Rural Clinical School

TOOWOOMBA

Clinical School Guide 2017
# Clinical School Guide

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Funded by the Australian Government’s Department of Health, the University of Queensland Rural Clinical School (UQRCS) was established in January 2002. Since its foundation, the UQRCS has worked to build and sustain a skilled and vibrant health care workforce appropriate to the needs of Queensland country towns – rural, regional and remote.

UQRCS offers an innovative and rigorous clinical training program, structured around hands-on clinical learning opportunities in public and private hospital settings and in community based practices. The aim is to provide students with a realistic experience of living and working in regional, rural and remote communities and to encourage a greater number of health professionals to commit to careers in rural health.

The UQRCS mandate extends across Central and South West Queensland with program activities centering on a number of key sites – Bundaberg, Hervey Bay, Rockhampton, and Toowoomba.

In Toowoomba, program delivery and operations are located adjacent to the Toowoomba hospital at the Rural Clinical School Teaching and Learning Centre at 152 West St. The Centre offers exemplary simulation, library and teaching resources. The City of Toowoomba and the Darling Downs region offer an excellent teaching and learning environment to further your medical student experience. I hope you will enjoy the variety of cultural, social and lifestyle opportunities available.

The educational program at this site follows the same outline as at metropolitan sites but there are differences between Toowoomba and metropolitan sites that we believe enhance education here. You will find patients really appreciate being able to help you learn, feeling they are (as indeed they are) helping society by their efforts. They will also be interested in you as a person and not just as their potential future medical practitioner. Rural Clinical School teaching and administration staff, staff from Toowoomba Hospital, St Vincent’s Hospital and St Andrew’s Hospital, private practitioners and their staff and allied health practitioners similarly display personal and personable interest in you.

This guide provides basic information relevant to your time here. As well it details some of the special opportunities and facilities that are provided here to help you on your educational pathway. I trust you will enjoy and appreciate your time with us.

Dr George Tucker

Director, RCS Toowoomba
## Contact Details (Staff & Academics)

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<td>Academic Supervisor</td>
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<td>Anesthesiology</td>
<td>Dr Richard Geytenbeek</td>
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<td>Intensive Care</td>
<td>Dr Indranil Chatterjee</td>
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<td>Accident &amp; Emergency</td>
<td>Dr Alex King</td>
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<td>Medicine</td>
<td>A/Prof Peter Nolan</td>
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<td>Medical Specialities</td>
<td>Dr Sheila Cook</td>
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<td>Surgery</td>
<td>Dr Eric Donaldson</td>
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<td>Orthopaedics</td>
<td>A/Prof Wai-Ki Pun</td>
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<td>Obstetrics &amp; Gynaecology</td>
<td>Dr De Kock</td>
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<td>Paediatrics &amp; Child Health</td>
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<td>Mental Health</td>
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Orientation

Rural Clinical School Orientation

The orientation program for 2017 is scheduled for the Thursday, 5th January and Friday, 6th January for commencing third and fourth year students and Friday 6th January for 4th year students returning to the RCS. The program commences at 7.45am and finishes at 3.00pm on both days. The Program satisfies the mandated Queensland Health requirements, provides a comprehensive background to our regional history and demographics and includes a social BBQ on Friday lunchtime.

An introduction or orientation to the Course (and clinical placement) will be typically conducted on the first day of term (rotation). Students who do not attend these important sessions place themselves at a serious disadvantage and should not expect that these sessions will be run again. Personalised course timetables will be made available at this time.

Queensland Health Orientation

Prior to commencing your clinical training years you must complete OHS training modules with QHealth (Health and Safety Orientation) which is available at http://www.elearn.com.au/qh_external/. The username is external and the password is elmo. A copy of the OHS certificate of completion (and your Student Orientation Checklist and Student Deed Poll) must be provided to your clinical school student coordinator on arrival.

Hospital Overviews

Students have access to three hospitals in Toowoomba:

- St Vincent's Hospital www.stvincents.org.au/home.html
- St Andrew's Hospital www.sath.org.au/

Understanding the Hospital Hierarchy
Program Structure – Year 3 & Year 4 MD

Mental Health  Medicine  Surgery

General Practice  Medicine in Society

The above are the five courses that must be completed in Year 3 of the MD Program.

Obstetrics & Gynaecology  Paediatrics  Specialties 1

Surgical Specialties  Critical Care

The above are the five courses that must be completed in Year 4 of the MD program.

For all rotations you will be provided rotation specific information from the Student Coordinator prior to beginning the rotation.

