

Protocol for Expectations of Student Professional Behaviour

During your training, you are an ambassador for the UnitingCare Clinical School and your University. Your conduct will be on show to preceptors, their clinical and scientific colleagues, patients and members of the general public. To assist you to display the highest possible professional conduct throughout your clinical training, please refer to the information below.

When you are undertaking your placement in hospitals, doctor's rooms or various clinics, you will take your place as a junior member of the team in a busy professional world. Hospitals, private practices and medical clinics all have their own in-house rules relating to dress, courtesy, and other standards. **You are expected to comply with all requirements of the UnitingCare Clinical School.**

In the clinical setting, you should briefly pay respects to the Clinical Nurse Manager or charge nurse of any ward in which you may be working. Similarly, many private practices have Practice Managers who act as coordinators for busy interdisciplinary clinical administrative teams. Part of your training and experience in your clinical placement will be to see oneself in perspective and take the first steps towards correct personal inter-relationships with all other health professionals. **Medicine is traditionally a conservative discipline. It is inappropriate to use first name terms unless otherwise directed.**

Most patients will enjoy having you as part of their extended health team. Many of you will be going into practices which do not normally have medical students present. Be sensitive to the fact that occasionally your Preceptor may ask you to excuse yourself in certain situations where an individual patient is under stress, or if such patients wish for a special one-to-one consultation. The privacy, modesty and dignity of patients is paramount, above all else. **Never examine patients of the opposite sex alone.** Seek the approval of the ward charge nurse and request the presence of a nurse, a receptionist or a coordinator, independent of the patient, should you be undertaking such a clinical examination. Perform hand hygiene before, don gloves and carry out hand hygiene again after examining every patient. Always receive informed consent from the patient.

Should you be examining a minor, you must have the permission of the parent or guardian. You must document their consent in the patient chart. Never carry out a physical examination of a minor without supervision by a doctor, nurse, parent or guardian.

During your clinical placement, you will often be in possession of confidential clinical information about patients. You may also come into contact with unpublished scientific data which is the intellectual property of your Preceptors and their teams. Never discuss the details of any patient, or even that you have seen an individual patient, by name, with anyone not entitled to such information. **Never discuss patient's details with other professional health colleagues, in places (such as lifts or corridors) where there are third parties present.** Clinic records, hospital records, and (in many cases) scientific records in institutions are confidential documents and must not be copied or divulged in any way.

Access to these records is a privilege granted to you by your Preceptor. Such is one of the great privileges of medicine and of our program.

Document Name: Expectations of Student Behaviour	Updated: Dec 2022	Version: 6
Author: Head of Clinical School	Effective Date: Jan 2023	Next Review: Dec 2024
Authorised by: Dr Stephen Cook	Reviewed: Dec 2023	

While on placement you are bound by the signed Deed Poll where you agree to the following:

- (i) only use Confidential Information for the purposes of participating in the Placement;
- (ii) keep Confidential Information strictly confidential unless disclosure is required by law or is permitted by UC;
- (iii) not distribute, copy or take photographs of any Confidential Information;
- (iv) not take Confidential Information outside of the UC Facility where my Placement is based without permission from UC;
- (v) not communicate to any person information obtained during the Placement which could identify an individual who is receiving or has received a health service at UC, unless:
 - (A) the individual consents to the disclosure and only subject to the express terms of that consent; or
 - (B) the disclosure is required for further treatment of the individual;
 - (C) the disclosure is permitted or authorised by law;
- (vi) return all Confidential Information to UC at the conclusion of the Placement;
- (vii) check with a UC staff member about appropriately handling Confidential Information if I am unsure as to whom I am able to disclose information to.

Whenever within the campus students must:

- be suitably attired to handle patients in various care situations
 - long pants, medium/long skirt, with a business shirt
 - be neatly dressed in clean clothing
 - no short skirts, low-cut tops, bare midriffs
 - footwear that is comfortable, flat soled and fully enclosed are to be worn in all clinical areas
- your ID card showing your name and year of program must be worn at all times
- ensure that long hair is firmly secured
- ensure items of jewellery are simple and unobtrusive, and ensure you are bare below the elbows in theatre.

Entry to the hospital may be denied to students who do not meet these requirements.

These rules are there to acknowledge the rights of patients to feel secure in a professional environment where you have the privilege to learn from them.

Document Name: Expectations of Student Behaviour	Updated: Dec 2022	Version: 6
Author: Head of Clinical School	Effective Date: Jan 2023	Next Review: Dec 2024
Authorised by: Dr Stephen Cook	Reviewed: Dec 2023	

Your professional behaviours must also extend to all placements and timetabled activities:

What you *MUST* do if you cannot attend a timetabled activity:

100% attendance is required, as you are considered FULL TIME and expected to be on campus. As professionals should you be unable to attend for any time, for any reason you must do the following:

If you cannot attend a doctors rooms or doctor placement:

Notify the Doctor (via phone, email or both) with whom you are placed **as early as possible** (except for theatre allocations). This **requires** you to have the doctor's contact details **prior** to the event. "I didn't know how to contact them" is the feeblest excuse and totally unprofessional.

If you are in rooms for a period of time double check with the doctor's staff on day 1 of placement for the best number to contact.

THEN

Advise both the Medical Education Coordinator of your Discipline **AND** the Practice Manager immediately via email OR either one of them by phone. These contact details are in Discipline Guides and Student Handbooks.

Doctor contact details:

Doctor contact details may have been provided to you by the coordinators depending on discipline. To look up Wesley or SAW VMP details:

<http://wesley.com.au/for-doctors/doctors-search>

<http://standrewshospital.com.au/for-doctors/doctors-search>

<https://buderimprivatehospital.com.au/for.doctors/doctor-search/doctor-details>

If you cannot attend a tutorial or are running late for placement:

Advise both the Medical Education Coordinator of your Discipline **AND** the Practice Manager immediately via email **OR either** of them by phone.

Doctors NOT requiring your attendance:

If you are placed with any doctor who does not require you to attend on particular days you are still required to attend the hospital. Check with your coordinator for a suitable activity such as visiting patients on wards, theatre allocation etc.

Personal Appointments:

We understand that your life goes on. Please make appointments outside placement hours or if this is not possible you **must notify** the clinical school at least **48 hours in advance**.

Failure to uphold the expected Professional Standards may result in a disciplinary meeting with the Head of School and notification of the behaviours to your University.

Student incident reports are securely stored, in physical and electronic format.

Document Name: Expectations of Student Behaviour	Updated: Dec 2022	Version: 6
Author: Head of Clinical School	Effective Date: Jan 2023	Next Review: Dec 2024
Authorised by: Dr Stephen Cook	Reviewed: Dec 2023	