

# **Royal Children's Hospital Speech Pathology Department**

## **Student Orientation Workbook**



## WELCOME

We are happy that you are here at the Children's for your weeks of clinical placement. It might feel a bit daunting because of the size and complexity of the place. It might also be the first time you've been to a hospital in your life! It will take a little while to get used to.

It can be a bit challenging meeting sick children and their families. They are often distressed and you might feel like that as well from time to time. Don't panic! It's natural and part of being human. Being human is what makes a good therapist! We want you to understand what it is like for a child and or family with a health, communication or eating problem, as well as being clear about what you can do and how you could do it.

So the clinic is about several things - learning to think about speech, language and eating problems, and learning how to make sound clinical decisions and embark on treatment that will be effective for that child and family. It's also about teamwork, both within the department and within the hospital and community. There are a lot of people to meet! I hope the next few pages of this manual help you to get to know where you are and what you're in for. Your supervisors will do their best to make you feel at home. Make sure you say hi to the people you meet in the corridors.

Welcome aboard.

Jane Mah & Rachel Pinczower  
Clinical Education Coordinators

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# Introductions

There are many people working in the Speech Pathology Department. Professor Sheena Reilly is the Professor/Director of the Department. Liz Murdoch is our Clinical Service Manager. The department's secretary is Samantha Harris (SAM) and the Prof.'s secretary is Kylie Gilmartin.

The people on this page are the nine clinicians who will be taking students. Jane and Rachel coordinate the program and are the people to speak to about whatever questions or concerns you may have. You will be meeting with them each week as a group/tutorial to talk about what you are learning/experiencing, to help problem solve and keep up your enthusiasm. If you are unsure of anything, first talk to your supervisor and then to Rachel or Jane as needed- any time.

<p><u>Structural / Voice</u></p> <p>Too shy!</p> <p>Julie Reid</p>	<p><u>Neurosciences</u></p>  <p>Jane Mah</p>	<p><u>General Hospital</u></p>  <p>Libby Ferguson</p>	<p><u>Rehabilitation</u></p>  <p>Maria Fassoulakis</p>
<p><u>Structural / Voice</u></p>  <p>Alessandra (Alex) Giannini</p>	<p><u>Developmental</u></p>  <p>Liz Murdoch</p>	<p><u>General Hospital</u></p>  <p>Rachel Pinczower</p>	<p><u>General Hospital</u></p>  <p>Katherine Ong</p>

There are quite a few other clinicians in the department. Tanya Druce, Sue Debney, Bronwyn Parry-Fielder, Justine Slattery, and many research/PhD staff. We share the floor with the Audiology Department, Respiratory Department and Paediatric offices. No one bites as far as I know so please say hi and have a chat.

## Department contact numbers

	Phone	Fax	Email	Postal
Switchboard	External 9345 5522 Internal 91			Royal Children's Hospital Flemington Rd. Parkville 3052
Speech Pathology Department (Sec- Sam)	External 9345 5540 Internal Ext. 5540	External 93455514 Internal 5514	sam.harris@rch.org.au	Speech Pathology Dept Royal Children's Hospital Flemington Rd. Parkville 3052
OT/PHYSIO	5411			
2 <sup>nd</sup> Floor Ward (ICU/neonates)	5211			
3 <sup>rd</sup> Floor Ward (Adolescents)	5300			
5 <sup>th</sup> Floor Ward	4555			
6 <sup>th</sup> Floor Ward (Oncology)	5601			
7 <sup>th</sup> Floor Ward (Cardiac)	5700			
8 <sup>th</sup> floor Ward (Neurosciences)	4488			
Psychology	5511			

## HOW TO CONTACT PEOPLE.

Name	Phone	Pager	Email
Liz Murdoch	9345 7962		liz.murdoch@rch.org.au
Katherine Ong	9345 5535	5535	katherine.ong@rch.org.au
Libby Ferguson	9345 5326	5326	libby.ferguson@rch.org.au
Jane Mah	9345 5534	5531	jane.mah@rch.org.au
Rachel Pinczower	9345 7961	5549	rachel.pinczower@rch.org.au
Alex Giannini	9345 5531		alessandra.giannini@rch.org.au
Julie Reid	9345 7963	7963	julie.reid@rch.org.au
Maria Fassoulakis	9345 7966	9466	maria.fassoulakis@rch.org.au

### TO DO

Add to the list the numbers and pagers of staff in the hospital you are working with.

