



# ALLIED HEALTH STUDENT

Orientation Manual

# 2025

## Table of Contents

|  |    |
|--|----|
| <b>WOMINJEKA - COME WITH PURPOSE</b>                         | 5  |
| <b>A Message from the Director of Allied Health</b>          | 5  |
| <b>ALFRED HEALTH</b>   | 6  |
| <b>THE ALFRED</b>  | 6  |
| <b>CAULFIELD HOSPITAL</b>                                    | 6  |
| <b>SANDRINGHAM HOSPITAL</b>                                  | 6  |
| Allied Health at Alfred Health                               | 7  |
| National Safety and Quality Health Service (NSQHS) Standards | 8  |
| <b>ALFRED HEALTH POLICIES</b>                                | 8  |
| Code of Conduct  | 8  |
| Bullying and Harassment                                      | 8  |
| Grievances, Complaints and Dispute Procedures                | 8  |
| Accepting Gifts  | 9  |
| Dealing with Media Enquiries                                 | 9  |
| Alcohol and Other Drugs                                      | 9  |
| Smoke Free Zone  | 9  |
| <b>WORKING WITH PATIENTS</b>                                 | 9  |
| Patient Rights   | 9  |
| Confidentiality  | 10 |
| Ward Excellence  | 10 |
| Introducing Yourself to Patients                             | 10 |
| <b>EMERGENCY SITUATIONS</b>                                  | 10 |
| Emergency Codes  | 10 |
| Emergency Fire Procedure                                     | 10 |
| Emergency Evacuation Points                                  | 11 |
| <b>INFECTION CONTROL</b>                                     | 11 |
| Vaccinations & Immunisations                                 | 11 |
| Coronavirus (Covid-19)                                       | 11 |
| Hand Hygiene   | 12 |
| Personal Protective Equipment (PPE)                          | 13 |
| Transmission-Based Precautions                               | 13 |
| Biohazard and Waste Management                               | 15 |
| Blood and Body Fluid Exposures                               | 15 |
| <b>STUDENT FACILITIES</b>                                    | 16 |

|   |           |
|---|-----------|
| Student Space and Common Areas.....                             | 16        |
| Healthy Choices .....   | 16        |
| Café and Other Food Services.....                               | 16        |
| The Alfred.....   | 16        |
| Caulfield Hospital .....  | 16        |
| Sandringham Hospital .....                                      | 16        |
| <b>STUDENT WELLBEING AND SUPPORT SERVICES .....</b>             | <b>16</b> |
| If You Are Sick .....   | 16        |
| Student Support Services .....                                  | 17        |
| Support for Aboriginal and Torres Strait Islander Peoples ..... | 17        |
| Other Wellbeing and Support Services.....                       | 18        |
| Feedback.....   | 18        |
| Other Student Education Resources.....                          | 18        |
| <b>STUDENT PLACEMENT EVALUATION.....</b>                        | <b>19</b> |
| <b>WHAT YOU NEED TO WEAR.....</b>                               | <b>19</b> |
| Identification Badge / Security.....                            | 19        |
| Clothing Requirements / Uniform / Professional Attire .....     | 19        |
| Valuables .....   | 20        |
| Manual Handling.....  | 20        |
| Occupational Violence and Aggression (OVA).....                 | 21        |
| Risk Management and Incident Reporting .....                    | 21        |
| <b>USING TECHNOLOGY AT ALFRED HEALTH.....</b>                   | <b>21</b> |
| Electronic Medical Record .....                                 | 21        |
| Social Media.....   | 21        |
| ITS Helpdesk.....   | 22        |
| Electronic Journey Boards.....                                  | 22        |
| Emails .....  | 22        |
| Internet / Intranet .....                                       | 22        |
| Passwords .....   | 23        |
| Phone System.....   | 23        |
| Paging System.....  | 23        |
| Telehealth.....   | 23        |
| Microsoft Teams .....   | 23        |
| Whatsapp .....  | 23        |
| <b>FREQUENTLY ASKED QUESTIONS.....</b>                          | <b>24</b> |
| APPENDIX 1 – Site Map, The Alfred Hospital.....                 | 25        |

|  |    |
|--|----|
| APPENDIX 2 – Site Map, Caulfield Hospital.....           | 26 |
| APPENDIX 3 – Site Map, Sandringham Hospital .....        | 27 |
| APPENDIX 4 – Student Performance and Support Model ..... | 28 |

## WOMINJEKA - COME WITH PURPOSE



Alfred Health Services are located within the lands of the Kulin people.

Alfred Health acknowledges the Boonwurrung, Bunurong and Wurundjeri Woi Wurrung peoples of the Eastern Kulin Nation as Traditional Owners and Custodians, and pays respect to their Elders past, present and emerging. We acknowledge and uphold their continuing connection to land and waterways. Alfred Health extends its respect to all Aboriginal and Torres Strait Islander peoples.

We welcome all cultures, nationalities and religions. Being inclusive and providing equitable healthcare is our commitment.



[Diversity & inclusion at Alfred Health](#)



## A Message from the Director of Allied Health

*Firstly, welcome to Alfred Health from myself and the Allied Health leadership team and congratulations on embarking on your placement journey with us.*

*As a major public teaching organisation, Alfred Health has a strong commitment to quality clinical training and education, and we recognise the critical importance of investing in our future Allied Health workforce. We have dedicated clinical placement coordinators, field educators and supervisors who are here to help and aim to provide a challenging and rewarding placement experience.*

*Clinical placements are an opportunity for you to engage in a professional healthcare environment, develop skills and consolidate theory into practice. You will become part of a team of healthcare professionals providing quality and safe care for patients and our community. While on placement you are representing Alfred Health and this is projected by your manner, dress and attitude.*

*Wominjeka means 'come with purpose'. We encourage you to 'come with purpose' and embrace every opportunity to foster learning, growth and development. Come with an attitude that demonstrates your willingness to learn and your ability to adapt to the changing healthcare environment and clinical demands.*

*We look forward to your contribution as part of the team at Alfred Health and trust that you will gain valuable experiences that will prepare you for independent practice.*

*We hope you enjoy your placement with us.*

Director of Allied Health, Alfred Health



## ALFRED HEALTH

The majority of Allied Health student placements occur at, or are affiliated with services based at, one or more of Alfred Health's main hospitals or sites. Please make sure you contact your discipline placement coordinator BEFORE your placement starts so you know which site to attend, and any other information related to that site you need to know.

