



VITALIS TRAINING CENTER

Clinic Handbook

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FOREWORD

Students participating in Clinical Practicum subjects are expected to, and are responsible for, reading, understanding, and acting upon the information documented in this Clinic Handbook.

The procedures and policies contained within this Handbook are an important part of the basis of students' assessment in their Clinical Practicum subjects. Information specific to each clinic discipline is outlined for clinic subjects. It should be noted that, for the purposes of this handbook, Units of Study will be referred to as Subjects.

Working in the Clinic

When you step into the clinic everything changes. You take a step from being simply a student to being a CHT Practitioner. As a CHT Practitioner you are expected to apply your knowledge and skill in a professional manner whilst under supervision. This is an essential stage in your development as a health practitioner, and one that brings new challenges and new rewards.

How rewarding is it when you help solve someone's longstanding illness by astute application of the simple logic of your discipline's principles, treatments and medicines?

How rewarding are your clients' smiles or tears when you are the first healthcare practitioner that has taken the time to hear their full story, acknowledge it and make sense of it for them?

How rewarding is it to accompany someone on their healing journey as you deftly interweave treatment disciplines with listening and counselling to help them unwind their illness and move back towards balance?

In the clinic you will be challenged to stay present and calm when your stomach may be churning with nervousness as you face a client with serious health problems and wonder how you can help them. You will be challenged to remember the countless facts you have filed away in your brain over the past few months and put them together in a coherent way that is helpful to the client.

In the clinic you will be challenged to present the best part of yourself at all times, to set aside your personal concerns whilst you are in clinic, knowing that they will be there for you to deal with when you leave. You will be challenged to find the healer archetype within and make friends with it as you gradually grow into a fully-fledged practitioner.

So gather up your courage if that's what you need. Make a commitment to yourself and others. Dedicate yourself to serving your clients' best interests and inspire those around you.

Wishing you all the best

Academic Administrator Ela Gold

Student Conduct in Clinic

Clinical observation and practice is a key feature of VTC's course of study. Students are expected to show ethical and cultural awareness and behave appropriately in all clinical settings when interacting with clients, clinic staff and fellow students and concerning issues of confidentiality. All students will receive supervision and guidance from their clinical supervisor.

Students are expected to work with clients and fellow students from all walks of life in clinical practicum irrespective of age, body shape, disability, gender, sexual orientation, religion or belief, race, nationality, ethnic or national origins etc.

Students are expected to display appropriate behaviour for professional practice at all times and maintain appropriate boundaries between the client and student practitioner.

Clinic time is designed to be a rich and positive experience centred on engagement within academic and vocational areas of development. The Student Code of Conduct aims to foster the core values and encourage active engagement between VTC and the student within the contexts of professional practice, teaching, learning and research.

Students of VTC are expected to behave in a manner which promotes the well-being of themselves and others at all times. In relation to the clinic environment, this includes but is not limited to:

- Observing all of VTC's policies and procedures including those relating to student misconduct, cheating and plagiarism, confidential information, privacy, and all legal, legislative, health and safety requirements; and all requirements in this Handbook;
- Preparing diligently for all qualifications, future professional practice and lifelong learning;
- Attending on time and remaining in session until the completion of the session;
- Participating appropriately during clinic;
- Refraining from talking excessively or at inappropriate times so as to cause disruption to the achievement of learning outcomes of others;
- Turning off mobile phones so as not to distract other students' learning; and
- Speaking to other students and the supervisor in a respectful manner, not causing distress.

Students must not:

- Attend clinics or other related learning activities while under the influence of alcohol or any drug that has an adverse effect on their behaviour, learning or participation.
- Engage in behaviour which could be considered threatening, harassing, intimidating or abusive in any way (verbally or non-verbally);

Note:

- Unless a person is enrolled in a subject, they may not attend a Clinic unless approved by the Academic Administrator.
- Appropriate and covered footwear must be worn at all times in Clinic.
- Children are not permitted in the clinic, except when receiving a treatment and only under the direct supervision of parent or legal guardian.

Student Responsibilities in Clinic

Clinical experience involves a number of responsibilities for students. It is important that students are aware of their responsibilities.

Students have a responsibility to:

- Ensure that all pre-requisites have been met before starting a clinic
- Be aware of their clinical objectives for the session
- Complete the required preparatory work before starting the Clinic session
- Maintain professional and ethical conduct with regard to all Clinic matters
- Be punctual, arriving at least 15 minutes prior to commencement of a Clinic session
- Be professionally presented as per requirements
- Abide by all requirements and expectations outlined in this Handbook
- Be proactive in seeking out learning opportunities
- Maintain client, staff and peer confidentiality
- Identify individual learning requirements
- Check Clinic rooms before taking client in to ensure that they are clean and tidy and that furniture and equipment are appropriately placed
- Leave Clinic rooms and common areas in a clean and tidy state after using them, with all furniture and equipment in its original location
- Inform the Clinic Supervisor urgently if there are any concerns about the safety of a client or if there is any risk to the safety of others in the Clinic
- Be fit to undertake clinical sessions including maintaining own health, adequate rest, not be under the influence of alcohol or other drugs
- Assure outside work and personal commitments do not interfere with Clinic sessions.

Treatment and Advice to Clients

Authorisation for all diagnostic and treatment advice to clients must be gained from the Clinic Supervisor prior to the provision of that treatment or advice to the client by the student.

Student Misconduct – General

The VTC's policy on misconduct relates to both academic and non-academic student misconduct. A breach of the Code may result in an allegation of student misconduct. All allegations of student misconduct will be investigated in a manner that is fair, consistent and transparent providing all parties with an opportunity to be heard.

When dealing with possible student misconduct, it should be noted, however, VTC is committed to the principles of procedural fairness and natural justice. This includes:

- the presumption of innocence unless guilt is freely admitted or proved by clear and convincing evidence
- the right to be heard
- the right to be treated without bias
- the right to be informed of allegations being made and to be provided with an opportunity to respond
- the right to be given reasons for any decision

The VTC takes multiple breaches of the Student Code of Conduct seriously. Knowledge that a student has been found guilty of a past misconduct offence will be taken into account when determining the penalty/s to be imposed.

Inappropriate Student Conduct in Clinic

In the event that a student's conduct in Clinic is inappropriate, the Clinic Supervisor will dismiss the student from the clinic at their discretion.

