DENTAL SERVICE

STUDENT ORIENTATION HANDBOOK

ORIENTEE: 

PRECEPTOR(S): 

COMMENCEMENT DATE: 

ORIENTATION COMPLETED: 
INTRODUCTION:
Welcome to Albury Wodonga Health (AWH) Dental Service. This orientation package outlines organisational policies, procedures and work practices, providing you with the opportunity to perform at an optimal standard within a reasonable time frame and allowing for a smooth integration into our dental team.

WELCOME:
On behalf of the staff at AWH Dental Clinic welcome you to the AWH Dental Service.

It is indeed an exciting time to be associated with the AWH Dental Service and the associated School of Dentistry and Oral Health at La Trobe University. It is important that we develop a culture of quality, excellence and the enabling of care to our community. It is important for you to be aware that this is now a great opportunity for you to be a part of developing new ideas and better ways of delivering services.

Team work, cohesion and cooperation are qualities we value. After all we together are all working towards the same goal and that is to provide safe and appropriate dental treatment to our patients.

OVERVIEW OF AWH DENTAL CLINIC:
Dental Health Services Victoria is responsible for the provision and coordination of public oral health services state-wide. The Dental Clinic is sub contracted to AWH via Dental Health Services Victoria (DHSV).

As a result the dental service reports to two separate organisations when it involves reporting, budgeting, policies and procedures.

The AWH Dental Clinic Model:
AWH Dental Clinic is an 11 chair facility and teaching institution providing emergency (during business hours) and general dental care to eligible residents including both children and adults. There is also an outreach component to the dentistry model of care.
The two main programs involved include:
• Community Dental Program.
• Student Training Program.
Within these programs the fields of dentistry we provide include:
- Conservative Dentistry.
- Endodontics.
- Prosthetics.
- Paediatrics.
- Periodontics.
- Emergency Care.
- Limited Surgical Procedures.
- Special Needs (Usually referral to Royal Melbourne Dental Hospital).

Cooperative arrangements exist with Private Providers in the form of a voucher system to assist in the provision of emergency, general and prosthetic dental care.

UNIT OBJECTIVES:
- Engender a culture that enables all members of the team the opportunity to contribute equally.
- Foster the development of multidisciplinary teams.
- Aim for Best Practice in all areas of patient care.
- Be committed to constant evaluation and renewal of professional knowledge and practice.
- Aim to support new practitioners through the provision of appropriate role models and learning experiences.
- Appreciate and respond appropriately to differences in race, religion, culture and gender.
- Provide a supportive work environment that assists staff in managing the complexities of home life combined with active careers.
- To deliver safe and appropriate dental health services in a compassionate and equitable manner, which meet the needs of our clients.

Accreditation and The National Standards
Accreditation is public recognition by a health care accreditation body of the achievement of accreditation standards by a health care organisation, demonstrated through an independent external peer assessment of that organisation’s level of performance. At the AWH Dental Service, we subscribe to the Australian Council on Health Care Standards EQuIPNational programs. Information on the National Standards is included in your orientation manuals.

WHO’S WHO in the Dental Department?
The AWH Dental Service places a strong emphasis on teamwork. It is this culture that allows us to efficiently provide high quality care for our patients and maintain a happy working environment. You will find everyone at AWH to be friendly and supportive so feel free to ask questions and seek advice.

We have a number of staff to support both the student and community sectors of the business. Key contacts are as follows:
- Program Manager- Nicolle Davies mob: 0417317 682 Office: 60517942
- Senior Dental Officer- Ruchi Chandra Office: 60517943
- Administration Team Leader - Rocco Di Bisceglie: 60517938
- Senior Dental Nurse Educator- Jill Kohne: 60517949
- La Trobe Student Clinical Coordinator - Angela Cyc 60517949
IN-CHARGE NURSE: Ext 7939
USEFUL INFORMATION:

AMENITIES:
Staff unisex toilets are located opposite the staff room and a separate male and female toilet and shower room are also available on the Mezzanine at the rear of the dental facility. Staff and public toilets are available in the waiting room if required. **Please note that patients are not permitted to use staff toilet located opposite the staff room.**

There is a student tutorial room located near the waiting room to the right of the stairs, complete with computers, and audio visual facilities and are available to students to assist with research, learning opportunities or a quiet area in which to study. These rooms may also be used for the facilitation of training and/or for debriefing purposes, meeting etc. If the tutorial room is fully utilised please ask the nurse in charge to assist you in finding an alternative area with computer access.

The staff room is available to all staff and students. Staff and Students are encouraged to use this facility for lunch and tea breaks as AWH encourages integration of students and staff, so please don’t hesitate to introduce yourself to other staff members of whom you haven’t met. Tea and coffee is available and all staff are invited to partake in the staff morning tea roster found on staff notice board. Please ensure that you wash your own dishes/cutlery and return them to the cupboards, as we are all responsible for the house keeping.