### THE ALFRED



One of Australia's busiest emergency and trauma centres, The Alfred is home to the state's largest Intensive Care Unit and many state-wide services. Specialist services include blood diseases, Victorian adult burns service, cancer services, emergency, cardiology/cardiovascular services, trauma and intensive care, general and specialist surgery and medicine, neurosurgery, psychiatry and respiratory medicine.

The Alfred  
55 Commercial Road  
Prahran VIC 3004  
[Getting to The Alfred](#)

### CAULFIELD HOSPITAL



Caulfield Hospital specialises in community services, rehabilitation, aged care and aged mental health. The hospital plays a role in providing rehabilitation services, including the Acquired Brain Injury Rehabilitation Centre, neurological and spinal rehabilitation and care for amputee patients. Services are provided in hospital, in the community and in the home. Care is focused on enhancing people's health, independence and overall wellbeing.

Caulfield Hospital  
260 Kooyong Road  
Caulfield VIC 3162  
[Getting to Caulfield Hospital](#)

### SANDRINGHAM HOSPITAL



Sandringham Hospital provides healthcare in emergency, paediatrics, general medicine, elective general and orthopaedic surgery and outpatient clinics. The hospital works closely with community healthcare providers, including the Sandringham Ambulatory Care Centre which plays a vital role treating patients with non-urgent conditions. Obstetrics and gynaecology services at Sandringham Hospital are provided by The Royal Women's Hospital.

Sandringham Hospital  
193 Bluff Road  
Sandringham VIC 3191  
[Getting to Sandringham Hospital](#)

[Melbourne Sexual Health Centre](#) is the other main Alfred Health 'site', and became part of Alfred Health in 2003. It is [located](#) at 580 Swanston Street, Carlton, Victoria.

## Allied Health at Alfred Health

Allied Health at Alfred Health and is a leading provider of Allied Health Student Placements. Our purpose is to improve the lives of our patients and their families, our communities, and humanity through the six pillars of Allied health professional practice.

### Patients Come First



And read more about Alfred Health's Beliefs and Purpose here:

<https://www.alfredhealth.org.au/about/governance/our-purpose-beliefs>



Student placements are a challenging and rewarding experience, and you are the future workforce. We need you to be prepared prior to commencing placement at Alfred Health.

Please familiarise yourself with this manual before your placement starts and discuss your responsibilities with your placement student coordinator / supervisor / field educator / teacher when you start.

## National Safety and Quality Health Service (NSQHS) Standards

Eight NSQHS Standards provide a nationally consistent statement of the level of care consumers can expect from health services. The aim is to protect the public from harm and to improve the quality of health service provision.

Alfred Health are accredited to the NSQHS Standards.

More information about the NSQHS Standards can be found on the [Australian Commission on Safety and Quality in Health Care website](http://www.safetyandquality.gov.au/).



## ALFRED HEALTH POLICIES

### Code of Conduct

At Alfred Health, the code of conduct includes:

- Treating patients with care and respecting their life choices
- Behaving in a professional, courteous and respectful manner
- Appropriate and respectful use of resources available at Alfred Health
- Escalating anything that risks the health, safety or wellbeing of staff, students, patients and visitors to your supervisor.

### Bullying and Harassment

Alfred Health maintains a **zero-tolerance** policy to bullying, stalking, harassment, and workplace violence.

If you believe, you are or have been subjected to any incident of unacceptable behaviour while on placement at Alfred Health, we strongly encourage you to report the incident to your supervisor or university via your clinical placement organiser and/or the health and wellbeing services your university offers.

### Grievances, Complaints and Dispute Procedures

Alfred Health takes all complaints seriously and aims to resolve incidents quickly, and fairly whilst maintaining confidentiality. Students may raise grievances regarding issues including harassment, bullying and discrimination, or any other workplace misconduct. Consider the following steps:

1. Attempt to resolve the grievance directly with your supervisor or department manager.
2. If feel your supervisor or department has not resolved an issue adequately, the issue should be raised with your university provider.

If the grievance is related to a supervisor or manager, or you do not feel confident raising the concern directly with them, you may raise your grievance with your university provider.



### Accepting Gifts

Any gifts you may receive from patients must to be reported to your clinical supervisor on placement, even if the monetary value appears to be low.

You must never request a gift or favour of any kind from a patient, carer or supplier of goods or services.

### Dealing with Media Enquiries

There is community and media interest in the care, research and work at Alfred Health. Alfred Health's external affairs and media team use news media to communicate to stakeholders and the broader Australian community. If you are approached directly by media, you must notify your department manager who will notify the media team. **Information must not be disclosed to the media without discussion with the Alfred Health media team.**

### Alcohol and Other Drugs

You must not attend placement under the influence of alcohol or illicit drugs. Supervisors with reasonable suspicion of a student under the influence of alcohol or drugs may disqualify the student from placement.

### Smoke Free Zone

Alfred Health is totally smoke free.

Smoking and/or vaping is not permitted in any indoor or outdoor areas within the property boundaries.



If you would like support with quitting smoking, resources are available via Quit Victoria <https://www.quit.org.au/> and the Quitline 13 78 48.

## WORKING WITH PATIENTS

### Patient Rights

Patients have a right to safe and high-quality care under the [Australian Charter of Healthcare Rights](#). To help you deliver this, you will be under supervision while accessing patients during your placement.

This means:

- Your supervisor must authenticate all information entered into the patient medical record.
- You must ensure your supervisor knows when you have entered information into the patient record so they can authenticate it.
- Information not authenticated will not be committed to the patient record and not visible to other Alfred Health staff.

## Confidentiality

Students may have access to confidential information of various kinds, including information about patients, other staff or business matters. Alfred Health regularly audits user access trails and students found to be accessing records inappropriately will have their placement terminated.

You must:

- Only access and use information that is necessary for your placement tasks.
- Maintain confidentiality at all times during and beyond your placement.
- Never access any medical or other records for anyone not directly in your care, including yourself.