Any of the following behaviours may be considered as misconduct in Clinic:

- Arrival at Clinic unprepared for client appointments
- Missing an appointment or late for an appointment by more than 15 minutes
- Being unavailable while on a scheduled Clinic session
- Acting without the Clinic Supervisor's permission
- Not following the Clinic protocols and standards outlined in this Handbook
- Inappropriate dress
- Sexual harassment/misconduct
- Inappropriate or unprofessional remarks
- Engaging in social or personal activities whilst in Clinic (e.g. Facebook, texting etc)
- Improper draping in remedial therapies or during clinical examinations that require removal of clothing
- Breach of client confidentiality
- Diagnosing/treating a client without Clinic Supervisor approval
- Dispensing products without authorisation or for personal use without a consultation and payment for the product
- Not following Clinic Manager direction or instruction
- Other professional misconduct

Any student who is under the influence of alcohol or other drugs, who is violent (including verbal violence) towards anyone, or who makes inappropriate advances towards a client, fellow student or staff member will be excluded from the clinic setting immediately. Any such exclusion will be recorded at the time in a Clinic Incident Report.

When an act of student misconduct in clinic is of a minor nature every effort will be made to resolve the issue at a local level as quickly as possible.

General Code of Professional Ethics in Clinic

- Always respect the rights and dignity of the clinic client;
- Always maintain the utmost standard of professional competence and behaviour;
- Ensure that all information about the consultation and treatment being offered to the client is understood. All consultation, assessment and treatment must be carried out with the informed consent of the clinic client;

- Always ensure client confidentiality and privacy, and never share patient details or case information in any forum, including on social media or in conversation in any public space.
- Take care to ensure a high standard of hygiene and promote safe practices.

Requirements for Students in Clinic

The following requirements must be organised prior to commencing Clinical practicum and be recorded in student records before students are able to undertake any Clinic sessions. All current certification needs to be valid for duration of clinic session.

- First Aid Certificate - Students must hold a recognised Apply First Aid Certificate (or equivalent) before they will be permitted to undertake clinical sessions;
- Any theory subject prerequisites successfully completed.

Evidence of approved First Aid Certificate must be presented to the Clinic Supervisor prior to the clinic session enrolled and a printed copy of this document is to be provided prior to the first clinic session. If the proper documents are not presented, the student may be unenrolled from Clinic.

What to Expect in a Clinic Subject

Students are expected to participate in all aspects of clinical practice as part of their academic learning outcomes. This includes client consultation, case taking and record keeping, reception administration, customer/client service and promotion as well as dispensary duties (where relevant). Students are encouraged to take ownership of their Clinic session and develop a well-rounded set of clinical skills, both as a clinician and a practice manager.

A Clinic subject is a combination of seeing clients, managing business and deconstructing cases with your supervisor. Vitalis Training Centre expects that if you are not seeing clients, you are maintaining your clinical logs, managing your ongoing cases, reflecting on case work, researching current client conditions and medications, seeking guidance and collaboration on case management with your supervisors and peers, or working on business development tasks or projects or business administrative functions such as reception and dispensary duties.

Clinic Clients

While the Vitalis Training Centre makes every effort to promote the clinics and encourage clientele, students are also expected to promote the VTC and to attract potential clients and learn the skills required to promote their own practice into the future.

Clinic Attendance

Clinic subjects have a 100% attendance requirement in order to pass per the subject outline.

In extenuating circumstances with required documentation supporting the reason for absence an arrangement with the Academic Administrator can be made to retake missed clinic sessions.

All sessions **MUST** be made up in order for the student to pass the subject.

Students who miss more than the allowable number of clinic sessions will be sent home by the supervisor, will be unenrolled for Clinic and will not be able to continue attending Clinic.

Per the Attendance Policy, the following are allowable reasons for missing clinic:

- Serious personal or emotional trauma (such as a death in the immediate family)
- Illness, with a certificate from a registered health practitioner
- Sporting or cultural commitments at State, national or international level.

In order to ensure that missed clinics are properly approved and made up, students must follow all of the steps outlined on the Application Form for Clinic Session Make-up.

Students must make up any missed sessions at the convenience of the school roster and the Academic Administrators commitments.

If a student is ill or suffering from an infectious disease they must not attend Clinic sessions.

In the event of illness or emergency, students unable to attend Clinic session must notify the clinic by telephone as soon as possible prior to the beginning of a Clinic session to allow adequate time for that student's Clinic clients to be notified and rescheduled.

However, such notification is necessary even if the student has no clients scheduled.

"No shows" (absence resulting from a missed Clinic session with no contact to the Clinic Supervisor or email address above **before** the absence) will be marked as missed and can also result in dismissal from Clinical practicum subject.

If a student is unable to attend a Clinic session because of observance of a religious holiday, they must notify Clinic Supervisors at the start of the semester or subject and similarly lodge an application for Special Consideration to gain approval to make up the clinic.

Punctuality in Clinic Sessions

It is both disruptive and unprofessional to Clinic Supervisors, Clinic clients and fellow students to arrive late to Clinic sessions. Students are expected to arrive early and remain through to the end of the Clinic session, even if there is no client, and should utilise the time in Clinic constructively.

- Students must arrive at Clinic no later than 15 minutes before the Clinic session and be ready for their Clinic session at the time it is scheduled to begin.
- Students must take transportation and parking into consideration when planning their schedules to ensure arrival before the required time.
- Students must not leave Clinic sessions early without the permission of the Clinic Supervisor.
- Students must not return late from breaks during Clinic Sessions.
- Students who arrive late for Clinic Sessions may be sent home at the discretion of the Clinic Supervisor.

Professionalism in Clinic

As future natural health practitioners, Vitalis Training Centre students are expected to adhere to the highest professional, ethical, and personal, standards of conduct. Any activities that violate the standards of student conduct.

Student Practitioner-Client Relationship

Student practitioners are expected to follow professional clinical ethics at all times. Student practitioners are discouraged from treating their own family and friends to reduce bias and conflict of interest. Where family and friends are recruited for treatments, other students will administer the treatments. They should be swapped with another student for treatment.

Students must always keep the clients' best interests in mind and behave in a manner that respects their modesty, privacy, informed consent, and personal preferences. Students are expected to provide professional customer service both inside and outside of the consultation.

Students shall not have contact outside of the clinic with patients regarding their health matters that were covered in the clinic visit. This includes checking in on treatment progress and patient status. Students shall not communicate with their patients via mobile phone (calls or texts), personal email or social media, unless they have a pre-existing relationship (such as partner, close friend or family member), and then such contact should not entail discussion of health matters outside of the clinic.

Client Responsibilities

Clients of Vitalis Training Centre also have responsibilities to students and Clinic staff and these will be set out in the initial appointment and informed consent forms.