PARKING:
- Limited spaces of all day parking is available at the rear of the building however, all other areas are 2 hours.
- We recommend that you either walk to work or share cars.
- **Parking beyond the boom gate is not permitted.**

PROFESSIONAL CONDUCT AND APPEARANCE:
Identification name badges must be worn and clearly displayed at all times whilst on placement at Albury Wodonga Health.
Students and Clinical Staff must adhere to the uniform code as stipulated by AWH and La Trobe University. Hair must be neat and tidy, shoulder length hair should be off the nape of the neck, and long hair needs to be put into a bun, plaited or similar. Nail polish is not to be worn, wedding rings only are allowed, bracelets or are not permitted and no more than two earrings per ear permitted. Jeans are not permitted. A Code of Conduct has been included in the orientation manual and you are required to read it and abide by it.

PUNCTUALITY:
In order to provide an effective service to our clients and to ensure your colleagues are not inconvenienced, you are expected to be punctual for all rostered days of you rotation.

NO SMOKING POLICY:
You are not permitted so smoke anywhere in AWH

FOOD & DRINKS:
- Food and drinks are **not permitted** in the surgeries, laboratory or tutorial rooms.
HOURS OF OPERATION:
- Hours are from 8.30am (0830) to 5.00pm (1700)
- The morning session begins at 8.45am (0845) and the afternoon session will vary depending on patient schedule.
- Clinical Handover commences at 8.30am. Clinical handover is an Australian National Standard and participation is compulsory.
- Please be ready to start at these times.

COMMUNICATION:
- Communication is predominantly via email and at our department monthly meetings as well as daily clinical handover. It’s your responsibility to check your emails regularly for recent updates.

UNPLANNED ABSENCE:
- Contact the Dental Service on (02) 60517925 by 7.30am (0730). You are able to leave a message and/or a Receptionist may be on duty to take your call.

PORTFOLIOS:
- There are a range of portfolios at the clinic and all staff and students are encourage to choose a key area of interest and join a portfolio team.

MOBILE PHONE POLICY:
- Mobile Phones are only to be used during breaks. Mobile phones are not permitted during clinical hours.

FACEBOOK AND SOCIAL MEDIA
- Not permitted to be used during clinical hours.

MANDATORY TRAINING
- It is a requirement from AWH that you complete mandatory training, please ask the in charge or delegate to explain the process for completion

MANNEQUINS:
There are two mannequins available for practicing purposes should you not have a patient available.
CODE OF CONDUCT:

This code of conduct is to be read in conjunction with relevant Health Service documentation.

Any perceived breaches of this Code of Conduct should be reported to the relevant Head of Department for investigation.

In relation to job responsibilities, employees and students on placement should:

- Carry out their duties in a responsible, conscientious and safe manner with honesty and integrity, demonstrating commitment and loyalty to the health service and their profession.

- Utilise their time and the health service's resources productively and efficiently and in a manner not influenced by personal gain, either for themselves, friends, relatives or acquaintances.

In relation to colleagues, employees and students on placement should:

- Cooperate, work harmoniously and treat colleagues with respect and courtesy and in a manner free from discrimination and not use their position or their influence to intentionally degrade, hurt or humiliate.

In relation to patients and members of the public, employees and students on placement should:

- Treat patients / clients and members of the public politely, with courtesy and respect and ensure that actions and behaviour are always in the best interest of the patient or public and free from discrimination.

- Treat patients / clients and members of the public in a manner that is culturally sensitive and supportive and in keeping with professional obligations and standards.

- Deal with issues, grievances or concerns promptly and effectively and uphold the good name and reputation of the health service.

In relation to dealings with outside organisations, employees and students on placement should:

- Treat individuals in organisations external to Albury Wodonga Health Wodonga Campus with courtesy and respect and ensure that the interests and reputation of the health service are upheld.

- Not attempt to obtain personal favour / gifts from individuals or organisations.

Mr Ulf Ericson  
President of the Board
EMERGENCIES:

Safety and Security:
Please read the Emergency Manual (Red) kept at Reception and ensure that you have up to date knowledge of Evacuation Procedures.

Emergency Phone No: 0 000

AWH Emergency Codes:
Emergency Codes are displayed by the telephone. Please use these codes in an emergency.

