Health Services.

Core values:
- Openness;
- Integrity;
- Commitment.

The vision, mission and core values are supported by:

Core Guidelines:
- Allied Health Services at the Ballarat Health Services are a group of professions with varied and unique skills guided by common principles.
- Allied Health Professionals may specialise in clinical areas of their specific discipline.

Core principles:
- Accountability / EBP / Safe Practice / Ethics.
- Clinical Excellence / Competencies / Skills / Teaching / Learning.
- Integrated / Integral.
- Collaborative / Team based.
- Client focused / Responsive to individual needs / Functional outcomes / Self efficacy.

Guiding principle:
- Clients of the Allied Health service will change therapists as infrequently as is clinically appropriate and practically possible.

6.2 Professional behaviour - Code of Conduct

The purpose of the Directorate of Allied Health Code of Conduct document is to provide BHS Allied Health staff and students with a code of conduct that establishes professional behaviours and acts as a guide to professional interactions with patients, families, BHS staff, other health providers and the wider community. These guidelines form part of the Directorate of ‘Allied Health Staff Induction’. It should be read in conjunction with existing professional codes of conduct, and in no way replaces those codes. These guidelines are to be read in conjunction with

6.3 Statistical requirements
Maintaining accurate statistics about how many patients have been seen by each professional is important for a number of reasons, in particular funding. Ask your supervisor what statistics you need to keep, how often and how they need to be reported.

6.4 Allied Health guidelines for clinical documentation

6.4.1 Guidelines on usage, storage and disposal of Allied Health clinical working files
The Allied Health Guidelines for the usage, storage and disposal of Allied Health clinical working files can be found on the BHS Intranet. Ask your supervisor to show you this policy.

Allied Health working files are any unofficial notes that are kept by clinicians to assist patient care throughout an admission (inpatient or outpatient). This information is disposed of at patient discharge. Examples of these include: demographic information that is useful to the admission, treatment notes, rough drafts and handover notes.

Procedure
1. Storage – Notes should be stored in a secure place, not for public viewing.
2. Access – Ensure that discipline colleagues are aware of secure location of working files in the event of staff absence.
3. Disposal – Working files are disposed at time of discharge in the confidential documentation bin.

6.4.2 Allied Health SOAP guidelines
Health Information Services are located at both the BHS Base Hospital and Queen Elizabeth Centre. A separate medical record exists for BHS Base Hospital admissions (acute inpatients and outpatients) and Queen Elizabeth Centre admissions (subacute, rehabilitation, palliative care, residential care and outpatients).

The following description of the SOAP notes has been taken from the Allied Health Guidelines on Clinical Documentation.

Introduction to SOAP notes
Each day in the clinic, therapists, program assistants, students and many other health care professionals document what they do with patients. One of the methods they use is a form of patient care note called a SOAP note. The SOAP format for writing notes has been widely used at BHS and is still well accepted as an appropriate method for documentation.

What SOAP means?
The word SOAP is an acronym. Each of the letters in SOAP stands for the name of a section of the patient note. The patient note is divided as follows:

- S stands for Subjective
- O stands for Objective
- A stands for Assessment
- P stands for Plan
Types of clinical notes
During the course of a patient’s care, the patient is initially assessed, reassessed constantly, and finally assessed upon discharge from the therapist’s care. Each of these types of assessment results in a type of SOAP note. An initial note is written after the initial patient assessment. An interim, or progress, note is written periodically, reporting the results of reassessment. A discharge note is written at the time that therapy is discontinued.

The purposes of documentation
All healthcare professionals document their findings for several reasons:

- Notes record what the therapist does to manage the patient’s case. The rights of the therapist and the patient are protected should any question occur in the future regarding the care provided to the patient. SOAP notes are considered legal documents, as are all parts of the medical record.
- Professionals providing services after the patient is discharged from one therapist’s care may find the therapist’s notes to be very valuable in providing good follow up treatment.
- Using the SOAP method of writing notes helps the therapist to organise the thought processes involved in patient care. By thinking in an organised manner, the therapist can better make decisions regarding patient care. Thus, the SOAP note is an excellent method of structuring thinking for problem solving.
- A SOAP note can be used for quality improvement purposes. Certain criteria are set to indicate whether quality care is occurring. Within a limited time frame, the SOAP notes from all patients with a certain diagnosis can be assessed to see whether the preset criteria have been met.

