

# Student Orientation Handbook

Outpatient Department  
Wellington & Kenepuru  
Hospital  
C&C DHB

## **Welcome to students from Massey and/or Whitireia Universities**

We hope you find this guide helpful. We would like you to find your time at Outpatients interesting and enjoyable. Please ask questions as we are here to help you make the most of your time in Outpatients.

Please ensure you give your full contact details to the nurse who is your preceptor.

**Your initial contact should be through the Charge Nurse Manager on 0272441692.**

If you are unable to come to work - please ring and leave a message **Wellington OPD on 806 0400.**

**Kenepuru OPD on 3855999 and ask for ext. 7205.**

### **Outpatient Department Vision:**

Professional care, in partnership with patients, to achieve the best possible health outcomes.

### **Outpatient Team Objectives:**

- To provide care and service which focuses upon the needs of patients and families;
- To advocate for patients, supporting their rights and choices;
- To strive to improve the quality of care and service;
- To support the work of the team, and value individual achievement;
- To promote a healthy environment;
- To have a quality focus.

### **Professional nursing practice in Outpatients Department is:**

- A specialised expression of caring;
- Focused upon the health needs of patient and families;
- A supportive partnership between nurse and patient;
- Committed to assisting patients to maximise their health potential;
- Expressive of the principles of the Treaty of Waitangi – protection, participation, partnership and self determination.

Recognising that health and wellbeing are a subjective state, nurses in Outpatients are committed to assisting patients to maximise their health potential while living with an injury or disability, through a partnership of care, support and shared responsibility.

Nursing practice is based upon sound theoretical knowledge of nursing, and is enhanced by new developments and theories. Nurses are accountable for their practice development and for maintaining a safe working environment.

Clinical Practice complies with the Clinical Policy and Procedures Manuals held in the Staff station.

## **Kenepuru Clinics**

Orthopaedic /Fracture

Ear Nose and Throat (ENT)

Medical

Infectious Diseases

Dermatology

Diabetes/Endocrine

Breast (Surgeons)

Psycho geriatrics/ Geriatrics

General Surgical

Neurology

Vascular

Podiatry (Diabetes)

Assessment, Treatment & Rehabilitation (AT&R)

Ophthalmology

Genetics

Surgical and Dermatology Biopsy

Respiratory

Renal

Oncology

Haematology

Cardiology

Orthotics

## **Wellington Clinics**

Medical

Infectious Diseases

Dermatology

Breast (Physician)

Surgical:

Liver

Breast

General

Endocrine /Thyroid

Colo-rectal

Upper Gastro-Intestinal

Vascular

Neurosurgical

Surgical and Dermatology Biopsy

Ear Nose and Throat (ENT)

Renal

Psycho geriatrics

Geriatrics

Assessment, Treatment & Rehabilitation (AT&R)

Genetics

Rheumatology

**Function:**

The Outpatient Department (OPD) is used by people who have been referred for a specialist opinion as well by those who have been hospitalised and are returning for follow-up. Referrals for appointments come from general practitioners (GPs) and other specialists, including hospital consultants and registrars, community nurses, or from wards and departments.

**Clinics:**

Clinics are held Monday to Friday. In general, morning clinics start at 08:30 and afternoon clinics at 13:30 hours. Sometimes clinics run over a full day. Clinics are held weekly to monthly so you may not have a chance to work in a particular clinic. You will be rostered so you see a variety of clinics. If you have any queries about anything please ask the nurse you are with or the Nurse Co-ordinator.

**Outcomes:**

There are several possible outcomes following an appointment: patients may be discharged to their GP, reviewed at a later date with or without investigations (e.g. Blood tests, x-rays) or they may be referred onto another service (e.g. Dietetics, plastic surgery). They may be placed on a surgical waiting list or, less commonly, admitted acutely to the ward.

**Hours of Operation:**

Nurses and Health Care Assistants work between 08:00 and 18:00 normally finishing about 16:30.

**Medical and Allied Health Staff:**

Each speciality has at least one consultant. There may be a number of registrars and house surgeons attending a clinic. A dietician and specialist nurses are attached to some clinics. There may be other Clinical Nurse Specialists, e.g. wound care, stoma care, breast or Infectious Diseases (ID), attached to various surgical, ulcer, vascular and ID clinics.

## **The Nurse's Role in Outpatients:**

Nurses in this department have a varied and interesting role because of the differing nature of clinics. They also have staff responsibilities such as for Health & Safety, Manual Handling, CPR training, Quality monitoring and NZNO.

It is the responsibility of the clinic nurse to ensure that all clinic requirements are met. This includes preparation of notes, and ensuring that all relevant information, e.g. reports, x-rays, films, discharge summaries and letters, together with required equipment is available.

The nurse, who is usually the key nurse for that speciality, manages the running of the clinic. They act as the patient advocate and may be required to chaperone the patient. The outcome of the visit is recorded in the clinic letter which is kept on Clinical Record and a copy is sent to the G.P.

Time in between clinics is used to prepare for future clinics.

## **The Student's Role in Outpatients:**

This Orientation Handbook should assist you to formulate your Learning Objectives before you commence your placement. When you start in the department you can review them with your placement preceptor.