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<thead>
<tr>
<th>CODE RED</th>
<th>FIRE</th>
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<tbody>
<tr>
<td></td>
<td>Remove self / others from danger. Close doors / windows to isolate smoke. Break glass alarm. Dial 0 000 and notify senior person. Fight fire if safe to do so. Follow instructions of senior person</td>
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<tr>
<th>CODE ORANGE</th>
<th>EVACUATION</th>
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<td></td>
<td>Assemble as directed and perform head count. Check all rooms and ensure windows are closed. Evacuate as directed by senior person.</td>
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<tr>
<th>CODE BLUE</th>
<th>MEDICAL EMERGENCY</th>
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<td></td>
<td>Dial 0 000 and notify location of person. Maintain airway, breathing and circulation as required. Brief medical emergency team on arrival.</td>
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<tr>
<th>CODE PURPLE</th>
<th>BOMB THREAT</th>
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<td></td>
<td>Dial 0 000 and notify senior person. If threat is by phone, use checklist and record information for police. Prolong call and do not replace the handset. Do not touch identified or unfamiliar objects. Assist in search if requested. Report discovery.</td>
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<tr>
<th>CODE YELLOW</th>
<th>INTERNAL EMERGENCY</th>
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<tr>
<td></td>
<td>Remove self / others from danger. Dial 0 000 and notify senior person. Follow instructions from engineering staff or senior person. Prepare to evacuate.</td>
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<tr>
<th>CODE BLACK</th>
<th>PERSONAL THREAT</th>
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<tr>
<td></td>
<td>Dial 0 000 and notify senior person. Remove self / others from danger. Follow instructions from senior person. Observe from a safe distance and note appearance.</td>
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<tr>
<th>CODE BROWN</th>
<th>EXTERNAL EMERGENCY</th>
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<td>Refer to the Code Brown Manual located in .........................</td>
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Workplace Security:
Workplace security is required in order to maintain privacy for service users and a safe workplace for staff. If you notice anything that may jeopardise workplace security such as broken or damaged windows, door locks or other security equipment, you need to inform the Program Manager.

Security Problems:
Security problems of any type must be reported to the program manager. Serious problems that are high risk must be reported immediately and may require documentation as an Adverse Event via Riskman reporting. The in charge nurse rostered on the day will assist students with Riskman reporting.

External Security and Alarm Systems:
Security systems will be discussed in more detail at your orientation. There are internal alarms located in specific parts of the building occupied by Gateway Community Centre. These areas are accessible to dental staff via the lift at the back of the building.

Duress Alarms:
Duress alarms are located in each room, near the doorway and at front reception and must only be activated under a code black response.

Medical Emergency:
Please alert your supervisor and the in charge nurse in the event of any emergency who will assist with the escalation of a medical response. If an ambulance is required, our address is The Basement: 155 High Street Wodonga, Gateway Community Health Building. Our phone number is (02) 60517925m please dial (0) 000 for a line out.

There is a first aid kit located in the glass cupboard at the end of the corridor and the defibrillator is located on the wall. If anything is taken from this please notify the nurse in charge and a Riskman will need to be filled in if the first aid kit is accessed due to a near miss or an incident. Please discuss with ICN or Student Co-ordinator.

In this cupboard there is also:
- Medical emergency equipment including oxygen, airway management, medical emergency red bag with appropriate supplies
- Hypoglycaemic kits
- Spills kits: chemical and cytotoxic spills
- SDS Folder
OCCUPATIONAL HEALTH & SAFETY (OH&S):
The issue of safety is one that requires the commitment of all sections of an organisation to minimise the risk of injury and costs to the organisation. It is the policy of AWH to provide safe working conditions for all staff, to establish safe work methods, to train staff in these methods and, where particular hazards exist, to make protective equipment and clothing available to members of staff.
Comply with relevant OH&S Policies and Procedures at all times. It is the responsibility of staff and students to familiarise themselves with the appropriate safety regulations governing their work: To develop good habits and knowledge necessary to safe operation; to wear and/or use, in the proper manner, protective clothing and/or equipment provided by AWH; to exercise proper caution and report unsafe conditions to those responsible for their correction. It is also the responsibility of all staff and students to take reasonable care for the safety and health of any other persons who may be affected by their acts or omissions in the workplace. For further details refer to the OH&S Policies and Procedures located via the AWH Intranet. You will be shown how to navigate the intranet at the Information Communication Technology (ICT) familiarisation session. Our OH&S representative is Silvia Turnbull and you are welcome to report any OH&S matters to Silvia or support staff.

PATIENTS NO LIFT:
Helpful hints with regard to patient no lift management will be provided as part of your induction. In surgery 10 we have a patient hoist that is available for use. When booking an appointment requiring the use of the lifter, please ensure that the in charge nurse is notified to discuss suitability for your patient.

ADVERSE EVENT REPORTING:
AWH has an organisation wide system for adverse events reporting which is based on the computerised VHIMS RiskMan system. All adverse events relating to AWH such as complaints / clinical incidents and injuries must be recorded on the system. If an adverse event occurs inform the in charge nurse and supervisor immediately.
CONFIDENTIALITY:
Before commencing your placement you will be required to sign a Confidentiality Agreement form as well as an ICT System Policy Statement. Please read them both carefully. Confidentiality of information refers to the imparting or exchange of information in such circumstances that when it was made the person who made it or the person to whom it was made was under an express or implied obligation not to disclose its contents, whether or not the obligation arises under law.

Patient Confidentiality:
Please remember that all patient information is confidential. Be aware of leaving written material lying around that can be read by the general public, discussing confidential information about patients in public areas and be aware of what information you impart to your family, friends and relatives in general conversation and over the phone. Please dispose of any document that has patient identifiers into the blue document destroy bin located the SDO office.

Corporate Confidentiality:
Corporate confidentiality relates to information regarding AWH, during your placement you may gain information regarding the clinic and staff members. Much of this information is confidential and must not be given to other persons. Examples of corporate information are AWH policies and procedures, staff rosters and staff contact details.