6.5 Meeting rooms
Meeting rooms can be booked through the Outlook Calendar system. Click on Calendar, then file, open, other user’s calendar, Allied Calendar. Rooms are booked with a brief description of the meeting to be held. See one of the program assistants if you get stuck.

6.6 Stationery
Stationery is available in the stationery room behind main reception at the BHS Base Hospital and Queen Elizabeth Centre. Everything from pens, highlighters, and notebooks are available. If you want to order a specific stationery item that is not in stock, discuss this with your Clinical Manager.

6.7 Allied Health social activities
You are invited to the PFA (Pleasant Friday Afternoon) drinks every Friday afternoon. The 1st Friday of every month, PFA drinks are at the BHS Base Hospital at TAHO (The Allied Health Office) from 4.00pm. Every other Friday, PFA drinks are on at the Queen Elizabeth Centre at the Strawberry Tree Café from 4.30pm. This is a chance for staff and students to relax after a busy week at work and chat. Additional functions are on now and then, so keep your eye out for these. For more information ask your supervisor.
Appendix A: Police Check

It is **mandatory** that all students undertaking a placement at Ballarat Health Services (BHS) provide a Police Check **prior** to commencement. **It should be noted that a disclosable police record does not automatically preclude a student from placement.** Any disclosable police record is assessed carefully to ensure the suitability of that student for direct client contact or work in a clinical setting.

To ensure that you can provide a Police Check to BHS as required, you should undertake the following steps at least **six weeks prior** to beginning your placement. Remember that it can take up to 3 weeks for a Police Check to be completed and you will need to provide it to your supervisor when you arrive:


2. Arrange for the Police Check to be sent to your home address. Your University will not take responsibility for any Police Checks sent directly to their Departments.

3. Once you have received your Police Check you will need to post a copy or present it to your supervisor at BHS.

4. If there is a concern regarding your Police Check you will be asked to attend a confidential interview to discuss your suitability for a placement at BHS. (Please note that a disclosable record will not automatically preclude you from retaining your placement).

5. A Police Check remains current only for the Course year. If you undertake a placement the following year, you will be required to provide another Police Check.
Appendix B: Ballarat Health Services Confidentiality Policy

Policy Manual

Privacy and Confidentiality: All services and staff

Preamble

Wherever possible, patients, residents and clients will be provided with choices about what information is withheld, kept or used, and to whom it is disclosed. Ballarat Health Services supports, promotes and complies with the Victorian Health Privacy Principles.

http://www.dhs.vic.gov.au/pri...

All health care facilities have both a legal and moral obligation to maintain the confidentiality of information relating to patients, clients and residents. Unauthorized release of confidential information may be damaging to well being and may result in a loss of trust or social isolation.

Patient information includes:

- medical records
- patient files
- registers
- patient based non-identifiable reports
- patient account details
- diagnosis types
- optical disks
- information disclosed unintentionally
- other patient related documents which identify individuals

Definitions

- patient: refers to inpatient / outpatient / enrolled care enrolling community care client
- authorised representative: refers to the person, next of kin or similar, nominated to act on behalf of a patient where the patient is unable to act independently
- legally authorised representative: refers to guardian as appointed by the Ombudsman and Administration Board or legally Enduring Power of Attorney (Medical Treatment)
- confidentiality: is the right of an individual to not have personally identifiable information disclosed to others without the individual’s expressed informed consent
- privacy: is the right of an individual to have personal information used only for authorised purposes, with the information protected from misuse as well as unauthorized disclosure
Privacy and Confidentiality: All services and staff
patient, resident and client information

information privacy: incorporates safeguards for all personal information recording and handling activities including the collection, storage, access, transmission, disclosure, use and disposal of personal information in any form or medium.

personal information: is any identifiable information in any form (either electronic or on paper) which concerns a person’s health, medical history, past or future medical treatment and employment details.

consent: means express consent or implied consent: voluntary agreement of the individual, authorised representative or legally authorised representative regarding a proposed action.

disclosure: release or passing on of an individual’s information within and outside Ballarat Health Services.

Policies
1. Ballarat Health Services has an open policy of providing individuals with information on its privacy and confidentiality policy and procedures. All patients, clients and residents receiving services from Ballarat Health Services will be provided with appropriate information about the collection, protection and use of their health records.

2. Information relating to patients, residents and clients of Ballarat Health Services will only by collected, stored and used for the primary purpose for which it was collected unless appropriate consent or approval has been obtained.