Please ensure that:

1. Your UQ email is in healthy working order;
2. Your details are up to date;
3. Your mobile number is listed;
4. Other information regarding overseas’ placements can be found via the Faculty of Medicine website.
Expectations of Students

Behaviour
From early in your Program you will be entering the busy professional world of the teaching hospital. As most of you will eventually enter clinical practice, the skills of communicating with, and examining sick and injured people that you are now about to learn will be important throughout your working life. Unless these skills are soundly based and carefully learnt, there will be later problems of diagnosis and treatment and, of course, your patients will suffer.

In the wards you will learn the professional code of behaviour between medical, paramedical and nursing staff. You should act in a fashion that does not interfere with the efficient performance of work by the staff of the hospital.

Confidentiality
Over 2,300 years ago Hippocrates insisted that doctors "keep secret anything learned as the outcome of a professional relationship with a patient which should not be divulged". This was firmly restated in the World Medical Association's Declaration of Geneva (1949): "A doctor owes to his patient absolute secrecy on all which has been confided to him or which he knows because of the confidence entrusted to him".

Patients will not share confidences unless they are certain confidentiality of this information is assured. As the Law Reform Commission (1980) stated, it is for each individual to decide "in relation to those details of his private life he has freely made known to another, whether they may be made known to third parties, in which circumstances and to whom".

As clinical students you are now privy to exactly the same confidential information as doctors and hence are subject to exactly the same constraints as stated so clearly in the ethic above.

• NEVER discuss patients by name with anyone not entitled to this information.

• NEVER discuss a patient's problem within the hearing of the patient. Statements are often misheard or misconstrued and can lead to considerable mental anguish. The truth, particularly if of grave import, can be much more upsetting if carelessly revealed. Remember also that other patients are only too willing to pass on what they think they may have heard.

• Similarly, avoid discussing patients with colleagues in Hospital lifts or other confined places where conversations may be overheard. Even if the patient's name is not mentioned, other people in the lift or within ear-shot may relate the comments to the problems of their own relatives or friends. The hospital records are confidential documents, are the property of the Hospital and may not be copied in any way. Access to these records is a privilege granted to you by the hospital administration - do not abuse this privilege.

• NEVER permit a patient, his relatives or friends to see the hospital records. Any release of the information in these records is the prerogative of the doctor who is responsible for the overall care of the patient. You could be sued by the patient for breaches of confidentiality, and indeed some proven breaches could lead the School of Medicine to have grave doubts as to your fitness to continue the Program.
Communication

Personal Mail
Students should make their own arrangements regarding the delivery of mail to their residential address.

Student Contact Details
Students should ensure that the Administrative Officer is advised of their current contact details. This includes mobile phone number, and for students not living in UQ provided accommodation, their term address.

Electronic Mail
It is UQ policy that all correspondence is delivered to a student’s UQ email address. Please communicate with us using your UQ email account. Please ensure you read your email on a daily basis, especially during rotation.

Mobile Phones
Please ensure that you have a professional voicemail message on your phones in case a consultant/registrar or RCS staff member calls you.

Attendance at classes
Students’ clinical activities and involvement with patients, as directed by their tutors, is an essential component of the rotation’s work, as is attendance at tutorials and seminars relating to these patients. Inability to attend programmed activities should be explained to the appropriate tutor. The course demands a full time commitment and students must ensure that any employment undertaken will not interfere with the demands of the course. There is a 100% attendance requirement for all students. If you are ill please notify your supervisor and advise your Student Coordinator by email on the day. The email will be attached to the leave form and sent to the relevant Discipline for approval.

If you are ill for more than two days you will need to obtain a doctors certificate and present it to your student co-ordinator.

Students must refer to the ECP for individual Discipline attendance requirements.

The Rural Clinical School - Toowoomba offers an extensive lecture series on various topics throughout the year. Most of these will be compulsory, depending upon your rotation. If there is a conflict between rotation demands and attendance at a compulsory lecture series, then rotation demands take precedence. Please contact the relevant Student Coordinator if you become aware of a timetable/schedule conflict.

Leave of Absence
The Faculty of Medicine requires you to complete a leave of absence form for any day missed during the rotation including absence due to illness. Please ensure you contact the student coordinator to arrange for a form to be completed.

Dress Code
Students are expected to ensure their dress is appropriate to the clinical and/or training environment. Professional clothing is neat, modest and well fitting. Closed in footwear is essential.

Examples of non-professional attire include clothing that is too casual (such as jeans, shorts, sweat shirts, drop or halter tops). Similarly, clothing and accessories that are overtly “trendy”
such as logo shirts, excessive and/or conspicuous jewelry is not appropriate to the clinical training environment.