## **Pigeonholes**

In the front office off the waiting area are the pigeon holes for staff. Please take an empty one and name it as your own. This is where the mail, hospital records, notices are put.

## **Messages**

In the secretary's office there is a notice board which you should look at daily as there may be a message for you. Telephone messages are also left against people's names.

## **SO WHERE EXACTLY ARE YOU?**

You're already in the department so you've found the fifth floor. The signage isn't excellent around here so you're doing well. Look at the map on the next page. Locate where you are. Take a stroll around the corridor. Make sure you find the loo and where to make a cuppa. Then come for a walk with me around the hospital- just checking your spatial skills and Sam's and my map making abilities.

## **CHEMIST**

There is a good pharmacy in the hospital foyer. Hours of opening are 8 am to 6 pm Monday to Friday, and 9am to 3pm on Saturday.

## **BANK**

There is an autobank in the front entry building at street level. It takes most cards.

## **GENERAL PRACTITIONER**

The hospital no longer has a staff health clinic, so if you feel unwell during the day you will need to either go home to your own GP or to the closest community GP. You do not go to the emergency room of the hospital.

## **PERSONAL POSSESSIONS**

You will have access to a locker within the department BUT please do not bring valuables or more money than you need as it is not uncommon for wallets to be nicked etc.

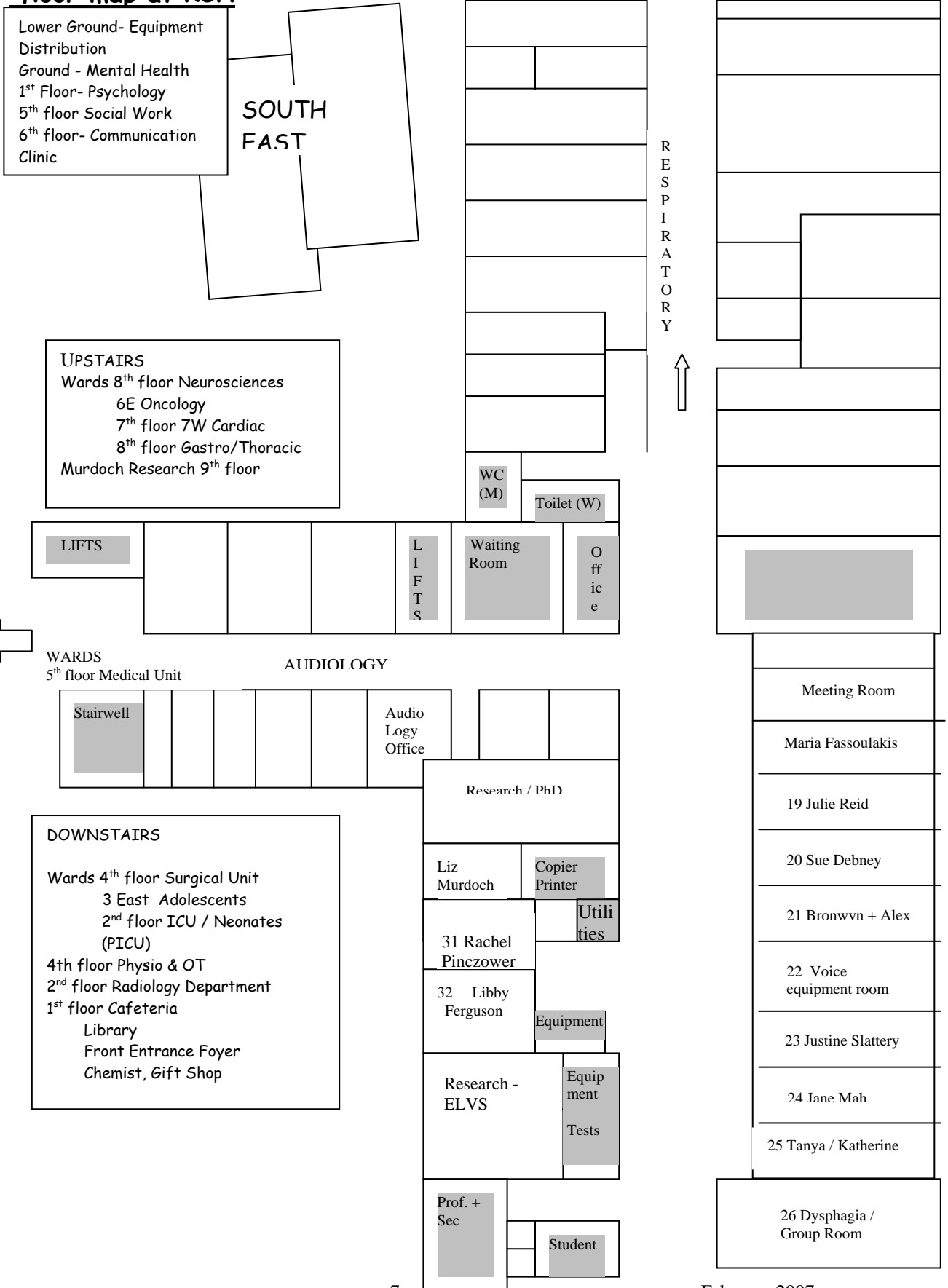
## **LUNCH/ CAFETERIA**

BEWARE, make sure you wash your dishes after use (EVEN BEFORE YOU USE IT). Help yourself to hospital tea and coffee whenever you like. This is all stored right at the end of the 'new' building. Milk is in the fridge in the 'dysphagia' room.

There is no set lunchtime however we like you to make sure you have it. Bring your own or buy- it's up to you.

The cafeteria is on the first floor and makes a pretty good latte. The procedure for buying sandwiches is to grab a number and line up. They'll call your number and take your order. You pay at the end of the counter. There is also a café in the front foyer.