These responsibilities include but are not limited to:

- Treating the students and Clinic staff with respect and courtesy
- Providing accurate and timely information about their health and well-being
- Providing relevant details of their health history to students and Clinic staff, as appropriate
- Advising students and Clinic staff of any changes in their health, treatment programs, medication etc.
- Advising if they are unable to keep an appointment
- Ensuring that students and Clinic staff are not at risk in any way while attending the Vitalis Training Centre
- Taking responsibilities for health decisions they make

Professional Dress Code

Professional appearance is fundamental to primary health care practice including natural medicine. Adhering to professional dress codes can assist students to acquire the confidence of their clients and denotes your position within the clinic setting. Vitalis Training Centre students also have a professional responsibility to ensure safety and hygiene of their clients. The Vitalis Training Centre has a basic professional dress code to be adhered to by all students representing the VTC. The dress code is designed to be practical for delivering care, minimising potential cross infection, and promoting safety for clients.

Requirements

All Vitalis Training Centre students must be professional in all Clinic settings. Professional manner, appearance, and attire must be maintained in the Clinics at all times. A certain standard of dress is required for students in the VTC in order to promote an atmosphere of professionalism.

Students who are inappropriately dressed will be asked by the Clinic Supervisor to leave the Clinic areas. The professional dress code applies when students are seeing clients and working in the reception area, attending practicum class in the Clinic, as well as when observing diagnostic or therapy sessions. A student who does not meet the required standards for Clinic may be refused permission to attend their scheduled Clinic session.

- For reasons of safety, no open toed shoes are permitted, closed shoes only (no athletic shoes – “runners” or “sneakers”)
- Long hair should be neatly tied back
- No undergarments should be visible
- Midriff should be covered
- No tank tops, crop tops, halter tops or other ‘brief attire’
- Professional attire is required at all times.

Any CHT student who is unsure about whether their clothing is suitable or otherwise whether they comply with this policy should immediately consult with the Clinic Supervisor for guidance.

All student(s) must wear casual business attire that is appropriate and acceptable as determined by Vitalis Health when performing tasks in connection with their duties as student(s). Vitalis Health considers the following to be appropriate casual business attire:

- ¾ sleeve tops or blouses with high cut round neck in a light color;
- Comfortable black trousers;
- Comfortable black or white shoes or other single color.

All student(s) are required to adhere to the following further guidelines in relation to their work attire:

- Student(s) must ensure their attire is clean, washed, neat and tidy;
- Student(s) must ensure their work attire suitably fits and is appropriately tailored; and
- Student(s) must ensure they do not wear any clothing that is inappropriate (show cleavage) or may otherwise reasonably offend others.

Hair

- Student(s) must ensure that their hair is clean, neat and tidy.
- Student(s) must not wear their hair in a way that hinders their vision or performance.

Personal cleanliness and presentation

- Student(s) hands and fingernails are to be kept neat clean and well groomed. And fingernails kept very short at all times, as not to injure clients during massage.
- Student(s) may wear make-up, but must avoid excessive make up or make up with strong smell or considered by Vitalis Health to be inappropriate.
- Student(s) may wear modest nail polish.
- Student(s) are responsible for maintaining adequate personal hygiene.

- Student(s) should take precautions to avoid offensive or unpleasant breaths or body odours.
- Some student(s) / clients may be allergic or intolerant to the chemicals in perfumes and deodorants. Student(s) should therefore only use natural (e.g. essential oil) products.

Supervision

Being a student of Vitalis Training Centre carries with it a professional responsibility. To the general community, you are a representative of Vitalis Training Centre and the natural medicine profession. Students shall not offer their status as a Vitalis Training Centre student as a qualification to practice any natural health disciplines.

To maintain high standards students should not practice any of the skills learned during training before graduation except:

- Under supervision as part of their clinical training; or
- As part of their studies under instruction from lecturers.

Students must not dispense any advice or give any form of treatment within the clinical setting without first receiving permission from the Clinic Supervisor. Verbal advice, handouts, prescriptions and other recommendations must be approved by the Supervisor on a case by case basis before they are given to the client.

Students should be aware that if they practice any skills before successful completion of the course they may be risking claims for damages (including civil claims) against them if any harm can be proven to have been caused to the client.

Equal Opportunity & Sexual Harassment

Vitalis Training Centre is opposed to discrimination on the basis of sex, race, age, physical or mental disability, religious beliefs, marital status, parental status, career status, sexual preference, political affiliation, industrial activity, pregnancy, victimization, physical features or social and cultural backgrounds.

The Vitalis Training Centre will not tolerate harassment of any kind to or from Clinic staff, students, Clinic clients or visitors to the Vitalis Training Centre. Any harassment claims should be presented to the Clinic Supervisor as soon as possible. All claims will be handled promptly. All claims will be handled with strict confidentiality and in a manner that is fair to all involved in the complaint.

Harassment Procedure

Any disputes should be handled in a reasonable and timely manner. Any student who feels that they have been subject to sexual harassment should promptly take the following steps:

- Politely and firmly confront the harassing offender. State how you feel about their actions and request that harassment ceases immediately.
- If the harassment continues, or if you don't feel comfortable confronting the person, report the matter to the Clinic Supervisor as possible.

Reporting must be done initially verbally to the Clinic Supervisor and then in writing stating the specific details of the harassing behaviour. It is helpful if details of dates, times, places and witnesses of the harassment can be provided.

Harassment Claims - Investigation And Confidentiality

All harassment complaints will be investigated promptly. The identity of the student making the complaint as well as the identity of the individual accused of the harassment will be kept as confidential as possible.

Harassment is a serious offense and any student or staff member who engages in such conduct is subject to disciplinary actions. The Vitalis Training Centre recognises that allegations of harassment can cause serious damage to the accused offender's personal reputation and career or future career. In the event a complaint of harassment is found to be totally and completely without basis, and made with malicious intent, appropriate disciplinary measures may be taken against the student who brought the complaint.

Confidentiality

Confidentiality can be defined as the non-disclosure of personal, sensitive and health information pertaining to a client that has been disclosed by a client and collected by students or staff in Clinic sessions. Confidentiality also extends to the personal information of Clinic staff and students (e.g. telephone numbers, addresses etc.)

Under current national legislation regarding Health Records (The Australian Privacy Principles, effective March 2014; <http://www.oaic.gov.au/privacy/privacy-act/australian-privacy-principles>), confidential/private information cannot be collected, disclosed or used without client consent. Students are advised that any client information collected in Clinic sessions is not to be read, discussed, or disclosed in any manner, including in conversation and/or via social media, without Clinic Supervisor permission.

Student practitioners, observers, supervisors and clinic assistants are to maintain confidentiality of client information at all times. Clients and their specific case details are not to be discussed outside of the Clinic. Discussion regarding cases may occur within the VTC Clinic or classroom environment, however, if Clinic cases are used, any identifying features of the client must be removed (in both written and verbal versions) to maintain confidentiality.

Copies may be made of case notes providing identifying features are removed. Client files and all contents must remain on Clinic premises at all times. Any client files, file contents, or file copies that are left out in the open on premises will be treated as a breach of client confidentiality.