## Ward Excellence

Across all of its inpatients Wards, Alfred Health aims to provide safe and effective patient centred care. To achieve this, we know that we need to build and maintain strong interdisciplinary teams that supports a culture of improvement and teamwork. Together these teams aim to achieve Ward Excellence. See this link for the SharePoint page: [Ward Excellence](#)

## Introducing Yourself to Patients

During placement, you must introduce yourself to patients, and as part of gaining informed consent for care, and they must clearly understand:

- Your level of qualification,
- Your supervisor and your level of involvement in their care

Patients must be offered opportunities to decline the involvement of students in their care *prior* to students providing assessment or intervention. Confirming this can be as simple as asking “are you happy for me to work with you today?”.

# EMERGENCY SITUATIONS

## Emergency Codes

It is important that you know the emergency codes and procedures for them. If there is an emergency, a “code” will be called over the speaker system.

## Emergency Fire Procedure

A **Code Red** is called when:



- smoke or a burning smell is identified,
- fire or smoke is observed, or
- a fire indicator panel is activated.

If a Code Red is activated in your area, you must follow the instructions of the Emergency / Fire Warden.

## Emergency Evacuation Points

Your supervisor must show you the emergency evacuation points and explain the evacuation procedures once you commence placement.

## EMERGENCY PROCEDURES

| COLOUR CODE  | ACTION   | COLOUR CODE                                | ACTION  |
|--|--|--|---|
| <b>FIRE</b><br>Code Red  | <b>Fire or smoke sighted</b><br><br><b>Rescue</b><br><ul style="list-style-type: none"> <li>Anyone from immediate danger</li> </ul> <b>Alert</b><br><ul style="list-style-type: none"> <li>Dial <b>22 22</b> report nature &amp; location of emergency and Break Glass Alarm</li> </ul> <b>Confine</b><br><ul style="list-style-type: none"> <li>Close door/s to confine fire</li> </ul> <b>Evacuate</b><br><ul style="list-style-type: none"> <li>and or Extinguish if trained</li> </ul><br><b>Fire alarm has been activated</b><br><br><ul style="list-style-type: none"> <li>Report to Warden</li> <li>Check area for fire or smoke &amp; report findings to Warden</li> </ul> | <b>Medical Emergency</b><br>Code Blue      | If urgent medical assistance is required:<br><ul style="list-style-type: none"> <li>Dial <b>22 22</b> report nature &amp; location of emergency</li> <li>If Inpatient provide unit &amp; bed number</li> </ul>  |
|  |  | <b>BOMB THREAT</b><br>Code Purple          | Dial <b>22 22</b> report nature & location of emergency<br><b>Phone</b><br><ul style="list-style-type: none"> <li>DO NOT hang up phone</li> <li>Prolong call, ask questions</li> <li>Use Bomb Threat Checklist</li> </ul> <b>Mail / Email</b><br><ul style="list-style-type: none"> <li>Keep document, avoid unnecessary handling</li> </ul> <b>Suspicious Object(s)</b><br><ul style="list-style-type: none"> <li>DO NOT touch</li> <li>Restrict access to area if required</li> </ul> |
| <b>INTERNAL EMERGENCY</b><br>Code Yellow   | <ul style="list-style-type: none"> <li>Remove anyone from immediate danger</li> <li>Alert Warden</li> <li>Dial <b>22 22</b> report nature &amp; location of emergency</li> <li>Restrict access to area if required</li> </ul>  | <b>AGGRESSION</b><br>Code Grey             | If incident cannot be handled locally:<br><ul style="list-style-type: none"> <li>Dial <b>22 22</b> report nature &amp; location of emergency</li> <li>Use duress if unable to dial</li> </ul>   |
| <b>EVACUATION</b><br>Code Orange   | <ul style="list-style-type: none"> <li>Report to Warden</li> <li>Prepare to evacuate as per department evacuation plan</li> <li>Check all rooms and toilets</li> <li>Warden will direct route, equipment needs and conduct headcount</li> </ul>  | <b>PERSONAL THREAT</b><br>Code Black       | <b>Remain calm</b><br><b>Retreat</b><br><b>Report:</b> Dial <b>0-000</b> for police attendance, then dial <b>22 22</b> report nature & location of emergency  |
| <b>EXTERNAL EMERGENCY</b><br>Code Brown  | <ul style="list-style-type: none"> <li>Report to the person in charge of your area</li> <li>Await further instructions</li> </ul>  | <b>ACTIVE ARMED OFFENDER</b><br>Code Black | <b>Escape:</b> Via safest exit<br><b>Hide:</b> Lock/barricade doors, turn phone/pager to silent NOT vibrate<br><b>Tell:</b> Ring Police<br><ul style="list-style-type: none"> <li>Dial <b>0-000</b> for police attendance, then dial <b>22 22</b> report nature &amp; location of emergency</li> <li>When police arrive keep arms raised &amp; follow instructions</li> </ul>   |
| <b>COMPLETE ACTIONS ONLY IF SAFE TO DO SO</b><br><br>When "STAND DOWN" is announced over the public address system the immediate emergency is over |  | <b>DIAL 22 22 FOR ALL EMERGENCIES</b>      |   |

## INFECTION CONTROL

### Vaccinations & Immunisations

You are required to have a number of vaccinations before you can start placement at Alfred Health. Your university can advise you of the requirements and will record your status on the PlaceRight placement management system.

You must be current with fluvax prior to commencing placement.

*Vaccination requirements may be subject to change under direction of Alfred Health.*

### Coronavirus (Covid-19)

If you have clinical symptoms consistent with COVID-19, **notify your supervisor AND do not attend placement.**

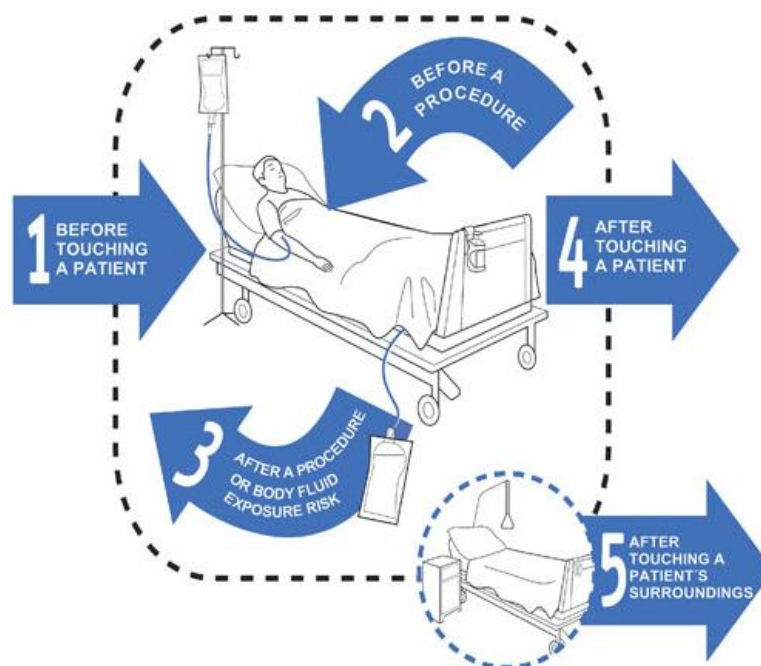
- **Testing for Covid-19:** Alfred Health must be made aware of any positive testing results as soon as they become available. Notification must be to your supervisor and via [COVID 19 Staff Self-Assessment Form](#). For further advice, students can contact the staff COVID-19 advice hotline on (03) 9076 8200.