# 5<sup>th</sup> floor map at RCH



## HOW ABOUT INTRODUCING YOURSELF?

### TO DO

Write a short bio about yourself that you can then email to the department by way of introduction. Don't panic- I don't mean things like your personal life, but rather things like what you're doing, what you want to do, what you like to do? You know?- who you are.

## HOW TO USE THE EQUIPMENT/ TECHNOLOGY

### Phones

To make a local call-

dial 0 followed by the number

To make an STD call-

dial switch (91) and ask them to get the number for you

To make an internal call-

dial the four digit extension

If this is engaged push 6# and hang up and the phone will ring when the other phone is not engaged.

To receive a call-

just answer the phone as quickly as you can since the call will be diverted to voicemail

To receive an outside call from switch-

answer the phone, then hang up and the operator will put the call through

To page someone-

1. by phone

dial 91, wait for answer by switchboard and request the pager to be paged

2. by computer

click on paging system icon, type in pager number, type message (short) this is relayed to pager that clinician wears. Very handy to tell where you are or request something or pass on a phone message etc

### Fax

Located in the front office on the bench. Instructions are on the machine. This machine is also the scanner and colour printer.

### Photocopier

Located near research room. Try and copy double sided. We are into recycling. If jammed, fix it, don't just walk away. We're happy for you to copy things but don't go overboard. There isn't much money in a hospital budget.

## Printer

Located next to photocopier. Desktop computers send work here. If it is empty, fill it up. If not working, tell someone. Don't just walk away. Color printing can be done from the computer in the front reception. Do a black and white draft first so we're not wasting ink.

## Computers

You will have access to a computer on your desk. They are networked so that you can send work to a printer, use email and the web. If you have a hotmail address please feel free to use it, and we encourage you to search the web. We have just changed to a new system so every one in the department is a little inexperienced at the moment.

## Word Processing

The computers all use windows XP and are loaded with Microsoft Office and heaps more. Please spend some time checking this out so that you know how to get into word, power point etc. If you need help just ask, although I suspect that you are all very literate.