3. All methods used to collect information will be fair and lawful, with every effort made not to be intrusive.

4. Information should be collected directly from the individual, authorised or legally authorised individual.

5. In an emergency situation, efforts should be made to notify individuals about the collection of their information and their rights as soon as the emergency has passed.

6. A unique record number will be assigned to uniquely identify patients, clients and residents for the purposes of care and treatment.

7. Ballarat Health Services will not adopt, use or disclose an identifier that has been assigned by a public sector organisation unless it is required or authorised by law or unless it is in connection with a purpose (or directly related purpose) for which the identifier was assigned.

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Privacy and Confidentiality: All services and staff
patient, resident and client information

8. Patients, residents and clients receiving services from Ballarat Health Services will be informed about the use of their personal information, who will have access to this information, and their right to access and correct information.

9. Patients, residents and clients, or their authorised representative or legally authorised representative, are required to receive the information brochure "Protection and Use of your Health Information".

10. All patient related information should be considered sensitive and treated confidentially.

11. All staff will endeavour to ensure that conversations regarding health information are not conducted in the presence of, or overheard by, those not entitled to know that health information. Hyperlink to BHS Patients rights and responsibilities.

12. Staff will endeavour to make sure that information held is accurate, complete and up to date.

13. Personal information kept in electronic and hard copy is controlled, monitored, and restricted to relevant staff and authorised external users only.

14. Health information is retained for the minimum periods proclaimed in the Public Records Act. All documents containing personal health information are destroyed in a secure and confidential manner.

15. Confidentiality includes the right to be treated at Ballarat Health Services without the knowledge of unauthorised people.

16. All staff, clinical and non-clinical, have a responsibility for maintaining the confidentiality of patient information.

17. Managers are responsible for ensuring their staff receive adequate orientation and training related to these policies and procedures, and for ensuring their staff comply.

18. A Statement of Confidentiality is signed by staff and students at the commencement of employment at Ballarat Health Services.

19. Failure to manage patient, resident or client information according to these policies and the accompanying procedures may result in disciplinary action. Refer to BHS Grievance and discipline policy and procedure.
   [http://www.yhs.depts.depts/HospitalPolicies#26Procedures/Homepage.html](http://www.yhs.depts.depts/HospitalPolicies#26Procedures/Homepage.html)

20. The release of any information to an unauthorised person will result in the disciplinary procedure being instituted and may also lead to legal prosecution. Refer to BHS Grievance and disciplinary policy and procedure. Refer to Health Records Act 2001

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Regulations
1. Freedom of Information Act (1992)
8. Victorian Health Privacy Principles

BHS references
1. Confidentiality and access to patient information procedures
2. Information Technology User responsibility policy
3. Grievance and discipline policy and procedures
4. Patient rights and responsibilities brochure
Appendix C: Confidentiality Agreement

The statement of privacy and confidentiality is an agreement by students undertaking placements within Ballarat Health Services (BHS) to adhere to the requirements as outlined relating to the organisation’s Privacy and Confidentiality Policy (complete policy located on the BHS Intranet site).

Statement of Privacy and Confidentiality

Ballarat Health Services recognises the importance of protecting the privacy of personal information. In your role at Ballarat Health Services you will have access to confidential information about patients. Every patient has a legal right to privacy and confidentiality regarding their treatment. Such confidentiality extends to clients, staff and commercial and financial interests and activities of Ballarat Health Services. The release of any information to an unauthorised person may lead to cancellation of your placement or legal prosecution. Unauthorised release of information includes discussing patient details in public areas, informing unauthorised people of patients being treated within Ballarat Health Services or releasing details without authorisation.

I, ………………………………………………………………………………………………………………………………………………………………

understand that I am bound by the Ballarat Health Services Privacy and Confidentiality Policy and that I am legally and ethically responsible for protecting the confidentiality of patients and the organisation at all times. I will not divulge any information to any unauthorised person nor discuss patient details outside the bounds of my role within the program.

Signature: ………………………

Date: ………………………
Appendix D: Immunisation

Allied Health and Nursing students fall within either Category A or Category B according to the Immunisation for health care workers risk categorisation. (Department of Human Services, 2006a).

**Category A - Direct contact with blood or body substances**
This category includes all persons who have physical contact with, or potential exposure to, blood or body substances. Examples include dentists, medical practitioners, nurses, allied health practitioners, health care students, emergency personal (fire, ambulance and volunteer first aid workers), maintenance engineers who service equipment, mortuary technicians, central sterile supply staff, and cleaning staff responsible for decontamination and disposal of contaminated materials.