Publicity:
Publicity refers to discussions with media representatives such as radio, TV, and newspapers. No person is to make any comment to the media about any matter, relating to the AWH Dental Service a patient or a clinical placement. All enquiries should be directed to either the Senior Dentist and/or Program Manager.

LEGAL REQUIREMENTS IN DOCUMENTATION:
- AWH and its clinicians have a legal and professional responsibility to keep accurate and comprehensive dental records for each patient treated. Students will need to familiarise themselves with Dental Records standards for recording medical records and also work within the requirements of both state and commonwealth law. If at any time you are unsure about the documentation you are required to enter for a patient, please consult with the In Charge Nurse, Supervisor / Senior Dental Officer for clarification.
- Patients must give verbal consent for treatment which must be documented in the patient medical record at each appointment.
- Please refer to DHSV Dental Record Keeping for definitions of Dental Record Keeping Criteria.
CONSUMABLES:
- Please stock your area with the necessary consumables per day. There is a checklist in every surgery.
- Students do not have access to the stock room. There is a trolley in the hallway with basic consumables. Any required items are to be handed on a sticky note, with your room number to the in charge nurse.
- No drugs, materials or instruments may be removed from the premises.
- Taking stock from other surgeries is not permitted.

PATIENT CO-PAYMENT FEES
- Patient co-payment fees are outlined via the Department of Health and this will be covered in more detail in your orientation.

ORAL HEALTH PROMOTION RESOURCES:
- Oral Health promotional resources can be given to patients when appropriate.
- Brochure’s are found outside the Educator’s Room (adjacent to sterile store room).
CLINICAL ORIENTATION
INFECTION CONTROL:
The aim of infection control is to minimise the development of nosocomial infections, and the transmission of infectious disease between staff, clients and visitors. Best practice by all staff in compliance with infection control procedures is expected. This is to reduce risks of exposure to blood and body substances, to both patients and staff and to reduce the risk of disease transmission by direct or indirect contact with contaminated surfaces. The Hand Hygiene Learning Package is assumed knowledge is a part of the mandatory training requirements.

The following Standard Precautions must be maintained:

- Diligent hand hygiene.
- Use of protective barriers such as gloves, aprons and gowns (water proof), mask, eye protection (as appropriate).
- Safe work practices to prevent the spread of one person’s blood or body fluids coming into contact with another person.
- Consider all body substances potentially infective regardless of perceived infectious status including non-intact skin and mucous membranes.
- Appropriate handling and disposal of sharps, never re-sheath needles, dispose of immediately in sharps container.
- Appropriate handling of waste and linen.
- Aseptic technique.

Infection control is taken very seriously and performed to hospital standards. There is an expectation that students are familiar with current infection control standards and protocols. Infection control procedures will be demonstrated at your orientation. If you have any queries ask the dental assistant, demonstrator or approach the Instrument Technician in the sterilising room.

- Zones are clearly marked out in clinics: dirty, clean, hand washing, clerical.
- There are no spittoons; therefore no spitting is permitted by the patient. Use high speed suction, DO NOT allow patients to spit into the hand washing sinks.

STERILE STOCK
- All sterile stock is kept in the sterile stock room. This is a temperature controlled environment that is monitored. All unused stock must be sent back at the end of each session to CSSD (clean side) to be re-stocked, this means stock that is not been compromised or event related (dropped).
- If it has been compromised or event related it needs to be placed on the dirty side
- If it has been opened or unused on patient it should be returned to the clean side.
- The tracking sticker on any opened item that has not been used on a patient must be given to CSSD for auditing. Please ensure you do not throw this sticker in the waste. Every instrument in this facility is tracked.
- It is the expectation of staff and students to follow our policy in regards to sterile stock – We have a duty of care to provide our patients with the national standards.
- We do not open sterile stock until we know a patient has arrived for their appointment. Opening at point of use is recommended.
- Any opened item must be reprocessed and this reprocessing procedure is costly to our organization
- Any staff or student MUST REMOVE all PPE and alcohol hand rub before entering sterile stock room. Hooks are located on the outside of this room to hang gowns.
CSSD
- It is expected that dirty instruments are wiped clean of any gross material, debris and blood before transporting to CSSD for processing.
- All instruments that have been taken from cassettes MUST be put back in the right cassette. Eg, Scaling kit instruments are to be put back into the case, RD put back, and RCT put back.
- Ensure cassettes are closed before transferring to CSSD (As shown in orientation)
- Any broken instruments must be reported to a CSSD staff member.
- All instruments must be sent to CSSD without sharps. Eg. Removing La cartridges, blades, burs.
- All transfer tubs for dirty instrument will be transported with the lid secured, all cassettes are to be placed on top of the transfer tub when put in dirty side.
- Contaminated waste to be removed prior to transportation

EQUIPMENT & INSTRUMENTS:
- Please take care of our equipment and instruments as loss and damage has a negative impact on our service with respect to associated replacement and maintenance costs.
- Any malfunction of equipment must be reported immediately to the In Charge Nurse.
- If you are unsure how to use any of the equipment please consult one of our staff members and they will guide you.
- There is an ‘Equipment and Maintenance Portfolio’ and an ‘Equipment and Maintenance’ management folder with guidelines as to how to report stock that is damaged or requires servicing. Please notify the In Charge Nurse for assistance.