## Email

Please take note of your supervisors email address and make sure you give them yours. The hospital uses Eudora and Outlook Express. There is an e-mail account on every computer.

## Websites

Look up the hospital website. Click on the Netscape icon on the desktop screen and away you go. Check out our website and any other that you find.

Some useful addresses are:

WEBSITE	GOOD FOR?

TO DO

Please add to the web site list any others that you know. Thanks

## **Software**

There are a number of CD ROMS in the equipment room which are useful for treatment. Please have a look and a play.

In the front reception there is a computer upon which you can use Boardmaker, useful for making communication aids, charts etc.

## **Computer disks/Memory Sticks**

You will need to use your own, or email back and forth. Remember, because of the privacy act you cannot email reports or patient letters. Bring a stick.

## **Scanner**

Located in the front reception.

Email the image to this desktop to insert it in a word document etc, or copy to disk. All you need to do is press 'Scan' on the scanner and the computer will do the rest! Save your document in My Documents and make a folder for yourself.

## **Digital Camera**

This is located in the test/equipment room cupboard. If you have taken it, please write it on the board in that room.

## **Video Cameras and video players.**

Located in the test/equipment room.

There are two video players for VHS videos. These are both in the meeting room (one in cupboard). Small VHS Videos are placed in cartridges kept at the machine, so they can be played. VHS Super tapes used in videofluoroscopy can be played on the smaller video and monitor for best picture.

Two video cameras are kept in the equipment room. One antique, which is very reliable, and a small hand held, equally reliable. The video tapes are also in the equipment room. Please reuse tapes.

The digital video camera is usually in the speech lab (Room 22). Tapes are wherever you can find them! The secretary will give you one.

# EQUIPMENT ROOM/ RESOURCES

In the centre of the department, there are several resource rooms off the corridor.

## Test Room (Treatment/Assessment Resources & Equipment)

This is where assessment resources and equipment are kept. The tests are arranged in boxes in alphabetical order. Take just what you need, not the entire box as other people may need to use it at the same time. Beware of using all the test forms. This is an offence in our department that can send some people into fits. Just write the responses on plain paper when you can- this is what I do. If it's the last form let the secretary know. Please make sure you put the complete tests back as soon as possible after you're finished. We do not usually lend test resources out overnight so try and either read it at the hospital, or photocopy the essential bits.

In this room you will also find some fundamentals of treatment- workbooks for therapy, stickers, spatulas, straws. There are also tapes, videos for re-use, batteries for equipment, spare tape recorder, headphones etc. First have a good look here and then ask your supervisor for some more clues. You are welcome to use the stickers etc.

TO DO:

Find an example of a test or scale that fits into the following categories

1. Under 3 yr old language
2. Over 15 yr old language
3. Pragmatics
4. Vocabulary
5. Reading
6. Articulation

## The Therapy Toys & Materials Room

Adjacent to the test room is the room that contains a heap of toys, puzzles, games and a multiplicity of picture cards, sequence cards, LDA treatment cards etc. This room also houses our library of children's books.

Feel free to have a little play with whatever you find in the toy cupboard. Some therapists have a heap of their own toys. Make sure you ask if you can use them and like everything else, **PUT THEM BACK WHEN YOU HAVE FINISHED.**

## Language Resources Room

This room contains a rich resource of worksheet type therapy materials. Browse your way through and photocopy what you need for your patients. There are a range of language, articulation and reading resources, which may be useful for you. Take some time to browse and if you find something interesting share it in your tutorial.

## **Dysphagia / Group Room**

In this room, you will notice a mini kitchen and a range of equipment, resources and foodstuffs, which are used for our dysphagic patients, and occasionally a very hungry speech pathologist. Please keep this resource area tidy. If you are using a range of teats and bottles you will need to ensure that they are clean. Sterilizing formula is available in the utilities room across the hall and you should use it. This goes for well-mouthed toys as well.