Much of your time will be spent observing but, wherever possible, we would encourage you to be involved.

The nurse you are working with will guide you as to what you can do. Please ask if there are any particular procedures you would like to see.

We would encourage you to note the process by which patients have come to Outpatients.

Where they are in the hospital system, and how their appointments impact on their day to day lives, especially if they attend frequently.

Think about how the Outpatient Department fits into the hospital cycle of care.

On arrival each day report to the nurse to whom you are allocated. Find out if you can help prepare for the clinic. Stay with your nurse and let her know where you are and if you need to leave the department at any time.

Where possible, and once patient permission is obtained, students will be encouraged to sit in on clinics and observe.

Once the last patient has left and the consultant has finished, you can assist the nurse complete the clinic, tidy away the notes, x-rays and equipment.

## **Useful Information:**

### **Communication**

- Telephone: Internal hospital number. All other numbers – dial 1 to get an outside line, then required phone number.
- Paging: Dial 36 then the pager number required and key in your extension when asked. Hang up phone and wait for person paged to reply to the page.
- Fax: Fill in a cover sheet. Dial 1 before the fax number unless it is an internal hospital extension. Feed the papers in face up and push “start”.

### **Patients Rights:**

These are written in English and Maori and are prominently displayed in the Outpatient Department. There are Cook Island Maori cards available.

We try to keep patients well informed about what is happening in clinics. We have a board on which the clinic nurse will write if a clinic is running late and by how long.

Nurses will frequently go into the waiting room and talk to individual patients if they notice they are getting upset about a clinic running late.

### **Finding Policies:**

Look in the C&C DHB Policy and Procedure manuals in the Staff station. See Silent One on the Intranet on the computer for the most up to date and current policy.

### **Information about conditions and procedures:**

There are guidelines for particular clinics in OPD plus books and pamphlets relating to different conditions and procedures in some of the clinics. You should find these interesting and helpful and are welcome to look at any of them. We ask that any books stay in the department please.

**Health Care Assistants:** Our Healthcare Assistants are part of the nursing team. They manage the stocking and stores in the department and change the bed linen. They also run clinics under the direction and supervision of the Registered nurses.

### **Health and Safety:**

Refer to the Health and Safety Manual in the staff station or discuss with the nurse you are working with.

### **Universal Precautions:**

Universal Precautions are observed in the departments. Please ensure you know what this means. Discuss it with the nurse you are working with and find the appropriate CCDHB policy to ensure you are well informed.

### **Emergency Equipment and Procedure:**

The hospital emergency number is 777

Please be aware of the fire and emergency procedures in the department. Every student is responsible for knowing the whereabouts of emergency equipment.

Please ensure you can locate the following:

- Fire alarms;
- Fire hoses and extinguisher;
- Fire exits;
- Yellow hat and evacuation disc;
- Resuscitation trolley;
- Oxygen cylinder;
- Suction equipment.

Reportable Events are managed as per CCDHB Reportable Events Policy using the online reportable events forms. Please discuss the your preceptor, reportable event processes.

### **In the case of fire**

If the fire alarm is activated while you are in the department please be guided by the department fire wardens and follow any instructions given by them.

If the intermittent alarm sounds there is no need to evacuate you may remain in the department.

If however a continuous alarm sounds then evacuate the department as instructed by the fire wardens. Evacuate the department promptly and in an orderly manner.

Evacuation should be to an area where the alarms are sounding intermittently or not at all. This will normally be the Atrium. If in doubt follow the Fire Warden in the yellow hard hat.



## **Security:**

As part of our concern for your personal security and safety, C&C DHB encourages awareness of the dangers inherent in any similar sized community. Everyone has the right to feel safe on C&C DHB Campus. You can help to keep the environment safe for everybody by:

- Emergency bells can be found in all Consulting, Interview and Treatment Rooms, and patient/visitor toilets. Either the push button type, found on the wall beside the room door, or the hand held type, found within reach of the plinth in each room.
- Recognising risk and taking steps to avoid potentially hazardous situations;
- Making use of the Security Orderly Service and by reporting any suspicious behaviour to Security on extn **80597 for Wellington and 7100 for Kenepuru.**
- In the event of a Security Emergency dial **777**;
- Do not bring valuables and large amounts of cash to work;
- Never leave valuable items of property unsecured;
- Keys and combinations should not be left in desk drawers;
- Wear your identification at all times when on site;
- Report any lost keys or ID cards to Security;
- Ensure all confidential information and data is secure on the computer and elsewhere;
- Place any discarded Outpatient information in a blue shredder bin

## **Feedback/Suggestions:**

We enjoy having students in the department and we hope that you enjoy being here.

If there is anything we can improve to make this student placement more enjoyable, please let us know formally or informally.

Written suggestion/comments can be addressed to the Charge Nurse Manager and left in the department.

## Emergency equipment checklist for students:

Name: .....

Please indicate by ticking and signing below that you can locate the following in the department.

Fire alarms	
Fire hoses	
Fire extinguisher	
Fire exits	
Body fluids spillage kits	
Resuscitation trolley	
Oxygen cylinder	
Suction equipment	
ECG machine	

Signed: .....

Date: .....