WASTE MANAGEMENT:
- Yellow contaminated bags for infectious waste and blood stained items.
- Black / white plastic bags for all other waste that cannot be recycled.
- Yellow sharps containers for all sharp items including needles with syringes- please see list below.

Examples of some items designated as sharps (list not finite):
- Dental syringe needles.
- Suture needles.
- Scalpel blades.
- Endodontic reamers and files.
- Needles and syringes used for irrigation.
- Glass cartridges.
- Probes (broken)- return to CSSD
- Scaler tips.
- Burs.
- Metal matrix bands.
- Hypodermic syringes and needles.
- Orthodontic and ligature wires.
- Wedges.
- Small metal fragments from SS crowns/ bands
MANAGEMENT OF SHARPS
- The needle must be disposed of in a sharps container once the local anesthetic (LA) procedure is complete.
- Re-sheathing of LA needles is not permitted and artery forceps shall be used to remove needles. Uncapped needles must not be placed on the dental bracket table as this would pose a hazard to the patient and other dental staff assisting in the procedure.
- Where possible, non-bevelled needles should be used for irrigation.
- Immediately following use, disposable needles and syringes use for irrigation must be disposed of in one unit and not recapped.
- RESPONSIBILITY – It is the responsibility of the person who uses the sharp to attend to the safe management, removal and disposal of the sharp.

NEEDLE STICK INJURY
Never re-sheath needles. All needles/sharps must be disposed of appropriately. However, if you are exposed to blood or body fluids please follow the following procedure:
- Wash or alcohol base rub wound
- Report incident immediately to the Supervisor/ Nurse In Charge / Senior Dental Officer / Program Manager for further medical management.
- Receive appropriate medical treatment
- When able to, report the incident via VHIMS.

LINEN MANAGEMENT:
- Clean linen is kept in the linen cupboard opposite the staff room. We have a variety of personal protective wear available depending upon the procedures. Please change gowns when required or visibly soiled.
- Disposable gowns are located under the sinks in each surgery.
- Dirty gowns and linen are to be placed in the linen basket located in the dirty utility room.

Pros Lab
Refer to ‘Management of Dental Prosthetic Impressions and Oral Appliances in Dental Clinics and Dental Laboratory.
Key Points:
- Upon entering the lab, ensure that before any equipment is used, apply PPE.
- When pouring up models: complete sign in log book
- Excess plaster must be placed into waste bin
- Rinse excess with running water
- All lab work to be place into lab folder
- Please check the day before treatment, it is your responsibility to make sure the lab work has been returned
- There is an AWH Denture Prescription Form that can be downloaded via the letters function in titanium.
- All finished work must be marked in RED ‘FINISHED’ and placed in the archiving tub, please stable the bag so it stays sealed.

PRESCRIPTIONS:
- Manual prescriptions are managed by the supervisor who will need to ensure that the PBS box is ticked and that it is stamped ‘for dental use only.’ This needs to be signed by your Supervisor.
RADIOGRAPHS:
- Both standard and digital radiographs are available in the surgeries.
- Please ensure that you document on your patient records if you have taken a conventional or a digital X-Ray. This will make it easier for following clinicians to locate when required.
- You will be shown how to process a manual xray in the orientation.

There are lead aprons available in each surgery and occupational distance requirements are mandatory when taking radiographs which will be discussed in the clinical orientation. Please consult with your supervisor before taking a radiograph. You are responsible for ensuring that radiographs are mounted and labeled correctly with all patient identifiers: patient name, date of birth (DOB), date of radiograph and dental record number, and then appropriately filed.
- For students the taking of radiographs must be directly supervised. This is a legal requirement under the State’s Radiation Act.
- If you require an Orthopantomogram (OPG) or other radiograph a Radiology Request Referral needs to be completed and the patients should be directed to Radiology located on the AWH site. Please ensure that the request form has been signed by a Community Dental Program Dentist and that it is noted that a HARD COPY is required.
- If an OPG is required urgently, phone Medical Imaging (located at the AWH) on ext 7370

GENERAL ANAESTHETICS:
Please consult with the supervisor regarding GA referral processes.

NITROUS OXIDE SEDATION:
Nitrous Oxide Sedation is available but must be administered by an appropriately qualified clinician with an approved certificate. The nitrous oxide procedure from DHSV must be adhered to and the associated log book completed.

ROYAL DENTAL HOSPITAL REFERRALS
Please see your supervisor if you require your patient to be transferred to the Royal Dental Hospital in Melbourne for ongoing treatment. Please also refer to the ‘Referral to The Royal Dental Hospital of Melbourne DHSV policy.