**Category B - Indirect contact with blood and body substances**
This category includes workers in patient areas who rarely have direct contact with blood or body substances. These employees may be exposed to infections spread by droplets, such as measles and rubella, but are unlikely to be at risk from blood borne diseases. Examples include catering staff and ward clerks.

As a consequence of this risk categorisation, it is clear that certain occupations, particularly health care workers (HCWs), are associated with an increased risk of some vaccine preventable disease (VPD) and may transmit infections to susceptible patients, as reported in “Maintenance of immunity to VPDs in the HCW population helps prevent transmission of VPDs to and from HCWs and patients” (Department of Human Services, 2006a).

It is important, therefore, to ensure that students attending clinical placements at Ballarat Health Services (BHS) understand that they may be exposed to VPD whilst on placement, and have adequate knowledge about vaccines and diseases to make an informed decision about their level of immunity prior to attending BHS for a clinical placement.

It is recommended that:

1. Students have the following levels of immunity prior to attending a clinical placement at BHS. The following recommendations are based on Table 2.3.2: Recommended vaccinations for those at risk of occupationally-acquired vaccine preventable diseases, pp. 75-76 (NHMRC, 2003) and (Department of Human Services, 2004).
   - Hepatitis B;
   - Hepatitis A (HCWs who work with rural and remote indigenous communities or paediatric patients from rural and remote indigenous communities);
   - Influenza;
   - Measles, mumps and rubella (HCWs born during or since 1966);
   - Varicella (chicken pox; HCWs who have not previously had chicken pox);
   - Pertussis (whooping cough; HCWs in paediatric and maternity departments);
   - Tuberculosis:
     - Allied Health and Nursing staff are within the Medium Risk category for tuberculosis (Department of Human Services, 2006a).
     - BCG vaccination is **no longer** routinely recommended for Victorian HCWs, however health care facilities should consider offering BCG to HCWs and voluntary workers who are Mantoux negative, where the risk of repeated exposure to infectious TB is high and not controlled despite appropriate infection control procedures. Use of
BCG vaccination does not preclude periodic skin test surveillance. Do not give BCG to those who are HIV infected or immunosuppressed, or who are pregnant or likely to be pregnant (Department of Human Services, 2006a).

- Diphtheria/tetanus (adult formulation);
- Poliomyelitis.

2. To make an informed decision, students are strongly encouraged to seek information about immunisation from their GP.


Appendix E: Directorate of Allied Health Code of Conduct

Purpose
The purpose of this document is to provide Ballarat Health Services (BHS) Allied Health Professionals (AHPs) with a code of conduct that establishes professional behaviours and acts as a guide to professional interactions with clients/patients, families, BHS staff, other health providers and the wider community. These guidelines form part of the Directorate of ‘Allied Health Staff Induction’. It should be read in conjunction with existing professional codes of conduct, and in no way replaces those codes. These guidelines are to be read in conjunction with the BHS Human Resource policies.

Guiding principles

- The BHS code of conduct is applicable to AHPs employed within BHS.
- It is acknowledged that clients/patients may be vulnerable physically or emotionally and that they place great trust in the health care professionals that provide clinical services.
- It is vital that professional boundaries are recognised and maintained to ensure the best outcomes achievable.
- Good, clear communication is important to prevent misunderstandings.
- Allied Health Professionals should ensure that their professional conduct is beyond reproach by recognising and undertaking the following good practice principles.

Guidelines for professional behaviour

1. Punctuality
   - The AHP should be punctual to all client/patient appointments and case conferences.
   - The AHP should be punctual to all other administration and education forums.

2. Identifying and responding to legal and ethical constraints
   - The AHP must at all times consider the clients/patients and their obligations to client/patient care.

3. Actively seeking feedback and acting on feedback
   - The AHP will ensure that they understand and act on feedback given to them in a timely and appropriate manner.

4. A collaborative, team approach to patient care and learning
   - The AHP will at all times be respectful of other members of the team and acknowledge the value of working with a team.
   - The AHP will participate fully in the team process.

5. Respecting the local policies and procedures of the work environment
   - The AHP will comply with the BHS organisational, Directorate of Allied Health and discipline procedures at all times.
   - The AHP will comply with External agency policies and procedures.
   - The AHP will respect the client’s home.
6. **Professional behaviour**
   - The AHP will conduct themselves in a professional manner at all times.