Students are required to adhere to all requirements for the use of Personal Protective Equipment (PPE) and Clothing as may be prescribed in the clinical and/or training environment.

A more detailed copy of the medical student dress code can be found on the Blackboard Orientation site.

Facilities & Student Resources

Access to RCS Building
RCS Toowoomba building access is controlled via your university swipe card. Access is granted at the start of the academic year. If you lose your card or have problems with access, please contact IT Support Officer, Chris Camilleri during business hours or call UQ Security on 3365 1234 after hours.

Clinical Skills Training
The UQ RCS Toowoomba has a dynamic skills training program which targets the whole of the MBBS curriculum as well as preparing students to work in the healthcare sector. Procedural and scenario training is undertaken in the well-resourced clinical skills laboratory situated on site at 152 West Street.

Students are encouraged to access the CSL outside the programmed teaching times for independent and group learning sessions. To gain access to the skills laboratory please contact CSL staff on 4633 9709 or via email: n.robinson3@uq.edu.au or d.spearritt1@uq.edu.au and request a room booking and required equipment. Access is subject to availability.

All students are required to undertake a brief induction session at orientation or within their first week. For OH&S purposes ALL students attending the laboratory must wear a fully closed in shoe - thongs, sandals and ballet flats are not acceptable.

Library & Resource Centre
The library area can be accessed 24 hours a day during weeks 2 to 8 of each rotation. After-hours access is available via the main Library door or through the external door near the carpark. Services and facilities include:

- Information, research and loans assistance
- Research and EndNote training (this includes how to access and effectively use the library’s resources)
- Print collection of over 2000 items, including recommended texts
- Computers with Internet access. Email, Endnote, SPSS and Microsoft Office applications are available.
- Access to a photocopier / printer / scanner. Printing is available through the computers in the computer lab using your student number. Students have an allocation of 500 sheets, or 1000 sheets for those undertaking research. You will be charged 10c per sheet if you exceed these amounts.

If a journal article or book is only available in print at another UQ library, a request for the item may be made online.
If you need assistance in accessing information or resources, please contact the Librarian, Jacky Cribb ph 4633 9713, email j.cribb@library.uq.edu.au

Learn.UQ (Blackboard)
Students MUST go to Learn.UQ (Blackboard) on www.learn.uq.edu.au for the ECP (Electronic Course Profile), Learning Resources and Assessment folders to get the relevant information and learning materials pertaining to each rotation.

UQ’s Learn.UQ (Blackboard) website will provide information about Curriculum, Timetables, Assessments, and Changes to lectures/tutorials. Please ensure that you navigate the blackboard pages in their entirety so you do not skip pertinent postings or information.

Contact your Student Coordinator for any further information

Hospital Swipe Card Access
All students are provided swipe cards to access the Toowoomba Base Hospital (TBH). You will receive the card during your Orientation hospital tour. The Security Office is located inside the Emergency Department at the front of the hospital. Your student card can be swiped to give you access to the RCS building and computer room after hours.

IT information
The RCS Toowoomba building is equipped with Wireless Internet. This can be accessed using the Eduroam network. Open the Network and Sharing Centre or equivalent on your computer, connect to the wireless network called ‘HowToConnectToUQWireless’, then open a web browser and follow the instructions.

Parking & Transport
Parking
Please note that there is NO parking for students in the RCS staff car park during business hours which are 8.30am – 4.30pm Monday to Friday. There is no parking permitted inside the hospital grounds. There is metered parking within walking distance to the hospital and the RCS. Please note that Toowoomba has Council Parking areas and you should check the signage for parking instructions before leaving your car.

Transportation
- Taxi – Garden City Cabs 13 3222; Yellow Cabs 13 1924

Counselling Services
During your clinical training years (Years 3 & 4) you may face times of crisis such as work stress, personal crises, relationship issues, adjustment difficulties or feeling overwhelmed. Perhaps you have concerns that a fellow student may be experiencing a crisis situation. If so please advise them of the following information and be assured that any such contact is treated with confidentiality at all times.

The UQRCS has an arrangement with the University of Southern Queensland Psychology Clinic whereby RCS students have access to counselling at the rate of $10 per visit. Appointments can be made on ph 4631 1763. Referrals are not required.

UQ also provides counselling services, visit www.uq.edu.au/student-services/
In the case of an emergency or if you want to talk to someone immediately please contact: Lifeline - available 24 hours a day on 13 11 14

Accommodation services
Every effort is made to ensure students have a positive living and learning experience and are given every opportunity to integrate with the local community. All students are offered accommodation – a private bedroom in a fully furnished and contained townhouse/unit – OR a rental subsidy for private accommodation.