Other Procedures for discussion
- Informed Consent Procedure: DHSV
- Patient Identifiers: AWH
- Time Out
- Dental Cleaning Procedure
ADMINISTRATION ORIENTATION

How to use phones:
Our clinic number: 60517925
Internal extension to front reception: 7925
  •  Dial 0 for an outside line.
  •  Dial 605844 44- Albury Campus.
  •  Dial 60517111- Wodonga Campus

Swipe Cards:
Students: will be issued a card upon the first day of placement with a deposit (refunded upon return at
the end of the rotation) of $20. These cards are to be returned at the end of placement. Any lost or
stolen cards are to be reported immediately to the Administration Team Leader. A replacement card
will cost $20.

ICT AND NETWORK ACCESS
COMPUTERS, TITANIUM & AWH LOGIN INFORMATION
You will be given a login and password to access the AWH Intranet and Internet websites as part of
your orientation.

DHSV login information:
There are DHSV policies, procedures and clinical guidelines available for use via the extranet,
please see login details below:
  •  Username: alluser
  •  Password: general

Information located within the DHSV Extranet:
  -  Clinical Guidelines.
  -  Clinical Matters.
  -  Policies and Procedures.
  -  RDHM Waiting Lists.
  -  Health Promotion Resources

TITANIUM Login Information
  •  You will already have been given the Citrix and Titanium Login and Passwords.
  •  If you type the login or password incorrectly 3 times you will be locked out and need to ring DHSV
    ICT Help Desk on (03) 9341 1010.

AWH Login Information

You will also have access to the AWH and J drive folders specific to students. This is where any relevant
dental information can be stored for future reference. We encourage you to check the intranet regularly
for important information and announcements relating to the organisation.
AWH Intranet Resources:
- News and Events / Staff Scene
- Health.
- Education.
- Phone Extension Directory.
- Mims on line.
- Search for Policies and Procedures.
- J Drive.

Other office equipment, i.e.: photocopier / fax.
Fax Number: (02) 60517643
Collect printouts and faxes from collection tray located on table in printer room.
Note: MFU printer name is:
WC DEN MFU on AWH-WC-PRTSVR.

Privacy and Confidentiality Policy:
- Release of patient / client information policy and procedures.
- Discussion and review of privacy policy AWH.

OFF LINE DENTAL RECORD KEEPING GUIDE
Off line dental record keeping folder.

MANAGEMENT OF SICK LEAVE
- Notification of annual leave, sick leave (call 60517925 before 7.30am and leave a message), study leave.
- Other forms (form folder).
Advise reception if leaving early or arriving late to work. Phone in prior to 7.30am if on an unplanned leave. Note: Reception is contactable on ph. 02 6051 7925).

DHSV AND TITANIUM FAMILISATION
DHSV Extranet:
Logging on to the extranet: user name: all user password: general.
- Clinical Guidelines.
- Clinical Matters.
- Policies and Procedures.
- RDHM Waiting Lists.
- FTA Policy.
- Fee Schedules – Co-payments

Titanium Familiarisation:
- Logins and passwords.
- Patient / Appointment 6 - 10.
- CoC.
- Item Codes.
- Record Keeping
- Letters Function.
TITANIUM MANUALS
- Online Titanium Manual (DHSV website).
- Titanium Manual Folder, administration desk.

Consumer Information Storage:
(Most of these forms can be found on Titanium under the letters function)
- Post extraction instructions (Adult)
- Post extraction instructions (Child)
- How to care for your denture instructions.
- Oral Health instructions.
- Certificate of Attendance.
- Authority to Release Patient Information.
- Request for patient records.
- Medical Clearance.
- Patient Transfer.
- Risks associated with taking home human tissue brochure.
- List of external providers.

Administration Guidelines:
Please abide by the following:

- Do not stand behind the reception area waiting for receptionists, please see them from the front counter.
- Make sure that no patient cards are left in the surgery at day end.
- File your patient cards away in the filing room at the end of each day or at the end of each patient.
  Note: Patient cards are filed in SURNAME order followed by NAME order.
- Should you require a patient card throughout the day, please ask at the reception desk for it.
- Advise In-Charge Nurse or Reception if patient has not presented (i.e. Failed to Attend appointment) in the first ten (10) minutes of a scheduled appointment.
- Stationery is available from the “Back of Reception” office.

Business Rules:
- Eligibility
- Co-Payments
- Co-Payment Waivers
- Waiting Lists
Please refer to the Dental Health Program Policy and Procedures Handbook found on the DHSV intranet at extranet.dhsv.org.au/ to support the reading and discussion of the business rules as the information is subject to change by DHSV.

