

Undergraduate Orientation Manual 2022



Clinical Learning and Development



Document Title: Undergraduate Orientation Manual

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Date prepared:

11/11/2021

Version Control:

Version 5

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WELCOME TO BENDIGO HEALTH

With more than 4,000 staff and volunteers, and covering a catchment area a quarter of the size of Victoria, Bendigo Health Care Group is an expanding regional health service. It has over 720 beds treating more than 49,000 inpatients, triaging more than 52,000 emergency attendees and welcoming more than 1,600 new born babies in a year. In addition, more than 15,000 operations are performed in our operating theatres. Our main campus is based in Bendigo and our services extend throughout the Loddon Mallee Region from Kyneton in the South to Mildura in the North West.

Committed to developing the future workforce, Bendigo Health provides clinical placements for over 1,800 students studying allied health, paramedicine, nursing, midwifery, dentistry, oral health, and medicine each year. We aim to provide clinical placements of the highest standard using the Best Practice Clinical Learning Environment (BPCLE) Framework to guide implementation, evaluation, and ongoing improvements.

This orientation guide provides you with a brief introduction to Bendigo Health. It includes how to prepare for, and helpful information regarding, your placement. For students studying Nursing, further ward specific information can be found in Appendix A of this document. For students attending a Mental Health placement, or studying an Allied Health discipline, additional placement specific orientation material will be provided by your supervisor prior to your placement commencing.

We look forward to having you with us, being able to provide you with a high quality placement experience and supporting your learning.

OUR VISION AND VALUES

Our vision is

- Excellent Care. Every Person. Every Time.

Our values are

- Caring – we care for our community
- Passionate – we are passionate about doing our best
- Trustworthy – we are open, honest and respectful

OUR SERVICES AND SITES

Our services include:

- Aged care
- Anaesthesia
- Cardiac
- Community Care
- Complex Care
- Dental
- Eating Disorders
- Emergency
- Endocrinology
- ENT
- Faciomaxillary
- Gastroenterology
- General Medicine
- General Surgery
- Infection prevention
- Intensive Care
- Maternity
- Mental Health
- Obstetrics & Gynaecology
- Oncology
- Ophthalmology
- Orthopaedics
- Paediatrics
- Palliative Care
- Plastics
- Radiotherapy
- Rehabilitation
- Renal
- Rural
- Urology
- Youth services

Our sites are spread across Bendigo and the Loddon Mallee Region.

Figure 1 provides a map of the Bendigo Hospital campus.