The RCS Toowoomba Administration Officer for Accommodation is Mrs Maree Boeske. Maree is responsible for tenancy agreements, maintenance requests, property inspections, and processing rental subsidy claims.

For after-hour emergencies please contact UQ Security on ph 3365 1234. If you have locked yourself out of your unit (James and Buckland), please contact Toowoomba Hospital Security and collect spare keys from them. These keys MUST be returned as soon as possible after you have accessed your accommodation.

Student Medical Club
The Toowoomba Medical Student Club was formed several years ago to help students settle into the Toowoomba medical and wider community, and support student learning opportunities. The club actively participates in community events, fundraising and student social activities.

The club organises various activities for students throughout the year such as:

- social activities
- peer teaching and mentoring for years 3 and 4
- information sessions with consultants & registrars to discuss training pathways and opportunities
- participation in local community events
- sporting teams
- fund-raising activities for various local non-profit organisations.

New members are sought early each year. For more information, please contact Maree Nichols.

Activities
There are many things to see and do in Toowoomba and surrounds. For more information please see:

- [www.toowoomba.org/](http://www.toowoomba.org/)

Training & Education
Timetables
All timetables are provided for you, with handbooks, for each rotation on the Monday of the first week. The timetables are subject to change as some doctors will need to rearrange their lectures as they have work commitments. The 'lectures' here are more like tutorials as the number of students is small. Anything listed on your timetable is compulsory unless
otherwise advised. Some timetables will have options for those students who wish to gain the most experience in that Discipline. If there is no specified tutorial/clinic etc, you are still expected to attend the hospital ward to spend time with patients or Registrars/Residents to learn in the clinical environment.

Exams
All exams are conducted here in Toowoomba. You may choose to sit your MiS exam in Brisbane. You will be provided with a timetable for exams in week 6 of the rotation. You will receive emails from Brisbane about exams, but you will need to check the Toowoomba timetable to confirm times and venues.

Working on the Wards
You should spend as much time as possible in the wards seeing patients. Students should be familiar with the history, examination, investigations, differential diagnosis, treatment and progress and follow-up of each patient.

Autopsies
Students are welcome and encouraged to attend autopsies at Toowoomba Hospital. Autopsies are performed most week days in the Pathology Department. Most of the autopsies performed are coronial to which students are also welcome. Students wishing to attend an autopsy should contact the Pathology Department ph 4616 6555, and speak with Dr Boris Terry the day before intended attendance.

Code of Conduct
Medical students are required to conduct themselves in a professional manner. This includes:

- Respecting the laws and regulations relating to the practice of medicine in Queensland, and at this hospital;
- Respecting other staff, patients and their relatives at all times.

Medical students are not to take on responsibilities or carry out procedures that are beyond their skills or experience. There are always more senior medical officers on-site at the hospital. Appropriate advice and guidance must be sought on any clinical situation about which a medical student is unsure. The Complete Code of Conduct document is available on request.

Patients’ Rights to Confidentiality and Privacy
Information contained in medical records and/or divulged by patients and their carers is to remain confidential. Patients and their families have the right to privacy. This means they may choose not to divulge some personal information, and if being examined or treated, patients should be adequately screened and covered at all times during the procedure.

Patients’ Consent to Examination and Treatment
Patients have the right to withhold or withdraw consent at any time. Their consent must be sought before any examination or treatment. They must be provided with explanations, which will enable them to decide whether or not to consent.

To attempt to examine or treat a patient who has not consented, and who seems in any way unwilling to be examined, could expose the examining person to a charge of assault.

Policy and Procedure Manuals, available on each ward, provide further details.
**Occupational Health & Safety**

**General OH&S**

Individuals are expected to behave in a safe manner so as not to cause them or others harm. Maintaining safe practices includes but is not limited to:

- Disposing of all sharp objects in the designated waste disposal containers
- Using all protective equipment supplied, including gowns, gloves, masks and goggles where appropriate
- Placing contaminated waste in the designated contaminated waste bins
- Not lifting, pushing or pulling articles which are too heavy for you to manipulate without assistance

**Hand Hygiene**

Hand hygiene is the most effective and least expensive measure in the prevention of healthcare associated infections. On average, infections complicate 7-10% of hospital admissions and in many cases, these infections are largely preventable. We all need to play a part in reducing disease transmission in healthcare settings. Wash basins and alcohol-based formulations are easily accessible throughout the hospital and both are effective hand hygiene methods if performed properly.

You should clean your hands:

- Before patient contact
- As part of an aseptic procedure
- After body fluid exposure risk
- After glove removal
- After patient contact
- After contact with a patient’s surroundings including equipment.