- Familiarise yourself with [Personal Protective Equipment \(PPE\)](#) and [Hand Hygiene](#) requirements (wearing of face masks and eye protection may be included as part of routine patient care).
- Follow the Department of Health recommendations for [How to stay safe and well](#).

## Hand Hygiene

Microorganisms (germs) are everywhere in the hospital environment, including on equipment and furniture you may touch. Most of these are harmless, but some can cause serious infections.

Cleaning your hands correctly protects patients and yourself from infection. You must adhere to the 5 moments of hand hygiene while on placement.



For more information including an online learning module, refer to the Hand Hygiene Australia website <https://www.hha.org.au/>

### Top Tips for Hand Hygiene

1. Ensure “bare-below-the-elbow” at all times in the clinical environment.
2. Either alcohol-based hand rub, or soap and water must be used to clean your hands.
3. Always wash your hands with soap and water if your hands are visibly soiled.
4. Always follow the 5 moments of hand hygiene, even if things “look clean”.
5. Using hand moisturiser in your breaks and when you are home helps protect your skin and prevent drying/cracking where infections may get in.

## Personal Protective Equipment (PPE)



During placement, may be required to wear PPE. There are special donning and doffing (putting on/off) sequences you need to know.

Watch the following videos (you may need to click the “browse YouTube” button if that appears in your browser first):



- [PPE & Standard Precautions](#)
- [PPE Application & Removal](#)
- [Donning, Fit Checking & Doffing N95 Mask](#)



## Transmission-Based Precautions

Transmission-based precautions are used to further reduce the spread of infectious agents. You must be familiar with the infection prevention and PPE requirements for transmission-based precautions when managing patients in isolation. If you are unsure, please seek clarification.

Familiarise yourself with the following posters to indicate additional precautions are required for infection prevention prior to entering the patient space:



## STOP CONTACT PRECAUTIONS

In conjunction with STANDARD PRECAUTIONS:

**If safe to do so, door should remain closed. Speak with Infection Prevention if single room not available.**

**VISITORS**  
DO NOT wear gowns or gloves  
**MUST** wash hands or use alcohol hand rub before and after leaving room and must not visit ward communal areas

**Questions?**  
Ask the Nurse in Charge or Call Infection Prevention on extension 63139  
Infection Prevention and Healthcare Epidemiology Unit  
Ph: 080 000 0000

**Gowns for contact with patient or contaminated environment**

**Gloves for contact with patient or contaminated environment. Hand hygiene immediately prior to glove use and after glove removal.**

**Dedicated equipment where possible. Decontaminate all equipment between patient use.**

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## STOP DROPLET PRECAUTIONS

In conjunction with STANDARD PRECAUTIONS

**If safe to do so, door should remain closed. Speak with Infection Prevention if single room not available.**

**VISITORS MAY** need to wear a mask and **MUST** wash hands or use alcohol hand rub before and after leaving room. Visitors must not visit ward communal areas

**Questions?**  
Ask the Nurse in Charge or Call Infection Prevention on extension 63139  
Infection Prevention and Healthcare Epidemiology Unit  
Ph: 080 000 0000

**Goggles / protective eyewear within one metre of the patient**

**Surgical mask within one metre of the patient N95/P2 mask for aerosol generating procedures**

**Gowns for contact with patient or contaminated environment**

**Gloves for contact with patient or contaminated environment. Hand hygiene immediately prior to glove use and after glove removal.**

**Dedicated equipment where possible. Decontaminate all equipment between patient use.**

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## STOP AIRBORNE PRECAUTIONS

In conjunction with STANDARD PRECAUTIONS

**ALL DOORS CLOSED AT ALL TIMES**

**VISITORS MUST** wear a mask and **MUST** wash hands or use alcohol hand rub before and after leaving room

**Immunosuppressed persons must not enter**

**Questions?**  
Ask the Nurse in Charge or Call Infection Prevention on extension 63139  
Infection Prevention and Healthcare Epidemiology Unit  
Ph: 080 000 0000

**N95/P2 Particulate Filter Mask At all times for staff and visitors**

**Gowns may be required. Please check with the nurse in charge**

**Gloves may be required. Hand hygiene immediately prior to glove use and after glove removal.**

**Negative pressure room essential. Record room pressure reading each shift**

**Dedicate equipment where possible. Decontaminate all equipment between patient use.**

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## STOP ENTERIC PRECAUTIONS

In conjunction with STANDARD PRECAUTIONS:  
for infections spread by Faecal/Oral route

**If safe to do so, door should remain closed. Speak with Infection Prevention regarding patient placement.**

**VISITORS** DO NOT wear gowns or gloves

**MUST:** wash hands or use alcohol hand rub before and after leaving room. Visitors must not visit ward communal areas

**Questions?**  
Ask the Nurse in Charge or Call Infection Prevention on extension 63139  
Infection Prevention and Healthcare Epidemiology Unit  
Ph: 080 000 0000

**Gowns for contact with patient or contaminated environment**

**Gloves: contact with patient contaminated environment. Hand hygiene immediately prior to glove use and after glove removal.**

**Dedicated equipment where possible. Decontaminate all equipment between patient use**

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## Biohazard and Waste Management

While on placement you must follow correct waste disposal methods.