7. **Professional appearance**
   - The AHP will conduct themselves in a professional manner at all times.
   - The AHP will always be neatly groomed, clean and dressed to a professional standard.
   - Protective clothing worn for clinical intervention will not be worn outside the treatment areas.
   - The AHP will ensure that their identity badge is worn and is visible.

8. **Communication**
   - The AHP will develop and use effective and appropriate communication skills.

9. **Notification of absence**
   - The AHP must notify their Clinical Manager (or discipline nominated person) if unfit/sick for work. This is to occur by 8.30am of the day that the staff member is unable to work.
   - Absences for other reasons must be applied for in advance using the leave form.
   - Medical, dental or other appointments should be made outside of clinical hours if possible. If this is not possible, the situation should be discussed with your Clinical Manager well in advance of any appointment.

The signs of good practice for Allied Health Professionals are:

**Relationships with and responsibilities to patients and clients**

1. **Respecting dignity and independence**
   - The AHP has a responsibility to promote and protect the dignity, privacy, and autonomy of all people with whom they come in contact with in their professional practice.

2. **Respecting Patients’ and Clients’ Rights**
   - The AHP will ask for the client’s/patient’s permission if anyone else, including students, are to be present or assist in an assessment/therapy.
   - The AHP will engage other health care professionals and/or family members as appropriate and with the permission of the client/patient in order to achieve the best clinical outcomes for the client/patient.

3. **Equality**
   - The AHP must treat clients/patients equally regardless of race, religion, gender, sexual preference or previous refusal to receive services.

4. **Informed consent**
   - The AHP will explain to the client/patient and carer what is to occur in an assessment/treatment and ensure that the client/patient understands and agrees with the procedure.
   - The AHP will ensure that precautions, contraindications or possible adverse outcomes are discussed with the client/patient.
   - The AHP must inform clients/patients in advance of any proposed services, fees, and equipment costs.
5. Permissions
   • The AHP must obtain permission from the client/patient for students to observe or deliver clinical intervention or attend case or family conferences.
   • The AHP must obtain permission from the client/patient for other AHPs to observe, to provide a clinical opinion or deliver clinical intervention as part of the agreed care plan.

6. Confidentiality and privacy
   • The AHP will take all reasonable precautions to respect the confidentiality of clients/patients within the requirements of the law, institutional rules and professional relationships.

7. Personal relationships
   • The AHP will not enter into personal relationships, which damage the establishment and maintenance of professional trust.

Professional integrity

1. Personal abuse of alcohol or drugs
   • The AHP should not be under the influence of alcohol or drugs which adversely affect the performance of their professional duties.

2. Harmful behaviour
   • The AHP will avoid improper and potentially harmful conduct with clients/patients.

3. Sexual intimacy
   • The AHP must not engage in sexual activities with a current client/patient or for at least 2 years after the client/patient - AHP relationship ceases.

4. Conflict of interest
   • The AHP must avoid conflicts of interest.
   • ALL AHPs employed by BHS must not engage in referral of BHS clients to a specific private practice or into a practice where a conflict of interest may arise.

5. Over-servicing
   • The AHP must not over service.

Professional standards

1. Professional Qualifications
   • The AHP must hold the appropriate qualifications that recognise and acknowledge the limits of their professional competence.
   • The AHP will not misrepresent professional qualification, education, competence, experience or affiliations of self or others.

2. Restrict services to areas of clinical competency
   • The AHP must maintain their knowledge and practice at an acceptable level of competence.
   • The AHP must maintain and develop their clinical competencies.
   • Where they apply the AHP must comply with the relevant professional competency standards and relevant Australians Standards.
3. **Delegation of clinical duties**
   - The AHP is responsible for all treatment undertaken.
   - The AHP is responsible for all staff working under their direction.
   - The AHP must ensure appropriate delegation by providing adequate information to ensure the safety and technical capacity of the person delegated to undertake the task.
   - The AHP will not delegate any service or procedure to a person who is not qualified or is not permitted by law to undertake that service or treatment.

4. **Record keeping**
   - The AHP will maintain adequate records clearly demonstrating a care plan.
   - The AHP will ensure that records accurately reflected the treatment being provided.

5. **Clinical Integrity**
   - The AHP will always exercise independent professional judgement when providing professional service.
Appendix F: Map of Ballarat

See PDF file accompanying this orientation manual. NB. You can enlarge the map to read street names.

The BHS Base Hospital site is the corner of Mair and Drummond Streets. The Queen Elizabeth Centre is in Ascot Street South.

Appendix G: Map of Queen Elizabeth Centre
Appendix H: Map of BHS Base Hospital