Students should be aware at all times the sensitive nature of client information, particularly given the percentage of clients that are either students, staff, or relatives of students and staff of VTC.

Vitalis Training Centre maintains a restricted client record area in order to maintain a standard of protection, Clinic staff and students are the only people allowed in these areas or access to the filing cabinets.

In regard to client records:

- The client owns the information in their chart and may access the information by written request;
- Confidentiality of all client health information is legally protected

- Client records are not to be left unattended or in unsecured areas - including student discussion areas or treatment rooms
- Client records must be kept on the VTC Clinic premises at all times
- Students may request copies of patient treatment plans to be used for educational purposes, such as case presentations, but any files to be copied must have any identifying features removed first (e.g. name, date of birth etc) must be kept in strict confidence
- Unauthorised client record copying is illegal and students will face disciplinary action
- Client records should be returned to client record storage areas as soon as possible after the student is finished with them

Confidentiality and the “Need to Know Rule”

In order to provide client services, Clinic Supervisors and students have a need to know some client health information. Only those persons directly affiliated with Clinic services can access client information that they ‘need to know’, and only to the extent that they need to know it for the provision of client services. This information is then maintained in strict confidence and is only shared with others who, like themselves, have a need to know in order to provide services to the client. In order to further protect the confidentiality of clients of Vitalis Training Centre and client’s confidentiality, discussion of client information must be avoided in public areas.

Privacy Legislation

Privacy legislation exists in International, Australian Commonwealth and State laws to protect patients by preventing the inappropriate use or transmission of client health care information. All personal and health information held directly or indirectly by institutions or individuals is protected and confidential. It is the responsibility of those who gather and keep private information, to store it in a secure way.

Please note that major changes to the [Privacy Act 1988](#) and the subsequent [Privacy Amendment \(Enhancing Privacy Protection\) Act 2012](#) came into effect on 12th March 2014.

The Office of the Australian Information Commissioner details the new Australian Privacy Principles (for both the private and public sectors) which will supersede the existing Information Privacy Principles (public sector) and the National Privacy Principles (private sector):

<http://www.oaic.gov.au/privacy/privacy-resources/privacy-fact-sheets/other/privacy-fact-sheet-17-australian-privacy-principles>

The Vitalis Training Centre is in the process of reviewing its Privacy Policy and the necessary updates and changes will be included as required.

English Language Proficiency

Students in Clinic sessions must be able to demonstrate general English language proficiency and understanding due to the often complex terminology in health care areas. All courses at the Vitalis Training Centre are delivered in the English language. It is essential that a student has language, literacy and numeracy (LLN) skills

sufficient to successfully complete assessments at the level required. A high level of English Language Proficiency is required upon initial admission to a qualification with the VTC.

Clinic Operations

The Vitalis Training Centre is a teaching and training facility and it is essential that clients are informed, at the first contact with the Clinic, that they will be treated by a student practitioner who are undertaking specialist training and the student is being supervised by senior qualified practitioner.

Clients must be informed that the Clinic operates on a fee for service basis and what the fee will be for the service they are requesting. These fees are substantially lower than those charged in the community. Upon arrival for the first session the Reception students ask the client to complete the Client Registration Form, which includes the client's consent to be treated by a student and participate in the Teaching clinic. The client must sign their consent before any treatment can occur.

In regard to client confidentiality and to fulfil legal and ethical responsibilities of the Vitalis Training Centre it is essential that clients are given clear and accurate information about their relevant therapeutic process and give written consent for this to occur. Clinic clients must be informed of all procedures, examinations, and proposed treatments, and must consent to these activities prior to the client being seen by the student.

Permission to Consult

The Permission to Consult/Release of Information Form requests the client's permission for the student to consult with a particular person, professional or agency. This form must be completed and signed by the client whenever information, written records or notes are requested from, or sent to another professional or agency, or when the student wishes to speak to another source about matters relevant to the client.

NEVER DISCUSS A CLIENT OR COMMUNICATE WITH ANOTHER PROFESSIONAL REGARDING A CLIENT WITHOUT OBTAINING WRITTEN PERMISSION TO DO SO FROM THAT CLIENT, OR WHERE A CHILD IS INVOLVED, FROM A PARENT.

Animals in Clinic

Animals, except for service animals (i.e. for vision or hearing impaired or companion health animals), are not permitted in Vitalis Training Centre. In addition, all service animals must comply with all local, state and federal regulations, such as leash laws etc.

The Vitalis Training Centre reserves the right to call animal control authorities if required. A student or Clinic client in violation of this policy will be asked in the first instance to remove the animal or will be held financially responsible for property or personal damages caused by the animal on Vitalis Training Centre Clinic premises.

Record Keeping, Filing and Archiving

Students need to maintain good records for each Clinic client. Students should get into the mandated practice of keeping accurate and ordered client files for when they are in their own practice.

Students should use the discipline-specific Initial consultation and/or Follow-up consultation forms for actual face to face consultations with clients.

Files are used to keep a record of client contact, treatment protocols and progress, as well as for the purpose of communication with other professionals where necessary. Information from the files is strictly confidential and can be released to other professionals only with the client's written permission. Hard-copy files are created in Clinic sessions, and are stored in the Clinic premises.

FILES MUST NOT BE REMOVED FROM THE CLINIC PREMISES IN ANY CIRCUMSTANCES.

Any request for access to information in a file must be referred to the Clinic Manager.

Client histories must be kept up to date, case notes must contain thorough detail discussed in appointments, appropriate client consent signatures, Supervisor approval signatures and accurate prescription records (including all verbal advice, copies of approved handouts, etc).

Phone calls from clients and any relevant discussions with clients outside of their Clinic appointment should be recorded by the involved student and stored in the client file. Copies of letters sent to clients, client pathology tests, client complaints, file copy requests, incident reports etc should be stored in the file, with any information that needs to be read first (such as cautions, warnings, recently arrived test results, etc) kept on top.

Client records are to be kept in a manila file, clearly marked with the client's surname, first name on the left. Client files that contain bulky case notes should be secured tightly with a file clip to ensure records are kept together. Black pen should be used for all handwritten notes and signatures in files as reports, summaries and notes that may need to be photocopied.

Client records are to be filed in alphabetical order by surname. Each patient will have one file, and all consultations will be recorded in that one file, regardless of discipline. Files are to be checked regularly to ensure that they are in correct alphabetical order for ease of retrieval.

No Show Clients (Did Not Attend)

Those clients who do not attend for first or later appointments should be followed up by the assigned student. The extent of follow up should be determined between the Supervisor and the student. This will be noted in client record as a No Show.

Progress Notes

Every contact with the client, whether in person or by telephone, and discussions involving the client with other professionals, must be well documented, as must failure to attend and cancellation of an arranged appointment. Corrections need to be crossed out, with a single line, not blocked out with liquid paper.