ACCESS TO CARE:
Patients from outlying rural communities may have transport difficulties therefore this should be considered when developing a treatment plan

APPOINTMENT BOOKINGS
- Students are encouraged to book in their own patients, this will also be shown to you as a part of your orientation.
GENERAL ORIENTATION CHECKLIST

Use the following general checklist as a guide to orientate yourself to the location of various resource materials, policies and protocols within the unit and across AWH.
Please complete the General Section of this checklist over the orientation:

**GENERAL- Upon Arrival**

<table>
<thead>
<tr>
<th>It is your responsibility to familiarise yourself with the following safety related requirements.</th>
<th>DATE COMPLETED</th>
<th>YOUR INITIAL</th>
<th>MANAGER/DELEGATE INITIAL</th>
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</thead>
<tbody>
<tr>
<td>Attendance at AWH Dental Orientation.</td>
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<tr>
<td>Overview of Dental Service and Key Contacts.</td>
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<tr>
<td>• Housekeeping / staff room</td>
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<tr>
<td>• Parking and security arrangements:</td>
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<tr>
<td>• Introduction to key members of the clinical team.</td>
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<td>• Reporting lines.</td>
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<tr>
<td>• The National Standards EQuIP National Standards / Accreditation.</td>
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<tr>
<td>• VHIMS reporting system / RiskMan Q.</td>
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<td>• Compliments &amp; Complaints / Feedback management.</td>
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<td>• Reporting unsafe practice.</td>
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<tr>
<td>• Risk Register.</td>
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<tr>
<td>• Professional Code of Conduct including uniform.</td>
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<tr>
<td>• Operational Hours and Unplanned Absence</td>
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<tr>
<td>• Mobile Phone Policy / Social Media use</td>
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<tr>
<td>• e3 Health Services Induction and required pre-clinical placement e-learning e.g. Hand hygiene</td>
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</table>

**Emergency procedures:**

* Colour codes.                                                      |                |              |                          |
* Duress Alarms.                                                     |                |              |                          |
* How to call an emergency.                                         |                |              |                          |
* Responding to an emergency (includes evacuation).                 |                |              |                          |
* What is my role in an emergency?                                  |                |              |                          |
* Disaster Manual- Bomb threat documentation card                   |                |              |                          |
* Clinical Emergencies / medical emergency cupboard                 |                |              |                          |
* Hypoglycaemic kits, Spill kits and SDS.                           |                |              |                          |
<table>
<thead>
<tr>
<th>DATE COMPLETED</th>
<th>YOUR INITIAL</th>
<th>MANAGER/DELEGATE INITIAL</th>
</tr>
</thead>
</table>

**OCCUPATIONAL HEALTH AND SAFETY**

Patient Hoist surgery 10.

Manual Handling / No Lift procedures:

- Trolleys.
- Equipment.
- Area OH&S Representatives.

**Privacy Confidentiality Agreement**

- Patient, corporate and publicity
- Publicity
- Legal Requirements with documentation

**General Information**

- Consumables Stores:
- Low stock identification process.
- Equipment and Maintenance portfolio / Equipment and Maintenance Folder, review flow charts for reporting malfunctions, repairs and documentation.
- Report malfunctions to Nurse in Charge.
- Oral Health Promotion
<table>
<thead>
<tr>
<th>CLINICAL ORIENTATION</th>
<th>Date Completed</th>
<th>Your Initials</th>
<th>Manager / Delegate Initials</th>
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<tbody>
<tr>
<td><strong>INFECTION CONTROL</strong></td>
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<tr>
<td>- PPE</td>
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<td>- Hand Hygiene</td>
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<tr>
<td>- Aseptic Technique</td>
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<td>- Zoning</td>
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<td>- Sterile Stock</td>
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<td>- CSSD</td>
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<td>- Testing.</td>
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<td>- Packaging.</td>
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<td>- Tracking.</td>
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<tr>
<td>- Preparation process.</td>
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<tr>
<td>- Equipment and Instruments</td>
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<tr>
<td>- Pathological waste / Specimen handling.</td>
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<tr>
<td>- Rubbish segregation- dental cleaning procedure.</td>
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<tr>
<td>- Notifiable Diseases.</td>
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<tr>
<td>- Personal clothing.</td>
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<tr>
<td>- Jewellery, nail polish, shellac, artificial nails</td>
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<tr>
<td>- Isolation of potentially infectious patients.</td>
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<tr>
<td>- Management of Sharps.</td>
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<tr>
<td>• Needle Stick Injury Management Plan</td>
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</tbody>
</table>