Waste is categorised as follows:

- **General waste** - items for landfill - not contaminated with blood or bodily fluids
- **Clinical waste** - items with potential to cause disease, injury or offend
- **Sharps waste** - items that can penetrate a waste bag or the skin of the person handling the waste
- **Confidential waste** - material containing information that would identify an individual
- **Recyclable waste** - disposed of in co-mingled waste
- **Other waste** - cytotoxic waste, anatomical / animal waste, pharmaceutical waste, radioactive waste, chemical waste, contaminated glass waste, e-waste etc.



## Blood and Body Fluid Exposures

Working in healthcare can come with a risk of blood or body fluid exposure (BBFE).

Alfred Health has a clear guideline for the management of BBFE to minimise the risk of acquiring an infection from such exposures. This includes:

- prompt reporting
- evaluation
- counselling
- treatment, and
- follow-up.

You must notify your supervisor immediately if you are involved in a needle-stick / sharps / splash exposure or injury

Your supervisor will also assist you to complete an incident report (Riskman).

### Management of Occupational Blood & Body Fluid Exposures (BBFE)

#### Needlesticks / Sharps / Splashes

##### First Aid

- ☐ **Penetrating Injury with a sharp object contaminated with blood or body fluid**
  - Wash site with soap and water (do not squeeze needle-stick injury site)
  - Dispose of sharp immediately / safely
- ☐ **Splash to the eye/inside nose or mouth with blood or body fluid**
  - Remove any contact lenses - flush eyes with water or saline immediately
  - If nose, mouth splashed rinse with water repeatedly
- ☐ **Human bite which penetrates skin (i.e. bleeds)**
  - Wash site with soap and water
- ☐ **Splash to intact / non intact skin with blood or body fluid**
  - Wash site with soap and water

##### Report the incident immediately

- ☐ Inform person in charge of Ward / Department that an incident has occurred
- ☐ Contact **Pager 3000** (24 hours) (If not answered in hours – report to Staff Immunisation and Exposure Management Unit, out of hours attend ED or if at Caulfield report to After Hours Hospital Coordinator)

##### Communication

- ☐ You will be asked to give your contact details to the holder of pager 3000.
- ☐ This should be the best contact number for you, in case we need to get in touch regarding treatment, prophylaxis or follow up.
- ☐ Complete a Riskman at the earliest opportunity

Please refer to the Alfred Health Management of Blood and Body Fluid Exposures (BBFE) Guideline for further information (via PROMPT)

## STUDENT FACILITIES

### Student Space and Common Areas

Your supervisor will orientate you to student facilities available. You must keep these areas clean by removing any rubbish and wiping down surfaces and equipment after use.

Student spaces are available throughout Alfred Health with access to:

- Computers
- Lockers
- Kitchen facilities, and
- Shower and change room facilities at some sites

Monash University and Latrobe University have spaces available for their students in *The Alfred Centre Building* at The Alfred site that includes lockers. Discuss access processes with your University.

### Healthy Choices

Onsite retail food outlets work closely with Alfred Health and aim to increase access to healthy choices.

Vending machines onsite also adopt healthy choice guidelines.

### Café and Other Food Services

#### The Alfred

*Alf's Café* and *The Little Social Café* are the main food outlets located in The Alfred with a variety of hot and cold food available for purchase.

*Alfretti Café* is located on the ground floor of the Alfred Centre. The café provides a small area of indoor and outdoor seating for you to enjoy a range of food options and coffee.

There are alternative food options available a short walk from The Alfred along Commercial Road.



#### Caulfield Hospital

*Coffee-fields Café* is at the main entrance of Caulfield Hospital with a wide range of hot and cold food and beverage options available. There is some indoor and outdoor seating.

There are also shops, restaurants and cafés located on Glenhuntly Road, a short walk from Caulfield Hospital.

#### Sandringham Hospital

Sandringham Hospital has an in-house kiosk at the front entrance, and a café on the first floor. There are other café options next to the hospital on Bluff Road.

## STUDENT WELLBEING AND SUPPORT SERVICES

### If You Are Sick

You must only attend placement when you are well.

If you are sick or unable to attend your scheduled day of placement, you must:

- Contact your department by phone and speak to your Alfred Health student placement coordinator or supervisor as soon as you are able.
- Report your absence to your university provider through their process

*and*

- Email both your placement coordinator and university provider using the email template below.

**To: [email address of university provider]; [email of student placement coordinator]**

**Subject: Student Absence**

Dear Undergraduate Coordinator,

I will be absent from placement today as I am unwell. My next day of placement is \*\*\*\*\* I am on placement on ward/location \*\*\*\*\* and I am from \*\*\*\*\* University. I have contacted my University to inform them of this absence.

Thank you,

**Full name (as held by the University)**

If your symptoms relate to COVID-19, please refer to [Covid-19 student requirements](#).

If you have symptoms of another viral illness, such as flu or gastroenteritis you must not attend placement until you are symptom free for 48 hours.

If you are unsure whether you can return to placement, discuss this with your placement coordinator.

## Student Support Services

Alfred Health is committed to providing an inclusive space for all students on placement. If you have any additional needs or concerns, please discuss these with your university provider. Your placement supervisors are here to help and support you while you are on placement to enhance your learning experience. You can also direct your concerns to them so they can best support your needs.

Undertaking clinical placement can be a stressful time for students and there are many times in life when your coping skills can be challenged. Acknowledging this and seeking help is part of self-awareness and self-responsibility. If you require the support of trained counselling staff, your university will typically have student support services available for you. There are also a number of apps, websites and helplines to support your emotional wellbeing.

## Support for Aboriginal and Torres Strait Islander Peoples

Alfred Health has a strong commitment to the health, safety and wellbeing of all Aboriginal and Torres Strait Islander patients, families, staff and students.



The [Aboriginal Community](#) page on the Alfred Health website has further information about the services available to staff, students and patients who identify as Aboriginal and/or Torres Strait Islander, the Alfred Health Reconciliation Action Plan, Aboriginal events and employment opportunities.

For more information about the support our Aboriginal Hospital Liaison Officers (AHLOs) can provide, please visit: [AHLO Program](#)

### Other Wellbeing and Support Services

- Endorsed by Alfred Health, Treat is an evidence-based self-care and support program for healthcare professionals. It can teach you to find important moments of self-awareness, calm and clarity, to help navigate work and life's many stressors and help to support your own health, relationships and wellbeing.



The Treat App is free for download on Apple and Android. For more information, visit [Treat Healthcare](#).