Liaison with Other Professionals/Reports - Making A Referral

At some stage the student and Clinic Supervisor may decide that referral to another professional or agency is the most appropriate course of action and in the client's best interests. The referral may result in discharge from the Clinic, or may complement the treatment offered at the Clinic. The possibility of the referral needs to be discussed thoroughly with the client and all the appropriate options described. When an appropriate professional or agency is agreed upon, an accompanying letter of referral needs to be forwarded (with the client's consent) to those involved, giving the background to the case and your reasons for making the referral. No mention should be made of diagnosis or your personal recommendations. State the facts and any test results clearly, and include relevant information where necessary.

In some cases less formal referral procedures may be appropriate, such as providing the client with contact names and numbers and allowing them to follow-up other options themselves. The level of formality depends on the nature of the professional or agency involved and can be decided upon in consultation with the Clinic Supervisor.

Correction of Personal Files

If a person wishes to correct or amend personal information in Client files held by Vitalis Training Centre they should lodge a written request with the Clinic Manager. The individual should specify which sections of the client record are incomplete, are incorrect, are out of date, or give a misleading impression. The individual may specify the amendment they wish made as well as provide the correct information to amend the wrong information.

Reception Management

All students are required to undertake training in clinic reception duties to prepare them for work in clinic situations. To this end you will be trained during your first few weeks on Reception as many CHT clinics do not use formal receptionists and many times it is the practitioner who is responsible for patient intake and reception duties.

Students performing reception duty must arrive 15-30 minutes prior to their scheduled Clinic session.

The duties upon arrival are:

- Review appointment schedule for the day, and retrieve patient files.
- VTC is moving to cashless reception although in some instances cash is still used. If cash is being used get the float from Clinic Manager and count the money.
- Prepare necessary paperwork – including Client Registration Form for new clients, case taking forms for returning clients and client feedback forms (where applicable).
- Ensure required stationery is available – manila folders, pens, appointment cards, Clinic flyers, invoice books.

Duties throughout the session:

- Maintain friendly, professional customer service
- Check arriving clients in, get them to fill in forms where necessary, and inform practitioners that their client has arrived.

- Before handover of the client file to the practitioner, ensure that all information is correct and up to date as per the client file. If client is a regular client, please ask if any details have changed.
- Take payments and print receipts (when necessary – only print if client requests).
- Make bookings and write appointment cards.
- Ensure follow up appointments are entered.
- Answer phone queries, taking a message when unable to answer questions.
- Call the following business day's clients to confirm their appointment and update the results in VTC software.

At the end of the session:

- Count cash & EFTPOS receipts and enter balance in daily banking.
- Ensure all payments and invoices are accounted for.
- Ensure all client files are filed accurately away
- Ensure everything is left tidy and stationery, forms etc are in stock.

Whilst on reception duty, students must not be on their mobile phones.

Pricing, Discounting and Vouchers

- Treatment fees should be charged as per the price list unless the client has a valid voucher.
- Product charges should be charged as per the price list unless the client has a valid voucher specifying a special price or deal.
- The Clinic Manager is the only person authorised to provide discounts or special considerations to clients accessing the clinic.

Clinic Treatment Concessions

Applications for treatment concessions may be made where the client is considered to have a genuine health problem, which may potentially benefit from regular/on-going treatment, and where ability to afford the on-going cost of treatment may prohibit the client's regular/on-going treatment in the Vitalis Training Centre Clinic, such an application will be referred to the Clinic Manager for further assessment.

It is the responsibility of the Clinic Manager to approve any free treatments.

Students Prescribing In Clinic And Sale Of Items Or Products

Clients who attend Vitalis Training Centre are considered clients of Vitalis Training Centre and making private arrangements with patients as a practitioner for services is not allowed and considered a breach of protocol. The Vitalis Training Centre has a duty to clients to ensure that they receive high quality client care and that the care they receive is not compromised by conflicts of interest or by student's unilateral decision made about the treatment they receive.

Students undertaking clinical subjects in Clinic sessions must prescribe and/or use products and/or remedies that have been authorised, manufactured or purchased by Vitalis Training Centre for use in Clinics and only after approval has been obtained from the relevant Clinic Supervisor. Students must not

supply, use or prescribe their own products or remedies when treating clients in Vitalis Training Centre Clinics.

Any items or products of a commercial or other nature which students wish to sell at Vitalis Training Centre to staff, students or Clinic clients is forbidden.

Student Access To Clinic Dispensary And Discounts On Remedies

No students are to access or take anything from the dispensary without the supervision or permission of the Clinic Manager.

Products taken from the dispensary will need to be recorded in the prescription register.

Dispensary and Stock Control

Students will be required to make up and dispense prescriptions and manage the stock in the dispensary.

Cleanliness and Infection Control

- Dispensary and equipment must be kept clean and hygienic throughout the duration of the session in accordance with infection control and equipment processing guidelines.
- Inspect the dispensary upon commencement of your session and ensure that it is clean and in order. Leave the dispensary clean and hygienic when you finish your session.

Stock Control

- Expired stock, damaged stock, and any stock not kept according to the product guidelines should be reported to the Clinic Manager.
- A monthly stock take is to be completed; students may be requested to assist as part of dispensary duties.

Clinical Practice Health, Safety and Risk Management

At the Vitalis Training Centre we are committed to providing a safe work place for all Clinic staff, students and clients/members of the public. Staff and students must be aware of their responsibility to work safely, avoid injury or loss to any person or their property. This means working intelligently, with common sense, foresight and duty of care:

- Duty of care applies to the following relationships in Vitalis Training Centre– Clinic staff and students to clients; all staff to staff; staff to students; students to staff; students to students; all staff and students other members of the public at the VTC for related business.
- All those persons engaged in providing education, administrative and/or health care services such as students, Clinic Supervisors, Clinic Assistants, industry lecturers and administrative staff must conduct students and client care in full control of their physical and mental faculties, unimpaired by substance abuse. At no time is alcohol to be consumed on clinic premises.

- Persons on Vitalis Training Centre Clinic premises who may present with mental health issues or the misuse or abuse of chemical substances, legal and illegal, that result in a lack of control or impairment must be appropriately managed to avoid harm to themselves or others proximate to them.

Decisions on appropriate actions should be undertaken after:

- The identification of impaired individuals;
- The development of procedures to remove impaired individuals from providing or receiving health services in Vitalis Training Centre Clinics;
- The identification of individuals exhibiting self-harm behaviour;
- The identification of suicidal individuals;
- The development of procedures to ensure that risk to individuals or others is prevented or minimized;
- The appropriate referral of impaired or self-injuring persons.