The student Hand Hygiene Education Package has been developed to improve knowledge of hand hygiene practices required in clinical practice, prior to clinical placements.

You will be required to self-register and login to complete the e-learning modules and access your certificates, which should then be uploaded to the Phase 2 Orientation Blackboard site.

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**Sharps and working with blood products**

The healthcare environment carries a risk of exposure to infectious material. Needle stick injuries and cuts caused by sharp objects such as scalpel blades are common causes of percutaneous exposure. Blood splash to the eye is a common cause of mucocutaneous exposure. It is important to report all accidents or exposures however trivial they appear.

**AVOID Needlestick Injury**

**A lways** activate safety mechanisms – retractable syringes should be activated in patient tissue

**V enepuncture** – blood tube collection holder the device of choice

**O verfilling** sharps containers results in unnecessary injury
Immediately dispose of sharps after use – the user of the sharp must dispose of the sharp.

Don't ever recap a used needle or sharp.

Further information can also be found at https://ppl.app.uq.edu.au/content/2.60.10-working-safely-blood-and-body-fluids

Fire Safety
All students are required to familiarise themselves with the fire evacuation procedure for the Rural Clinical School and each relevant department upon commencing a rotation.

Infection Control
While hand hygiene is of paramount importance, contact with some patients will demand that additional precautions be met. Patients carrying resistant micro-organisms such as MRSA or VRE are isolated on the wards to prevent further transmission. Instructions will be posted outside their room concerning necessary personal protective equipment such as gloves and aprons. ALWAYS check that you have met the specific infection control requirements for a patient before entering their room. Contact with these patients requires thorough hand cleaning before and after contact and cleaning of instruments such as stethoscopes. Ask one of the nursing staff if you are unsure about the requirements for a particular patient.

Immunisation
A vaccine-preventable disease (VPD) is an infectious disease for which an effective vaccine exists.

To help protect our patients, staff, and the wider community, Queensland Health has specified 6 VPDs that it may require staff to provide evidence of vaccination against or that they are not susceptible to. These include Hepatitis B, Measles, Mumps, Rubella, Pertussis and Varicella.

Emergencies
In the event of an Incident, UQRCS students are encouraged to seek advice, assistance and/or support from the Director. An Incident is defined as an event or situation affecting a student which has the potential to impact negatively on the student’s health, safety and security, for example:

- Natural disaster such as flood, fire, cyclone,
- Personal threat or injury,
- Illness or accident,
- Bullying and/or harassment.

Ensure your emergency contact information is current on mySI-net.

Students are encouraged to join the ‘ICE’ (In Case of Emergency) campaign and store the number of the person(s) or agency to contact in the event of an emergency situation under the name ‘ICE’ (In Case of Emergency).

**LOCAL SAFETY INFORMATION**

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<tr>
<th>Information</th>
<th>Contact</th>
<th>Details</th>
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<tbody>
<tr>
<td>AMBULANCE</td>
<td>Emergency Assistance</td>
<td>TRIPLE ZERO (000)</td>
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<tr>
<td>FIRE</td>
<td></td>
<td>106 (for hearing or speech impaired)</td>
</tr>
<tr>
<td>POLICE</td>
<td></td>
<td></td>
</tr>
<tr>
<td>After Hours UQRCS Support</td>
<td>Director (Dr George Tucker)</td>
<td>☎ 0408 790 501</td>
</tr>
<tr>
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<tr>
<td>In the event of an Incident</td>
<td>Security Office</td>
<td>☎ 07 4616 6616</td>
</tr>
<tr>
<td>Security Risk</td>
<td>UQ Security</td>
<td>☎ 07 3365 1234</td>
</tr>
<tr>
<td>Toowoomba Hospital Campus</td>
<td></td>
<td></td>
</tr>
<tr>
<td>After Hours Emergency Repair</td>
<td>Local ABC Radio</td>
<td><a href="http://www.abc.net.au/capricornia">www.abc.net.au/capricornia</a></td>
</tr>
<tr>
<td>James St &amp; Buckland St Accommodation</td>
<td>Ergon Energy</td>
<td>☎ 13 22 96</td>
</tr>
<tr>
<td>Latest warnings and advice</td>
<td>Road closures</td>
<td><a href="http://www.131940.qld.gov.au">www.131940.qld.gov.au</a></td>
</tr>
<tr>
<td></td>
<td>State Emergency Services</td>
<td>☎ 132 500</td>
</tr>
</tbody>
</table>
Rural Clinical School - Toowoomba
Telephone: +61 7 46 339706
Email: rcsassist@uq.edu.au
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