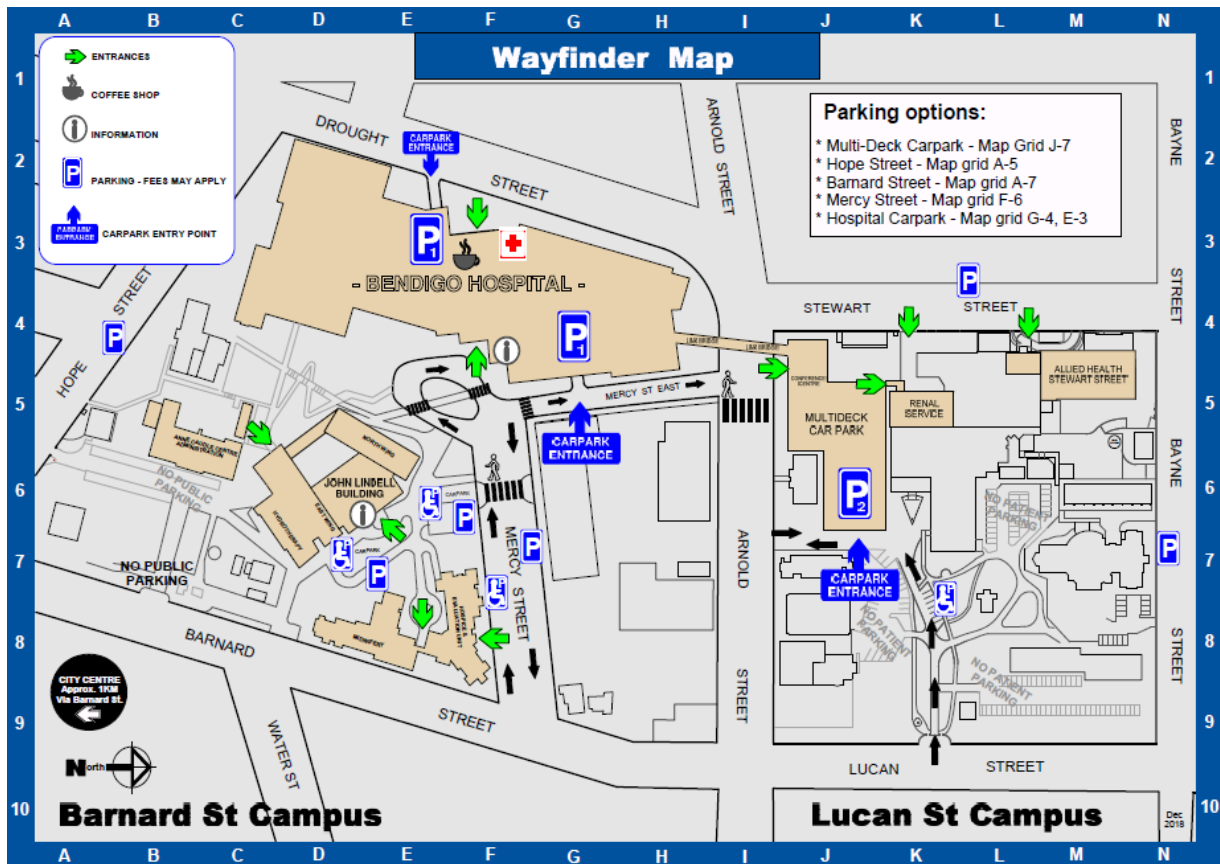


Figure 1. Bendigo Health Main Campus. This map is also available on the Bendigo Health website.

For those of you who will be undertaking a placement at the acute hospital site, **Figure 2** outlines the layout of the various floors.

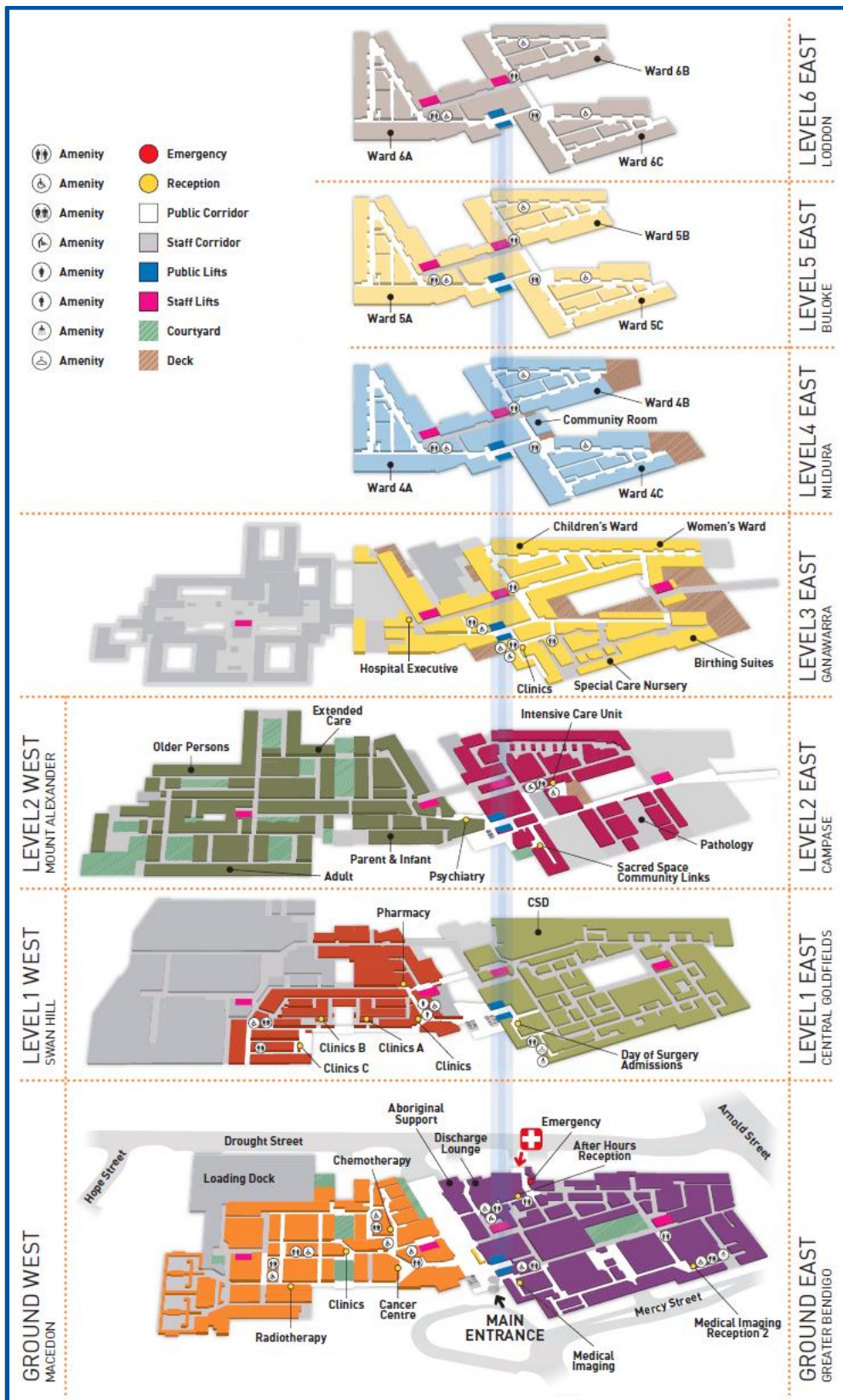


Figure 2. Bendigo Health Guide to the hospital

The specific services on each floor of the acute hospital site include:

Ground

- Discharge Lounge
- Cancer Centre
- Emergency Department
- Security Desk
- Aboriginal Support Services
- Medical Imaging (X-ray department)
- Cafés and Gift Shop
- Public Toilets
- ATM facilities

Level 1

- Specialist Clinics
- Pharmacy Department
- Interventional Suite / DOSA
- Organics Coffee Shop

Level 2

- Sacred Space area
- Clinical Labs (pathology department)
- Intensive Care Unit
- In-patient Psychiatric Unit

Level 3

- Women's and Children's Centre (incl. birth suite, special care nursery and women's ward women's clinics)

Level 4

- Ward 4A Medical
- Ward 4B Orthopaedic
- Ward 4C Orthopaedic Rehabilitation Unit and GEM

Level 5

- Ward 5A Medical
- Ward 5B Surgical
- Ward 5C Neurological Rehabilitation Unit and GEM

Level 6

- 6A Short Stay Observation Unit
- 6B Surgical
- 6C Medical / Respiratory

The services in the John Lindell building include:

- Mamta
- Midwifery Services
- Hospital Admission Risk Program (HARP) and Post-Acute Care (PAC)
- Transition Care Program (TCP)
- Community Palliative Care

The services in the Streams of Care building in Mercy St include:

- Inpatient Specialist Care and Evaluation Unit (Hospice)
- Hospital In The Home (HITH)

PARKING

Please allow plenty of time for parking, especially on an afternoon shift. **Parking in the basement carpark at the hospital is for patients and visitors only – please do not park there.** There is plenty of free off street parking in the surrounding streets.

Bike racks are available in the hospital basement carpark. Check availability at other sites.

If returning to your car at night, walk with other students/staff members. You can request security to accompany you (ext. 47915) however your car must be within sight of the hospital - move your car closer to the hospital during a break; car spaces around the hospital free up after 5pm.

If you are working at any of our residential aged care facilities:

- Gibson St: park in Davidson St, on the gravel area on the hill, right at the roundabout
- Simpkin House: park in street parking in Gibson St
- Golden Oaks: park in Stoneham St in the parking bays

LOCKERS, TOILETS & AMENITIES

On commencement of your first shift you will be orientated to your department. This will include where change rooms, toilets and break rooms are located, and where to store your belongings. Please be aware that all valuables should be secured and if brought to work it is at your own risk. There are fridges, microwaves and tea/coffee facilities available in break rooms. Please help yourself to the tea and coffee making facilities and ensure you clean up after yourself. Also, please ensure all food is removed from lunch bags and dated prior to placing in the fridge. There are several small cafés on the ground floor of the hospital and a café on the first floor of the hospital. Please note closing times vary for these cafés.

LIBRARY

The library is located at 111 Arnold Street, with the entrance at the rear of the building. It is open from 8.30am to 5.00pm, Monday - Friday. The library provides access to reference books, books for loan, and has a comprehensive collection of journals. The library provides 24 hour desktop access to the library's information sources which include Medline, the Cochrane Library, CINAHL, MIMS on disc, PsychLIT and the OVID core collections. The Librarian can be contacted on ext. 48515 or email: library@bendigohealth.org.au

SMOKING

All Bendigo Health sites are “smoke free”.

PREPARING FOR PLACEMENT

If there are any issues regarding your placement prior to commencing, please contact your Education Provider in the first instance.

ROSTERS

For **Nursing and Midwifery** students, your education provider will send you your roster prior to the commencement of the placement. If you have any concerns about your roster allocation please speak to your education provider.

Students undertaking a **Mental Health** placement will be issued a roster directly by the Mental Health team.

For **Allied Health** students, your supervisor will discuss placement arrangements prior to commencement, once you make contact with them.

You must attend for the entirety of your rostered shifts for your full hours to be signed off.

GOLD

GOLD is Bendigo Health’s online Learning Management System. Through this platform you will need to complete your mandatory pre-placement training modules. You are also able to access and self-enrol in the full catalogue of training modules available including nationally accredited courses for Hand Hygiene and Bloodsafe. Your access details and further information will be sent to your University/TAFE email address prior to placement commencing.