Definitions

Duty of Care is the obligation to exercise a reasonable level of care towards an individual in the context in which the service is delivered. It is the obligation owed by a service provider to a service recipient and others at the VTC for related business to avoid certain actions or behaviours, when it is reasonably foreseeable the person/client could be injured, or suffer a loss, due to the lack of care from that Vitalis Training Centre staff member or student.

Impairment refers to any condition which interferes with the individual's ability to function as normally expected. It may exist in psychomotor activity and skills, conceptual or factual recall, judgment, attentiveness, demeanour and/or attitudes as manifested in speech or actions. It includes addiction to and/or physical dependence upon any chemical substance(s) misused or abused.

Chemical substance MISUSE will be defined as the self-administration of any chemical for any reason other than its intended proper use.

Chemical substance ABUSE will be defined as the personal use of any chemical substance that is specifically proscribed by law or by regulation pursuant to legal authority; the personal misuse of any legally controlled substance; or the personal use of any normally legal chemical substance (e.g. alcohol) in a manner that produces significant impairment or that produces the likelihood of the development of impairment.

Self-injury is also termed self-mutilation, self-harm or self-abuse. The behaviour is defined as the deliberate, repetitive, impulsive, non-lethal harming of oneself. Self-injury includes cutting, scratching, picking scabs or interfering with wound- healing, burning, punching self or objects, infecting oneself, inserting objects in body openings, bruising or breaking bones, some forms of hair pulling as well as other various forms of bodily harm. These behaviours, which pose serious risks, may be symptoms of a mental health problem that can be treated.

Suicidal individuals are persons who may present with suicidal thoughts or express intent to harm or kill themselves now or in the future. These persons may also have a history of suicidal behaviour.

All Vitalis Training Centre Clinic Supervisors and have training in initial assessment of impairment, chemical substance abuse, chemical substance misuse, self-injury and suicidal persons.

Emergency Procedures

The Vitalis Training Centre is a smoke free zone – smoking is not permitted in any Clinic or surrounding areas.

In the event of an emergency (fire, bomb threat, emergency evacuation), accident or security issue, students are required to contact their Clinic Supervisor immediately.

If there is a suspicion that a person is carrying a weapon, notify a Clinic Supervisor to call the POLICE on 000 immediately.

If a client needs an interpreter, notify the Clinic Manager to call the TIS (Telephone Interpreting Services) - Telephone 131 450

If a person presents with an impairment, chemical substance abuse/misuse or self-injury notify the Clinic Manager.

All emergencies which occur in the Clinic, or in relation to the Clinic in any way, must be brought to the attention of the Clinic Supervisor. Detailed reporting of all such incidents is essential.

Role of the Person who has Initial Contact in Risk Situation

1. Try to remain calm.
2. Establish rapport with the person. Listen and show empathy.
3. Consider safety issues for the person, staff, service recipients and others in the area on campus/clinic-related business.
4. Junior staff members and students should notify a supervisor/senior staff member as soon as safely possible. Where students are in clinic rooms with the impaired person, they should alert their Manager/Supervisor. If the student/s feel threatened they should leave the clinic room immediately and notify their supervisor.
5. If a person presents at a clinic and self-injury is evident, do not proceed with treatment without consulting with a clinic supervisor, particularly when the self-injury presents as a contraindication.

Each student must take reasonable care of their own health and safety and the health and safety of other Clinic staff and Clinic clients by:

- Taking action to avoid, eliminate or minimize hazards of which they are aware
- Complying with all occupational health and safety instructions, policies and procedures of Vitalis Training Centre
- Making proper use of all safety devices and personal protection equipment

- Complying with the instructions given by emergency response personnel such as emergency wardens and first aiders
- Not wilfully placing at risk the health and safety of any other person
- Seeking information or advice where necessary before undertaking new or unfamiliar work
- Maintaining the appropriate dress standards as set out in this handbook
- Only consuming or storing food and drink in areas designated for this purpose
- Being familiar with emergency and evacuation procedures
- Reporting all incidents, hazards and 'near miss' incidents to the Clinic Supervisor

General Evacuation Procedures in Clinic

In the case of fire:

- Do not attempt to combat the fire – this should be left to professionally trained personnel
- Clinic staff will take students and Clinic clients with them during an evacuation of the building; staff should take particular care in overseeing the evacuation of clients who are disrobed at the time of alarm
- Only take your immediate belongings with you – do not waste time
- Evacuate the building via the fire exits
- Obey direction from the designated Fire Wardens
- Move quickly but do not run
- Do not return to the Clinic areas until the "all clear" is given by the Fire Warden

Violence or Aggression in the Clinic

The risk of physical violence or aggression in Vitalis Training Centre Clinics is considered to be extremely low. However, there is always a possibility that unforeseen situations may arise where safety is compromised. In these situations, **the guiding principles are for protection and safety**. The safety of every person in the Clinic, including the aggressive or violent person, is of paramount importance.

Risk should be able to be anticipated. Clinic Supervisors and students should have an opinion about risk for known clients. Where this is so and there is a risk, and then a decision must be made about how to deal with the situation. Similarly, if the client (new or ongoing) appears agitated, very angry or disturbed a decision can be made how to best manage the risk.

This would include letting the Clinic Supervisor know you are seeing a difficult client. The Clinic Supervisor should be called in immediately for very agitated clients. If you are unable to leave the room you should continue to calm the client but call out loudly (but not scream) for assistance. Or alternatively, if an observer is present they should leave the room immediately and seek assistance.

Dealing with Distressed or Disruptive Individuals in Clinic

Distressed individuals and disruptive individuals are not the same, although a distressed individual may also be disruptive.

Disruptive behaviour is that which interferes with other students, clinic staff or clinic clients and their access to an appropriate educational, treatment or work environments. It includes, but is not limited to:

- Yelling or screaming
- Persistent and unreasonable demands for time and attention
- Words or actions that have the effect of intimidating or harassing another person
- Words or actions that cause another person to fear for their personal safety
- Threats of physical assault
- Indecent behaviour, including fully disrobing or not being decently attired

The signs of a distressed individual may or may not be immediately obvious. Their impact may be less intrusive than that of an angry disruptive individual in the short term but may manifest over a period of time and a number of clinic visits.

A distressed person may exhibit one or more of the following signs:

- A marked change in academic performance or behaviour
- Excessive absences or tardiness in attendance
- Unusual or undue aggressiveness
- Exaggerated emotional response that is obviously inappropriate to the situation
- Depressed or lethargic mood
- Hyperactivity or very rapid speech
- Marked change in personal hygiene
- Dramatic weight loss or gain
- Personal dependency (individual does not want to leave or makes excessive appointments)
- Verbal or written references to suicide
- Verbal or written references to homicide or assaults
- Isolation or avoidance of family and friends
- Strange or bizarre behaviour suggesting loss of contact with reality

Recommendations for Dealing with a Disruptive or Distressed Person in Clinic

Disruptive behaviour should not be ignored. Immediately report any disruptive behaviour to the clinic supervisor or senior staff member present.