Linen Management

Pros Lab: Policies/Procedures/Prescription Forms

Prescription Pads

Radiographs

General Anaesthetics/Nitrous Oxide

Royal Dental Hospital Referrals

**Other Procedures for discussion:**

- Informed Consent
- Patient Identifiers- AWH
- Time Out
- Dental Cleaning Procedure
<table>
<thead>
<tr>
<th>ADMINISTRATION ORIENTATION</th>
<th>Date Completed</th>
<th>Your Initials</th>
<th>Manager / Delegate Initials</th>
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</thead>
<tbody>
<tr>
<td>How to use telephone and transferring calls</td>
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<tr>
<td>Swipe cards</td>
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<tr>
<td>ICT / Network access.</td>
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<tr>
<td>Other office equipment, i.e.: photocopier / fax.</td>
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<tr>
<td>AWH Intranet</td>
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<tr>
<td>Titanium familiarisation.</td>
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<tr>
<td>Off Line Dental Record</td>
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<tr>
<td>Management of Sick leave</td>
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<tr>
<td>DHSV and Titanium Familiarisation</td>
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<tr>
<td>Location of Titanium Manuals</td>
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<tr>
<td>Consumer Information</td>
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<tr>
<td>Administration Guidelines</td>
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<tr>
<td>Business Rules</td>
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<tr>
<td>Access to care and Appointment Bookings</td>
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<tr>
<td>HR In-service</td>
<td>Date Completed</td>
<td>Your Initials</td>
<td>Manager / Delegate Initials</td>
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<tr>
<td>Employee Assistance Program.</td>
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<tr>
<td>Privacy and Confidentiality</td>
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<tr>
<td>HR and Health &amp; Safety policies: (provided on Induction Day)</td>
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<tr>
<td>• No smoking.</td>
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<tr>
<td>• Hazardous Substances.</td>
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<tr>
<td>• Health and Safety Roles and Responsibilities.</td>
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<tr>
<td>Bullying, workplace harassment policy.</td>
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</table>

<table>
<thead>
<tr>
<th>CREDENTIALING</th>
<th>Date Completed</th>
<th>Your Initials</th>
<th>Manager / Delegate Initials</th>
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<tbody>
<tr>
<td>Student Health:</td>
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<tr>
<td>• Evidence of vaccination and/or serology (as per Occupational Screening and Vaccination Policy).</td>
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<tr>
<td>• All other credentialing documents provided as per AWH Credentialing policy</td>
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<tr>
<td>PRACTICAL TRAINING</td>
<td>Date</td>
<td>Your Initials</td>
<td>Manager / Delegate Initials</td>
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<tr>
<td>• Basic Life Support- Clinical Nurse Consultant -Medical Emergency Cupboard -Defibrillator</td>
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<tr>
<td>Tour of the facility including clinical and staff areas.</td>
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<tr>
<td>DHSV and TITANIUM familiarisation</td>
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<tr>
<td>Appointment Bookings</td>
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<tr>
<td>• AWH Fire Manager Training Fire Safety and management:</td>
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<tr>
<td>• Fire orders.</td>
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<td>• Searching.</td>
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<td>• Fire hoses and extinguishers.</td>
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<td>• Smoke detectors.</td>
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<tr>
<td>• Fire wardens.</td>
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<tr>
<td>Evacuation / exits / assembly area.</td>
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<tr>
<td>• Infection Control and Sharps Management- Infection Control Consultant</td>
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<tr>
<td>• Dental Clinic Familiarisation</td>
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<tr>
<td>- Dental Cleaning Procedure</td>
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<td>- Dental Set Ups</td>
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<td>- Endo Equipment</td>
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<td>- Zoning</td>
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<td>- Stock Management</td>
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<tr>
<td>• Clinical Guidelines</td>
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<td>• CSSD</td>
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<tr>
<td>• Pros Lab</td>
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</table>
**SELF ASSESSMENT:**

As an AWH staff member, you have a range of skills and knowledge including:
- Communication skills.
- Practical skills.
- Analytic skills.
- Life experiences.
- Others.

This self-assessment tool (checklist) relates to the department and role-specific learning needs. Evaluate your own knowledge and practice using the following checklist. In assessing yourself you should ask yourself:
- “Where am I now?”
- “Where do I want to be in three months’ time?”

Tick the appropriate box for your level of experience. A learning need exists; where there is a difference in the answer to these two questions (some areas may not be applicable to your practice setting write N/A). From this you can identify your learning needs and draw up objectives to discuss with the Manager, Supervisor or Educator. The Learning and Development Plan at the end of the Performance & Development Tool attached as appendix three can be used to do this.

<table>
<thead>
<tr>
<th>Name of Department / Position</th>
<th>1 No Experience (Not Confident)</th>
<th>2 Little Experience (Not Confident)</th>
<th>3 Some Experience (Fairly Confident)</th>
<th>4 Lots of Experience (Confident)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Section Title</td>
<td>Insert skills or knowledge required below</td>
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</tr>
<tr>
<td>Name of Department / Position</td>
<td>1 No Experience (Not Confident)</td>
<td>2 Little Experience (Not Confident)</td>
<td>3 Some Experience (Fairly Confident)</td>
<td>4 Lots of Experience (Confident)</td>
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Annexes:

Related AWH Documents:

Accreditation Standards:

Other Relevant Information:

References:

Contact Point: Program Manager - Dental Services.

In consultation with:

<table>
<thead>
<tr>
<th>TITLE / POSITION</th>
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<table>
<thead>
<tr>
<th>THIS SECTION FOR QUALITY &amp; CLINICAL GOVERNANCE OFFICE USE ONLY</th>
</tr>
</thead>
<tbody>
<tr>
<td>Approved by Executive / Delegate:</td>
</tr>
<tr>
<td>Executive Director of Clinical and Community Services</td>
</tr>
<tr>
<td>Responsible Department:</td>
</tr>
<tr>
<td>Dental Services</td>
</tr>
<tr>
<td>Version No:</td>
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<td>1</td>
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</table>