- MindSpot – a digital mental health clinic offering free assessments. Visit <https://mindspot.org.au/>
- Beyond Blue – 1300 224 636 or visit <https://www.beyondblue.org.au/>

### Feedback

As an adult learner, you should take ownership and responsibility of your own learning while on placement. This is commonly demonstrated by actively seeking learning opportunities and feedback. Your supervisors will provide you with constructive feedback throughout your placement to help you achieve your goals and support your learning needs.

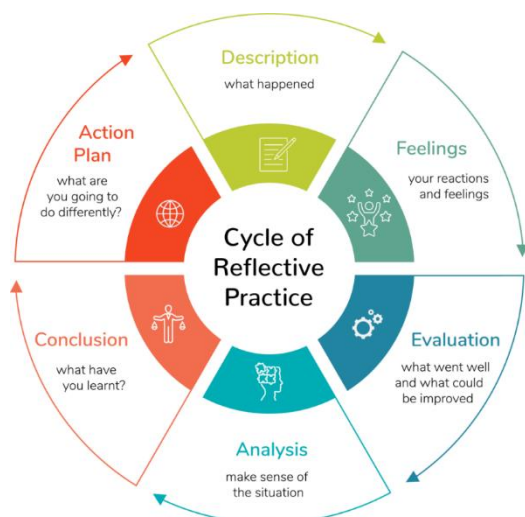
The Student Performance & Support in Clinical Placements infographic in [Appendix 4](#) outlines the steps involved in supporting student learning, including the roles of the university, your clinical supervisor and you.

### Other Student Education Resources

Knowing your learning style helps when you are developing strategies for improving as a student on placement. [Kolb's Learning Style Questionnaire](#) takes about 10 minutes to complete and identifies your learning style. Consider how and when this knowledge might be helpful on placement.

There is a Cycle of Reflective Practice, shown in the diagram below. To help you with this process, the [Reflective Practice Template](#) helps you understand what you did well and what you can improve on in the future.





(<https://carveconsulting.com.au/the-positive-impacts-of-reflective-practice/>)

## STUDENT PLACEMENT EVALUATION

Evaluating your placement experience is important to Alfred Health. You will be emailed a Student Experience Survey to fill in on RedCap to hear about your experience while on placement. Please be honest and constructive with your responses.

All responses are important to help us support future student placements and all responses are anonymous and confidential.

## WHAT YOU NEED TO WEAR

### Identification Badge / Security

You are required to always wear your student identification (ID) badge, and you may be issued with an Alfred Health ID badge to access to certain clinical areas. If you also work at Alfred Health as an Allied Health Assistant (AHA) you must not use your AHA card or accesses during your student clinical placement.

You must:

- Wear your University or Alfred student ID badge(s) at all times during placement
- Notify your department manager immediately if you lose your ID badge
- If you were issued one, return your Alfred ID badge at the end of your placement.

### Clothing Requirements / Uniform / Professional Attire

Unless your university or clinical supervisor specifically states otherwise, you are expected to wear your university clinical uniform or professional attire and university name/ID badge at all times on placement.

- You must be clean and neat, including yourself and your uniform. This includes:
  - Washing yourself and your uniform daily
  - Having clean hair – tied back if it falls across your face or is long
  - Neat facial hair– must not interfere with the use of Personal Protective Equipment (PPE) such as masks and face screens. **It is important**

**staff continue to remain clean shaven when wearing an N95 mask to help ensure the mask forms a seal on your face and protects against respiratory diseases.**

Please speak with your supervisor if you have concerns. Students who cannot shave for cultural, religious or medical reasons cannot work in any areas where N95 masks are required. These students need to be redeployed or reallocated duties, this is also required for any staff member or student who fails all mask fit tests. As a student, you may be unable to continue placement and should seek advice from your university.

- Use of deodorant is encouraged but perfume and highly scented body sprays are not appropriate.
- Footwear must be clean, in good condition and meet the requirements of the environment in which you will work. Open-toe shoes are not suitable in clinical areas.
- Jewellery should be minimal. If your placement requires hands-on assessment and treatment of patients you are required to be bare-below-the-elbow, and only plain band rings without protruding or embedded jewels are acceptable (e.g. plain wedding band).
- Fingernails must be kept short and clean. For infection control, nail polish and artificial nails are not permitted.

### Valuables

Do not leave bags, laptops or mobile phones unattended, and avoid carrying large amounts of money/valuables. Lockers are available to students in most areas of Alfred Health but you may need to bring your own lock. Once you start placement your supervisor will show you a safe place to store your belongings.

## WORK HEALTH AND SAFETY AT ALFRED HEALTH

### Manual Handling

Alfred Health must provide a safe working environment including eliminating or minimising exposure to hazardous manual handling.

*Manual handling is work where you have to lift, lower, push, pull, carry, move, hold or restrain something. It's hazardous manual handling if it involves:*

- *repeated, sustained or high force*
- *sustained awkward posture*
- *repetitive movements*
- *exposure to sustained vibration*
- *handling people or animals*
- *loads that are unstable, unbalanced or hard to hold*

*Worksafe Victoria*

During placement you may be involved in manual handling activities (people or objects) and depending on your discipline you may be provided with further manual handling training by your supervisor. *Please refer to the Alfred Health Student Manual Handling Guide for more information.*

## Occupational Violence and Aggression (OVA)

Occupational violence and aggression refer to harmful behaviours or actions that occur within the workplace setting. These terms are used to describe various acts of violence, harassment, or aggressive conduct that may take place between patients, visitors, employees or any other individuals involved in the workplace environment.

If you experience OVA at any time during your Alfred Health placement, please discuss this with your supervisor or University placement coordinator.

## Risk Management and Incident Reporting

If you are involved in, or identify an incident, near miss or hazard during placement, ensure no further harm is caused and notify your supervisor immediately. As soon as possible, your supervisor will assist you to report it in the Riskman system.



# USING TECHNOLOGY AT ALFRED HEALTH

## Electronic Medical Record

Alfred Health utilises a 'Cerner' Electronic Medical Record for documenting the care of all bed-based patients or clients. Your local discipline Supervisor(s) will orientate you to this system, and relevant documents. Some ambulatory & outpatient care client documentation is electronic, while some remains paper-based.