Disruptive behaviour usually involves anger. It is important that when dealing with a disruptive person to remember that the situation is not about 'you' it is about the situation. Tell the person that such behaviour is inappropriate, that there may be consequences for failing to moderate their behaviour.

If the disruption is indeed based on anger, remain calm. Recognise that most anger outbursts peak for about 20 – 30 seconds, and while this may feel like an eternity at the time, it passes quickly and it is best to 'wait it out' before trying to proceed. Do not hesitate to ask for help.

In identifying a distressed person, you may be able to be a resource in times of trouble. Your expression of interest and concern may be critical in helping the individual to re-establish emotional equilibrium. You may also be able to alert the Vitalis Training Centre so that an appropriate intervention can be made.

Procedures for Dealing with Disruptive, Distressed Individuals or Aggressive Clients

When dealing with a disruptive situation

- Listen through the anger. Use active listening.
- Acknowledge the feelings of the disruptive individual.
- Allow the person to vent and tell you what is upsetting them. Allow the person to talk it out.
- Respect personal space. There is some evidence to suggest people experiencing high stress and tension situations need greater interpersonal space than others.
- In the early stages, try to get the agitated person to agree to something, either in word or action, thus initiating co-operation.
- Listen to the person with empathy and concern, ensure that they feel heard by going over what they are saying and clarifying their perceptions of issues and events, which led up to the outburst.
- When the opportunity presents, explain clearly what behaviours are acceptable (e.g.

“I will be willing to speak with you as soon as you lower your voice.”)

- Be firm, steady, consistent and honest.
- Focus on what you can do to help resolve the situation.
- Do not interrupt, particularly during the first 20 -30 seconds of peak anger.
- Do not allow yourself to be drawn into an argument or shouting match.
- Do not blame, ridicule or use sarcasm.
- Do not touch the disruptive person and be alert to signs that the persons control may be deteriorating and the situation worsening.
- Do not present any alternative view or interpretation of events until the client is calm and receptive. It is difficult to process adequately when overwhelmed by anger and your interpretations can result in the person feeling invalidated and misunderstood and increase their sense of alienation and anger.
- Show empathy – let them know that you understand what they are saying and feeling.
- Deal with the current issues only.
- Speak adult to adult – not adult to child. Do not be condescending.
- Avoid making promises or guarantees that cannot be kept or are beyond your control.
- During periods of rage minimize interactions other than to provide clear, short instructions.

At the first opportunity report the matter to the Clinic Manager and if you feel threatened or endangered, call the Police.

When dealing with a distressed individual:

- Try to speak with the person privately.
- Let them know you are concerned about their welfare and that you want to help.
- Listen carefully to what the person is troubled about and express your concerns in behavioural, non-judgemental terms
- You may suggest exploring various options available to the person
- Point out that help is available and seeking such help is a sign of strength and maturity, not a weakness or failure.

- Respect the distressed person's value system, even if you do not agree with it personally.
- Recognise your own limits in ability to help and do not make the problems your own. Do not involve yourself beyond your limits of time and ability.
- Do not promise confidentiality.
- Do not be judgmental or critical.

If you become involved with a disruptive situation or encounter a distressed person, at the first opportunity, you should document your memory of the situation. Write a factual, detailed account of what happened. Use clear, behavioural terminology and a clear account of your actions. Submit your written account of the situation to the Clinic Supervisor.

In Cases of Risk of Harm to Persons or Damage to Property

- Evasive self-defence strategies are the most appropriate response.
- Remove yourself to a place of safety if possible.
- Notify the Clinic Supervisor immediately.
- Alert others in the Clinic to the risk happening.
- Call the police if justified.

Documentation

After any risk or harm incident has been resolved, document all instances of aggressiveness, violence, damage to property or harm to others in detail in the client's file. Give times and the sequence of events, from prior to the onset of the behaviour until after its conclusion. Detail all actions taken by you and your Clinic Supervisor in line with the Vitalis Training Centre policies.

Debrief and Follow-Up

If there is an incident the Clinic Supervisor is responsible for coordinating an immediate debrief.

Incidents are to be followed up under occupation, health and safety requirements and modifications to responses and procedures made.

Notifiable Incidents and Injuries

Under State and Federal Occupational Health and Safety Acts certain incidents must be notified to Work Cover Authorities and/or Health Authorities immediately after becoming aware that an incident has occurred in Clinic facilities and to provide a written record of the incident within 48 hours of it occurring.

These Acts also require employers and staff not to disturb the site where a notifiable incident occurs until a Work Safe inspector or Health Department official arrives. However, the site may need to be disturbed to protect the health and safety of a person, to aid an injured person involved in the incident, or to take essential action to make the site safe or prevent a further occurrence of an incident.

A **Notifiable Incident** is an incident which results in:

1. The death of any person; or

2. A person requiring medical treatment within 48 hours of exposure to a substance or treatment;
or
3. A person requiring immediate treatment as an in-patient in a hospital; or
4. A person requiring immediate medical treatment for –
 - a. The amputation of any part of their body; or
 - b. A serious head injury; or
 - c. The separation of their skin from underlying tissue (such as de-gloving or scalping); or
 - d. Electric shock; or
 - e. A spinal injury; or
 - f. The loss of bodily functions; or
 - g. Serious lacerations
5. Any other injury to a person or other consequence prescribed by the regulations.

An **Incident is also notifiable** if that incident exposes a person in the immediate vicinity to an immediate risk to the person's health and safety through:

1. The collapse, overturning, failure or malfunction of, or damage to, any plant that the regulations prescribe must not be used unless the plant is licensed or registered; or
2. The collapse or failure of an excavation or any shoring supporting an excavation; or
3. The collapse or partial collapse of any part of a building or structure; or
4. An implosion, explosion or fire;
5. The escape, spillage or leakage of any substance including dangerous goods (within the meaning of the Dangerous Goods Acts of each State); or
6. The fall or release from a height of any plant, substance or object.

Incident Response Report Form

Students must notify Clinic Supervisors as soon as possible of any injury or risk of injury to clinic clients or other students. Incident Report Forms must be filed within 24 hours of the incident occurring. This process enables immediate action to be taken, including any corrective measures to prevent a reoccurrence of the incident.

Issues for those Managing Emergency Situations

Dealing with emergency situations may raise strong feelings in those exposed to and attempting to manage the situation, such as anger, fear, revulsion, disbelief and sadness. It is necessary that you contain and manage those feelings when in the situation and with the people concerned, but that you find an appropriate venue later to address them. Suitable venues for debriefing include making time with your Clinic Supervisor.

