# T3.8.f [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 clinical handover**

**Parent policy**

Whole-of-system student clinical placements

**Purpose and scope**

The purpose of this procedure is to:

* establish the framework within which students will manage the handover and finalisation of patient engagement in the WoSSP program
* establish clear and consistent procedures that promote shared understanding of student handover procedures concerning patient information
* identify the joint and individual roles and responsibilities of relevant staff and students
* ensure the privacy and protection of patient information, interests, rights and needs

**Standard operating procedure**

**Students are responsible for**:

* ensuring their patients are informed in advance of the end date for patient involvement
* Ask the patient whether there is anything further they require from the student prior to the program end (e.g. this might be support contacting service providers, making referrals, finding an advocate etc)
* ensuring all patient information related to WoSSP is prepared and handed over to the WoSSP Clinical Educator in the WoSSP Patient Information Folder
* informing (where appropriate) other health providers of their end date for patient involvement
* informing their clinical placement supervisors of the WoSSP completion date
* No personal patient information is to be retained by the student at any time after the WoSSP program or for any other purpose.

**The WoSSP clinical educator is responsible for ensuring that:**

* all students involved in the WoSSP program follow the procedures set out in the patient handover policy
* patient information obtained during the WoSSP program is kept confidential and appropriately secured in accordance with the relevant [health service] policies related to the storage of confidential patient information.

**Additional information**

**Patient handover principles**

Patient handover is informed by a holistic, patient-centred, bio-psycho-social model of health care. Patient participation in the WoSSP program and the finalisation of the student’s contact with patients requires sensitivity, care and respect.

The principles and values that underpin and inform patient handover are therefore concerned to positively promote:

* the individual needs, interests, rights and circumstances of each patient
* respectful communication and transparency with patients and other practitioners
* consideration of the patient’s inter-personal, family and broader social/community relationships
* professional student practices around the sensitive management of case closure/patient handover

**Resolution of complaints and disputes**

If [health service] staff or student supervisors have concerns or complaints regarding any aspect of the patient handover, they are to be discussed by:

1. The ward/unit/program Manager and WoSSP clinical educator, and if agreement cannot be reached, then,
2. The relevant executive officer/s from [health service] and course coordinators from [insert university partners].
3. All parties will respond in accordance with their relevant policy requirements to ensure an appropriate and timely outcome.

**Related policies and procedures**

*For example:*

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

**WoSSP policies and procedures**

* Student code of conduct
* 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]* |