## Social Media



Alfred Health acknowledges potential benefits of online interaction, but it is important you understand the potential risks of social media, including maintaining distinction between personal and professional life. Alfred Health reserves the right to direct students to delete social media content that breaches the organisation's policies, is deemed inappropriate, or conflicts with the Code of Conduct. Serious breaches may result in the termination of your placement.

Generally, don't post any information about your clinical placement on social media, unless your Alfred Health supervisor directs you. If you do post online, consider:

- Does my comment/post reflect who I am as a professional now, *and* into the future?
- Does my comment or photo identify a patient?
- Are my comments respectful to colleagues?
- Can these posts be taken out of context?
- Are my privacy settings suitable? - Who can see my profile?
- If you wouldn't want your supervisor to see your post, don't post it.

When using social media:

- Never include patient-related information – even if you think it has been de-identified
- Do not initiate or accept friend requests from patients
- Maintain professional manner.

## ITS Helpdesk

ITS Helpdesk is the first point of contact for most IT related issues or queries, such as issues with student access to Windows or Cerner. ITS Helpdesk is attended 8am to 6pm Monday to Friday.

ITS Helpdesk can be contacted via the following options:

- Phone: 9076 3300 (ext. 63300)
- Email: [its.helpdesk@alfred.org.au](mailto:its.helpdesk@alfred.org.au)

## Electronic Journey Boards

Alfred health use Electronic Journey Boards in the care of patients: [Electronic Journey Board Resources](#)

## Emails



Most students are not issued with Alfred Health email accounts but you may still communicate with your university and your supervisor using your university account. When creating and sending an email, you must consider:

- Is email the best way to communicate your message?
  - Email is impersonal, without the benefit of body language to provide cues and may be misunderstood. The message may be better conveyed in person or via a telephone call.
  - Emails must not be used to insult others, as it is unacceptable behaviour that is part of a written record. This written record may lead to disciplinary action against you.
- What information is contained in the email?
  - Emails must not contain identifiable patient information.

## Internet / Intranet

You may use the Internet and Intranet to improve your knowledge, research and information related to your placement. While Alfred Health blocks most inappropriate websites, it remains your responsibility to access only websites appropriate to your placement. Inappropriate internet/intranet use may result in your placement being terminated.

You must not:

- Access inappropriate internet sites (i.e. illegal sites, any sites containing pornography, advocating hate/violence, online betting, gambling and gaming sites)
- Download, distribute, store or display inappropriate materials, such as offensive graphics, images or 'jokes', any form of offensive, defamatory, discriminatory or malicious material.
- Download software or print unreasonable amounts of material for personal use.
- Engage in illegal or wrongful activity, private business or personal profit ventures.

- Execute applications from sources that may introduce malware into your computer (i.e. Social networking websites).

## Passwords

Accessing Alfred Health systems means choosing a suitable password. You may use a phrase that is easier to remember. You will be prompted with the requirements for a password the first time you log in.

## Phone System

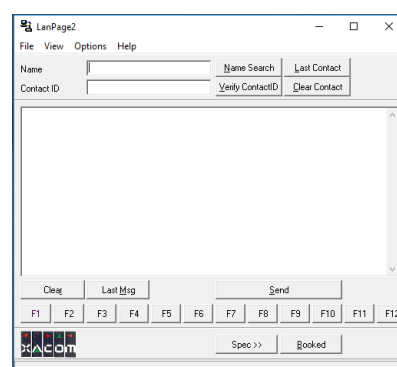
To make a call from an Alfred Health Phone:

- Internal: dial the extension number (i.e. 66123)
- External: dial zero (to access an external line) and then the phone number (i.e. (0) 041234567)

## Paging System

Lanpage is used to contact Hospital staff via a computer. Your supervisor should show you how to use this if it will be needed during your placement.

1. Select the Lanpage icon on the desktop.
2. Type in pager number of the person you need to contact in the contact ID section.
3. Type a message and include an extension number for the person you are paging to phone you back on.
4. Press "Send".



## Telehealth

Alfred Health uses Health Direct and Microsoft Teams for telehealth services. Student supervision requirements are the same whether working via telehealth or face-to-face.

While students are not able to have Health Direct accounts, your supervisor will determine if a telehealth consultation is suitable during your placement based on:

- Practice setting
- Clinical need/consideration
- Workforce requirements
- Telehealth delivery approach.

## Microsoft Teams



Alfred health uses Teams for a lot of communication, including with some students. Your supervisor can ensure you are able to log in and access the right Teams groups and chats if you need. It is vital that you do not share patient identifying clinical information any time you use Teams.

## Whatsapp



Some clinical areas of Alfred Health use Whatsapp to communicate messages quickly and easily. It is vital that you do not share patient identifying clinical information if you use Whatsapp.



## **FREQUENTLY ASKED QUESTIONS**

**1. Do I need to bring or show my Working with Children's Check (WWCC) and Police check while on placement?**

Your University or Education Provider is required to sight your WWCC and police checks before you start placement at Alfred Health, and this is logged on the 'PlaceRight' platform for managing student placements. Students do not have access to PlaceRight so if Alfred Health requires copies of these documents, we will request them.

**2. Do I need to bring or show proof of my immunisations?**

Proof of your immunisations are stored by your university provider on PlaceRight. The university provider will notify Alfred Health if your immunisation status may affect your placement.

**3. Do I have to wear my student uniform while on placement?**

Yes. Please see "[What You Need to Wear](#)" section.

**4. Are there bicycle facilities available I can use?**

Alfred Health have facilities available for student use at some sites. Your supervisor will orientate you to these facilities once you start placement if you need them.