When you have a large number of people attending a session (e.g. parents + child + interpreter + nurse, etc), this is a good room to use as it is larger than the other treatment rooms. Do remember to book it, as it's a very popular room. The booking diary is in Sam's office.

### **To Do:**

Note down the names of the types of food thickener you find in the Dysphagia room. Note down the types of infant bottle and teats that you see.

BOTTLES:

TEATS:

FOOD THICKENERS:

## **Utility Room**

Please wash any toys or equipment that are soiled, dribbled on here. You will be aware of issues like infection control from your student manual. The first aid kit, tissue storage etc is here.

## **LIBRARY**

### **5<sup>th</sup> floor Speech Pathology Library**

This is located in the meeting room. You are welcome to use any books, journals in our library while you are here. However we have a policy of not allowing books to be taken home. As mean as this sounds it's because so many have gone astray.

### **Individual Speech Pathologists books**

A general rule of thumb is not to take anything outside of the hospital that does not belong to you. Negotiate actively with the staff member if you want to take something home, but know that some will refuse you absolutely. This is not personal.

### **RCH Library**

You are actively encouraged to make your way to the first floor and familiarise yourself with the library facilities. You are welcome to use them while you're here. The librarians are great and will help you with requests. The department code for the Library photocopier is 300290 - don't go too crazy!

## **PATIENT INFORMATION/ RECORDS**

Privacy is a basic human right and within the public service there is a strong policy on privacy. Please look at privacy document in the department or talk with your supervisor.

There are some simple rules to follow. Remember you are dealing with people so treat them with respect.

Don't talk about patients in the lift or corridors.

Don't leave information, disks, records lying about.

Don't email patient reports etc.

### **Hospital Unit Records (UR's)**

This is the patient's main file and holds medical test results, doctor's notes and our summary reports and notes of attendance. It is the major communication between multiple health workers caring for a child. Our responsibility is to read the record and to write concise and appropriate notes in the record each time we have seen the patient, whether they are an inpatient or outpatient, and send copies of letters and reports to be filed.

To call a record up on the hospital computer system is easy. Please consult the separate IBA manual to learn how to do it.

#### **TO DO:**

You will be given a unit record of one of your patients. Look through the information. Write notes and begin to formulate the medical history of your patient. Use the general report format you will find on your computer in Microsoft Word new documents.

The aim of the hospital is to have an electronic record system. There are parts available now such as radiology, pathology test, appointments, patient details, which are accessed through the hospital intranet by clicking on the CLARA icon on your computer. Get your supervisor to teach you how to do this as you will need to use personal passwords etc.

### **Speech Pathology reports & letters**

Communication is essential to the way we work. Therefore you will find yourself writing reports and letters which need to suit this particular workplace. On your computer you will find templates for the following:

General report

Fax

Memo

Brief inpatient report

Letterhead

Appointment letter

Videofluoroscopy report

Voice profile

You will also find that you may need to invent a new style depending on what is required for your patient and supervisor.

## **PRIVACY**

With new privacy legislation in existence since 1<sup>st</sup> of July, the people who work in this hospital need to know how they will be affected. This legislation applies to all women's and children's health staff, including contractors, volunteers and students.

Any person commencing work at this hospital must sign a privacy, confidentiality and security agreement and be aware of their roles and responsibilities in terms of patient and employee confidentiality.

Below are the guidelines for staff.

### ***STAFF SHOULD UNDERSTAND AND AGREE TO THE FOLLOWING:***

I WILL ONLY access information I need to do my job.

I WILL NOT disclose, copy, release, sell, alter or destroy any confidential information unless it is part of my job. If it is part of my job to do any of these tasks, I will follow the correct procedure (such as putting confidential papers in security bins or using WCH faxing guidelines).

I WILL NOT misuse or be careless with confidential information.

I ACCEPT responsibility for all activities undertaken using my password.

I KNOW that my access to confidential information may be audited.

I WILL NOT remove confidential information (eg. medical records, photocopied patient forms or electronic data) from RCH unless it is an authorized work practice.

I WILL report any activities to my manager that I suspect may compromise the confidentiality of information. I understand these reports, made in good faith, will be held in confidence to the extent permitted by law.

