# T3.8.e [Name of organisation]

# Whole-of-System Student Clinical Placement (WoSSP) procedure

Adapt as needed for your health service policy framework and WoSSP clinical placement approach

## Procedure title: Patient home visits and appointments

## Parent policy

Whole-of-system student clinical placements

## Purpose and scope

As part of the WoSSP program students have the opportunity to visit patients in their homes, accompany patients to appointments with other health and welfare providers and undertake health service visits. Patient home visits and health service appointments are informed by a bio-psycho-social model of health care. This includes a focus on:

* the patient’s lived experience of chronic health
* the individual needs, interests, rights and circumstances of each patient (including awareness of the patient’s home and living needs, and supports)
* respectful and accountable practices with patients, carers, family members and health service providers
* patient capacity for self-determination and autonomy
* seeing the patient as located within interpersonal, family and broader social/community relationships.

The purpose of this procedure is to:

* promote shared understanding of the arrangements that need to be in place to enable students to visit patients in their homes and accompany patients to health service appointments as part of the WoSSP program in the [insert your local government area]
* identify the joint and individual roles and responsibilities of key staff and students involved in patient home visits and other appointments
* ensure the privacy and protection of patients who agree to be involved in WoSSP program activities.

## WoSSP home and appointment visit criteria

For students to undertake home and appointment visits with patients as part of the WoSSP program, the following criteria must be met; patients must:

* have capacity to give informed consent
* have given verbal and written consent
* live within the [insert your local government area]
* be a current patient of primary healthcare services in the [insert your local geographic area].

Patients under the age of 18 require parental permission before each home visit or appointment.

Patient home visits must not exceed one hour unless formally agreed with the patient. Visits that are expected to exceed one hour require the prior permission of the WoSSP clinical educator.

## Responsibilities

### Patients

* Patient involvement in the WoSSP program is voluntary.
* Patients can withdraw consent or cancel scheduled student appointments at any time without notice.
* Patients can contact the WoSSP clinical educator about any queries, concerns or issues that arise during the home or appointment visits.

### Students

All patient home visits and appointments must be pre-arranged in consultation with the WoSSP clinical educator, patient and relevant health service staff or clinical supervisors. When visiting a patient’s home, students must travel in pairs or small teams or with a qualified health professional.

Students are responsible for:

* ensuring patients are properly briefed about the nature and purpose of home visits and/or appointments, including, for example, patient rights to cancel or withdraw from pre-arranged visits and appointments without notice, complaint processes and safety
* ensuring patients are given contact details for the WoSSP clinical educator
* negotiating specific dates and times for patient home visits with their allocated patients
* giving prior notice of all scheduled home visits to the WoSSP clinical educator and their placement supervisor/s as outlined in the WoSSP safety for patient home and service visits procedure
* giving at least 24 hours notice to the patient where they are unable to make a pre-scheduled home visit and/or attend a patient appointment
* notifying the WoSSP clinical educator of any patient visit cancellations
* following the WoSSP safety for patient home and service visits procedure at all times

### WoSSP clinical educator

The WoSSP clinical educator assumes responsibility for coordinating and monitoring patient home visits and patient appointments. The WoSSP clinical educator:

* provides information about patient home visits, appointments and safety procedures to all students involved in the WoSSP program as outlined in the WoSSP Student guide and WoSSP safety for patient home and service visits procedure
* coordinates and liaises (where required) with relevant health service staff, clinical supervisors, university course coordinators and patients about any concerns, issues or queries related to student home visits or appointments
* is responsible for liaising with patients, caregivers and/or families and the patient’s practitioners around any complaints, concerns or queries.

## Related policies and procedures

For example:

* Human resource department procedures
* Occupational health and safety procedures
* Placement allocation and reporting procedures
* Indemnity agreements
* Student placement orientation
* Clinical placement evaluation procedures
* Resolution of complaints and disputes

## Other related documents

WoSSP Student guide

WoSSP brochure for patients, carers and their families

## WoSSP policies and procedures

* Student code of conduct
* Safety for patient home and service visits procedure
* Patient selection policy
* Patient home visits and appointments procedure
* Patient handover procedure

## Review

[Insert name of organiser] will arrange an annual meeting to review this policy and related documents about WoSSP placements. The purpose of the annual review is to:

* review the policy framework including, for example, efficacy of the implementation, use of staff time and resources
* provide a forum to consider issues affecting the success of or barriers to student placements
* consider patient, student and staff feedback
* consider any changes to course requirements.

## Compliance

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| --- | --- |
| Author: | [WoSSP Steering Group] |
| Last review date: |  |
| Policy number: |  |
| Distribution: | [insert staff distribution list] |
| Approved by: | [Manager] |
| Approval date: | [Date] |