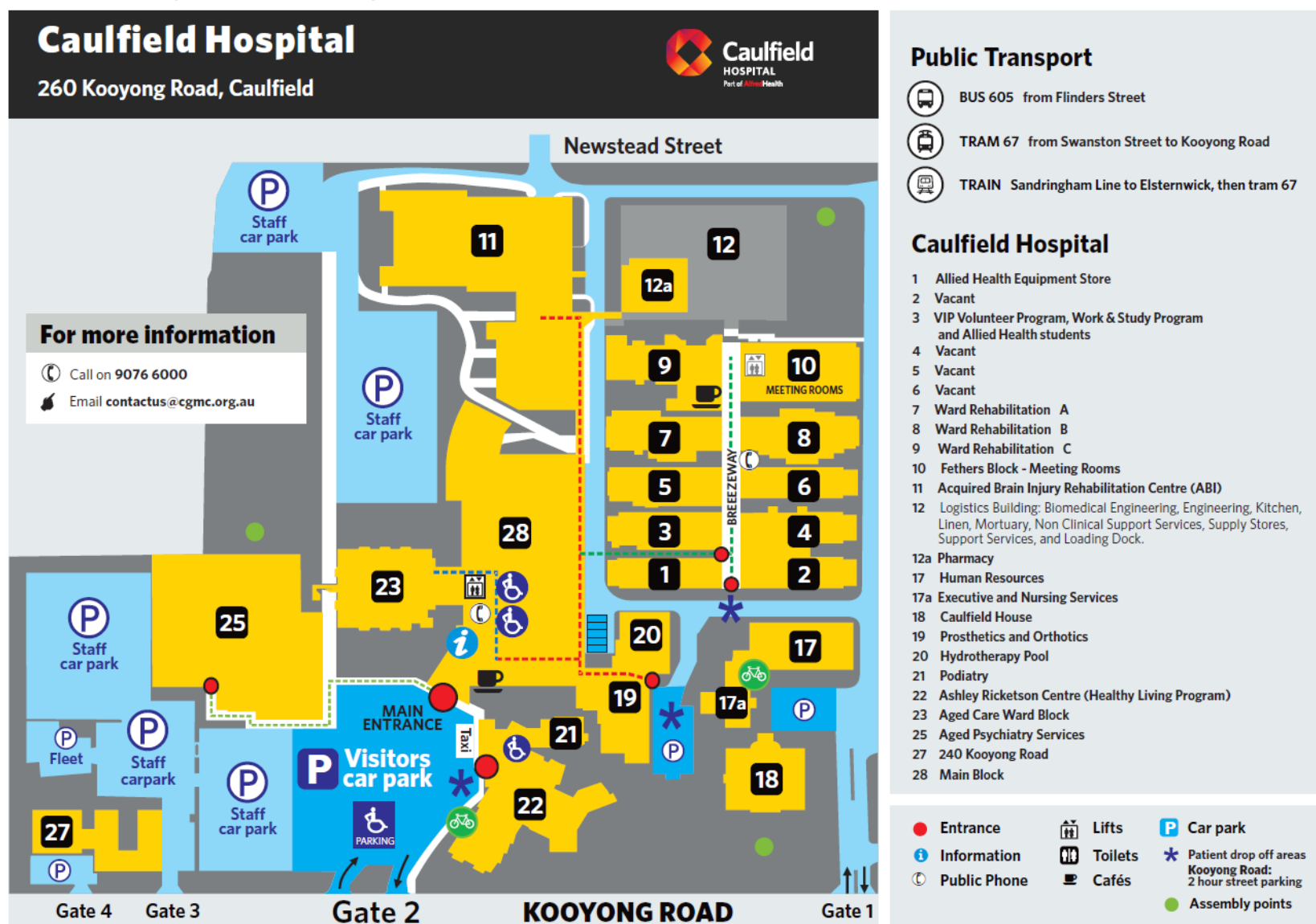
**5. What happens if I'm not doing well on placement?**

See [Appendix 4](#) for the guide to performance management for students. Please discuss with your supervisor and/or university as soon as you have any concerns about your progress during placement.

APPENDIX 1 – Site Map, The Alfred Hospital



## APPENDIX 2 – Site Map, Caulfield Hospital



# APPENDIX 3 – Site Map, Sandringham Hospital



**Bus Routes**

600 Southland Shopping Centre - St Kilda Station  
825 Moorabbin - Southland via Black Rock & Mentone  
922 Southland - St Kilda Station via North Brighton Station  
923 Southland Shopping Centre - St Kilda Station

**Parking**
**Pay station**

- 1 Visitor Parking
- 2 Visitor Parking: 10 minute drop off zone
- 3 Permit Parking only / 30 minute Emergency drop off zone
- 4 Visitor Parking: Dialysis Patients only
- 5 Staff Parking
- 6 Deliveries Parking Only

**Sandringham Hospital**

|  |            |              |
|--|------------|--------------|
| 7 Emergency Department                             | Building A | Ground Floor |
| 8 Sandringham Ambulatory Care Centre               | Building A | Ground Floor |
| 9 Ward G2  | Building A | Ground Floor |
| 10 The Womens @ Sandringham (W@S)                  | Building A | First Floor  |
| 11 F3 and Birth Centre                             | Building A | First Floor  |
| 12 Pathology                                       | Building A | First Floor  |
| 13 Dialysis  | Building A | First Floor  |
| 14 Radiology                                       | Building A | Ground Floor |
| 15 Special Care Nursery (SCN)                      | Building A | First Floor  |
| 16 Sandringham Community Bank Day Procedure Centre |            | Ground Floor |
| 17 Ward F2   | Building A | First Floor  |
| 18 Ward G3   | Building A | Ground Floor |
| 19 Operating Suite                                 | Building A | First Floor  |
| 20 W@S Specialist Clinics                          | Building C | Ground Floor |
| 21 Education Room Centre                           |            | Ground Floor |
| 22 Skills Training Room                            | Building B | First Floor  |
| 23 Pharmacy  | Building B | Ground Floor |
| 24 Meeting Room 1                                  | Building B | First Floor  |
| 25 Boardroom / Meeting Room 2                      | Building B | First Floor  |
| 26 Outpatient Consulting Clinic                    | Building B | Ground Floor |
| 27 Meeting Room 3                                  | Building B | First Floor  |
| 28 Blood collection                                | Building B | Ground Floor |

|              |                |                      |
|--------------|----------------|----------------------|
| Entrance     | Lifts          | Stairs               |
| Information  | Toilets        | Kiosk (Ground Floor) |
| Public phone | Taxi phone     | Café (First Floor)   |
| Pay station  | Assembly point |                      |

## APPENDIX 4 – Student Performance and Support Model



### STUDENT PERFORMANCE & SUPPORT IN CLINICAL PLACEMENTS: THE OVERLAPPING RESPONSIBILITIES OF SUPERVISOR, CLINICAL EDUCATOR/COORDINATOR, AND EDUCATION PROVIDER

AHCEN is a collaborative network of allied health educators in Victoria.  
Content and design acknowledgements: Austin Health & Monash Health.  
Key reference: Bearman, Molloy, Ajawi (2013) - *Is there a Plan B?*