I WILL endeavor to wear my student identification badge at all times whilst on RCH premises.

I WILL protect the privacy of RCH patients and employees.

I AM responsible for my use or misuse of confidential information.

I WILL seek the child/family's consent for photographs or videos made of the child, using the appropriate consent form.

I WILL seek the child/family's permission, using the appropriate consent form, to send copies of reports or letters to anyone outside the hospital.

***EXAMPLES OF WHAT STAFF SHOULD NOT DO!***

**Accessing information that you do not need to know to do your job:**

- Unauthorized reading of a patient's medical record or an employee file.
- Random searching of Patient Master Index for familiar names.
- Accessing information on family, friends or co-workers.

**Divulging personal information without individual's consent:**

- Discussing or "gossiping" about patient details in situations unrelated to direct patient care.
- Conducting a conversation relating to patient or staff information in a public place.
- Telling a relative or friend about a patient or staff member you had seen.
- Discussing confidential information in a public area such as a waiting room or elevator.

**Sharing, copying or changing information without proper authorization:**

- Making unauthorized changes to a patient's medical record.
- Making unauthorized changes to an employee file.
- Copying and forwarding patient or staff information to a third party without having verbal or written consent.

**Sharing your password:**

- Telling a co-worker your password so that they can access your work.
- Telling an unauthorized person the access codes for employee files or patient accounts.
- Unauthorized use of a password to access employee files or patient accounts.
- Using a co-worker's application for which you do not have rights after he/she is logged in.

**Disclosing patient information without following RCH guidelines:**

- Faxing without including a fax cover sheet.
- Disclosing patient details over the phone when a privacy alert exists.
- Leaving a secure information system (i.e. System that is password protected) unattended while logged on:
- Being away from your desk (e.g. tea or lunch breaks) while you are logged into a secure system.
- Allowing a co-worker to use a secure system for which he/she does not have access after you have logged in.

# STUDENT PLACEMENT FEEDBACK

The aim of the game is for you to learn and enjoy the placement. Use your initiative and speak up for yourself. This is how you will learn to speak up for and on behalf of the children and families you are working with.

I appreciate you taking some time to fill out this form as part of a continuous quality improvement strategy within the student unit programme. It is based on the La Trobe clinical placement feedback form in your student handbook.

Like your La Trobe clinical educators, I would appreciate you being both honest and constructive in your comments.

This form should be filled out AFTER your final assessment and will have no influence on your assessment process. The form should be given or posted to me, the student unit co-ordinator, and not given to your individual supervisor.

Please indicate whether 4<sup>th</sup> year....., 1st year .....

1. Was the orientation phase of the placement adequate for you? Yes / No  
Was the student workbook useful for you? Yes / No  
How long did it take for you to feel comfortable? \_\_\_\_\_  
Comments \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
  
2. Did your clinical educator adequately negotiate the placement with you? (e.g. take into consideration individual learning needs, preferences etc?) Yes / No  
Comments \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
  
2. Did you have a clear picture of the clinical educator's expectations of you. Yes/ No  
Did you receive a clear timetable outlining your clinical commitments? Yes / No  
Comments \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
  
4. If you required it, were you given adequate opportunity to observe your clinical educators working? Yes / No  
Comments \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

5. Did the clinical educators invite your opinions about when, how and what to give feedback on? Yes / No

Comments \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

6. Was the feedback you received constructive? Yes / No  
Was the feedback you received sufficient? Yes / No  
Was the feedback you received timely? Yes / No  
Was the feedback you received encouraging? Yes / No

Comments \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

7. Did your clinical educators provide adequate teaching when you required it? Yes / No

Comments \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

8. Did your clinical educators encourage you to self evaluate? Yes / No

Comments \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

9. Did you find your clinical educator/s approachable and supportive? Yes / No

Comments \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

10. Please make any further comments that you think will help improve the quality of this clinical placement and the supervision offered.

Comments \_\_\_\_\_  
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Thankyou for your comments  
Rachel & Jane, Student Unit Co-ordinators

## NOTES