Maintaining Health & Safety in the Clinic Setting

For the safety of all Clinic community members, it is vitally important that each student is familiar with the potential health risks of Clinic facilities and the proper protocols for lessening those risks. Any procedure that involves breaking the skin creates an opportunity for exposure to infection. Appropriate

precautions must be used whenever there is a potential for exposure to blood, other bodily fluids (e.g. saliva, mucus, weeping lesions) or body tissues.

Due to a possible risk of exposure to body fluids, students and Clinic staff must adhere to the following guidelines in all clinical treatment areas (treatment rooms, reception, dispensaries, and laboratory areas):

- No food or beverages are to be present
- No insertion of contact lenses, application of make-up, tooth-brushing, or any other procedure which unnecessarily exposes mucous membranes to potential infection
- Clinical treatment areas must be equipped with appropriate sharps containers and biohazard containers
- Gloves and other personal protective equipment will be available in Clinic facilities at all times
- Closed toe shoes must be worn at all times by students and staff during Clinic sessions
- Hand washing facilities must be available for all staff and Clinic students.

Hand washing is generally considered to be the most important single procedure for preventing infection in a health care setting. Hands should be washed according to current standards for health care providers:

- Before and after each client
- After contact with blood or body fluids or obvious environmental contaminants
- At the end of each treatment
- After maintaining personal hygiene (e.g. brushing hair, blowing nose, putting in contacts).

All students should be aware and conscientious when performing any and all clinical procedures e.g. inserting acupuncture needles, performing massage treatments, to cleaning and disinfecting the treatment room afterwards. Special care must be undertaken to avoid accidents. Clinic Supervisors must be contacted immediately as accident occurs. Each Clinic is equipped with First Aid Kits (check location!), Students must be aware of the Vitalis Training Centre Workplace Health and Safety Policies & Procedures.

Maintaining Cleaning Standards in Clinic and Treatment Rooms

Treatment rooms and general Clinic areas should be kept clean and tidy at all times. After each client visit, students who treated the client (and/or assisted) are responsible for the following protocols. These protocols have been introduced to meet health department standards and occupational health and safety requirements.

General Cleaning

Treatment rooms should be left clean, tidy and ready for the next client and student.

- Linens such as towels that have not been exposed to body fluids are to be placed in the provided laundry containers. Do not put linens on the floor in any areas.
- Linens that have come into contact with large amounts of body fluids or open wounds must be sealed in a biohazard bag before being put into the laundry containers. Students are advised to

use good judgment or ask the Clinic Supervisor on dealing with body fluids. Linens that have large areas of body fluids require this process. Linens with a small drop of blood do not.

- Tidy up treatment areas, shelving units and cabinets in the treatment rooms and return all treatment supplies to their original spot. If treatment supplies have been finished or need re-filling, this needs to be done before the next person uses the treatment room.
- Return shared Clinic equipment to the appropriate storage location, so that the next person can find it.
- Clean surfaces by spraying with provided cleaner and wiping them down. (see also instructions on disinfecting treatment areas)
- No food or drinks are to be consumed in treatment rooms.

Instruments

- All disposable instruments and materials that have come into contact with body fluids must be properly disposed of in the appropriate biohazard containers.
- All non-disposable instruments that need to be cleaned and sterilised for re-use must be cleaned according to instructions from the Clinic Manager.

Gloves

- Gloves must be worn any time there is a reasonable possibility of hand contact with blood, body fluids or broken skin (exposed tissue).
- Gloves that have been contaminated with body fluids should be immediately removed and placed in the biohazard containers/bags in each treatment room.
- Care should be taken to avoid touching anything in the treatment room with contaminated gloves.
- When students need assistance with disposing of gloves in the biohazard containers/bags, they should ask a fellow student, or member of Clinic staff for assistance in the treatment room. Contaminated gloves are not to be worn outside of treatment rooms under any circumstances.

Disinfecting Treatment Areas

Students are required to disinfect treatment rooms and surfaces that may have been exposed to contamination. This should include the following times:

- At the beginning of every Clinic session
- At the end of every Clinic session
- Any time there is visible body fluid contamination

The following procedures must be followed to ensure proper and effective disinfecting and to meet health department and occupational health and safety requirements.

- Every surface that may have been exposed to or come into contact with body fluids, including sneezes and coughs, must be disinfected.
- When body fluid contamination is visible, disposable gloves should be worn for the clean-up process. If body fluid contamination is not visible on a surface, it is not necessary to wear gloves while disinfecting.

- When body fluid contamination is visible, the surface should be cleaned with disinfectant.
- All contaminated surfaces should be sprayed with disinfectant and left wet for 10 minutes and then wiped with paper towels.
- All treatment room doorknobs should be cleaned with disinfectant after each Clinic session.

Body Fluid Spills

Blood and body fluid spills pose a significant health risk. If a spillage of blood or body fluids occurs:

- A. Wear disposable gloves and protective clothing;
- B. Pick up broken glass or any other sharp object included in the spill with forceps and dispose of in a sharps container;
- C. Clean the surface that has been contaminated with detergent and water using disposable wipes or paper towels;
- D. Rinse and dry the surface;
- E. All soiled materials, excluding sharps, should be placed in a biohazardous plastic bag and then disposed of under instruction of the Clinic Supervisor;
- F. If a spill occurs on a carpeted area, the area should be shampooed or steam cleaned as soon as possible after the spill occurs.

Linen

Linen used in Clinic areas where skin penetration procedures are undertaken needs to be stored to prevent contamination. Only fresh, clean linen should be used on each client. Used, dirty or soiled linen should be stored in a suitable receptacle.

End of Clinic Session Checklist

1. Survey each treatment room.
2. All supply levels should be checked and urgent needs should be reported to the Clinic Manager.
3. All dirty laundry must be removed from treatment rooms and placed in the laundry containers – no linen should be left on the floors in any areas.
4. Treatment equipment should be checked and any electrical equipment should be unplugged when not in use.
5. After use, any Clinic equipment should be put back into its proper storage place.
6. Client files need to be correctly completed and appropriately filed after being checked with Clinic Supervisors.
7. At the end of the Clinic session, students should ensure that all Clinic areas are tidy.
8. Any personal items left in the Clinic will be held for one month in Vitalis Training Centre Lost Property and then donated or discarded.

Terminating the Client/Provider Relationship

In some circumstances a clinic-client relationship may draw to a natural close (e.g. the client moves interstate or to a regional area). In such cases the student practitioner and Supervisor can consider referring the client on and this should be documented in the final case notes for that client.

Note that it is not considered appropriate for clients being treated within the Vitalis Training Centre to also be receiving concurrent care outside of the clinic by an Vitalis Training Centre student or staff member. Any such known cases must be brought to the attention of the Academic Administrator in the first instance.