HOSPITAL AND COMPUTER ACCESS

On your first day of placement you will be provided with an access card for the duration of your clinical placement which will enable you to access secure buildings, departments and rooms. These cards remain the property of Bendigo Health and are to be returned at completion of placement either to your supervisor, or the mail room on level 3 (see back of your swipe card for details). Please do not leave cards at security. Students will be charged a replacement fee for any lost card not returned as instructed.

Your ICT log on information will be sent to you a week prior to your placement. Once you have received this you will be able to log into GOLD to complete required pre-placement modules. Students who are also Bendigo Health employees must use these new log in details while on placement.

If you are having issues with your computer access contact ICT on 5454 8470.

ESSENTIALS

- Please bring **all** necessary documentation provided by your education provider; including assessment materials, time sheets, course outline and placement objectives
- Username and password as provided by Bendigo Health for ICT access
- Your Bendigo Health access card (provided to you on Day One)
- Pen
- Stethoscope (dependent on discipline)
- Medication guide (dependent on discipline)
- FOB Watch (not a wrist watch)
- No rings or wrist jewellery are permitted (a plain wedding band is acceptable)
- No false nails or any form of nail polish is permitted
- Pocket waist pouches are not permitted
- Please wear your student uniform (where provided) as directed by your education provider in a neat, clean and well fitted manner
- You must wear your student name badge clearly at all times
- Please note you not permitted to carry or use personal mobile phones in clinical areas

BREAKS

Tea break is 15 minutes and meal break is 30 minutes.

SICK LEAVE

- If you are unwell, do not attend placement until you have fully recovered to reduce the risk of spreading illness.
- If unwell, you must ring the department in which you are undertaking your placement to notify them. Your absence will be passed on to your supervisor for recording.
- It is your responsibility to also notify your education provider of any absences.
- Any make-up time for missed placement days needs to be arranged with your education provider, not the ward.

INCIDENTS OR ACCIDENTS

All incidents and injuries involving or sustained by staff, students, patients and visitors, no matter how minor, must be reported within 24 hours. At Bendigo Health we use the VHIMS system on the Bendigo Health intranet. If you are working in Residential Services we also use MANAD. Your supervisor will assist you if you need to complete this procedure. It is your responsibility to advise the manager of the

department of any injury/accident sustained by you. You must also notify your supervisor who will liaise with your education provider.

EXPECTATIONS

While on placement it is expected you will:

- Be on time for the start of your shift and be present and engaged in your learning for the duration of your shift
- Complete and communicate learning objectives, and review them throughout placement with your supervisor(s)
- Be proactive and demonstrate a willingness to learn by:
 - Seeking feedback
 - Reflecting on your practice to identify key areas for improvement and strategies to do so
- Be accountable for your practice and ensure you are working within your scope by:
 - Only performing skills which you have completed theoretical learning for
 - Recognising situations where you require guidance or supervision and seek it
 - Asking questions about or researching concepts which you are unfamiliar with
- Demonstrate performance in line with your education provider's, and Bendigo Health's, values
- Read appropriate Policies and Protocols on PROMPT prior to performing skills where necessary
- Demonstrate appropriate infection prevention and control practices
- Adhere to OH&S and safe manual handling requirements
- Complete all relevant documentation, assessments and administrative paperwork in a timely and professional manner, seeking support from your supervisor where required
- Discuss any concerns you may have about your placement with your supervisor at an appropriate time and location

PROFESSIONAL CONDUCT

All workers in the Victorian Public Sector are bound by the Victorian Public Sector Code of Conduct. This can be located at: <http://vpssc.vic.gov.au/resources/codes-of-conduct/>. While on clinical placement you are bound by the same Code.

WORKPLACE BEHAVIOURS AND EXPECTATIONS

Bendigo Health is dedicated to a zero tolerance approach to any form of occupational violence, bullying or harassment. We are committed to having workplaces that are free from unacceptable behaviour, including discrimination, sexual harassment, vilification, bullying, verbal, psychological or physical abuse. Everyone is expected to treat others in the workplace, including patients, clients, residents, visitors, volunteers and other employees, with courtesy and respect. If you believe you have witnessed or are the victim of workplace bullying, harassment, or discrimination, speak with your supervisor or education provider for support and advice.

PRIVACY AND CONFIDENTIALITY

You are expected to respect patient privacy at all times including use of computers, the internet, e-mail and all social media sites. Most education providers have a privacy and confidentiality agreement which you will be required to sign prior to attending placements.

During your placement at Bendigo Health you will have access to confidential information. It is a condition of your placement that you:

- Access confidential information strictly on a need to know basis
- Use confidential information for the sole purpose of meeting your obligations as a student on placement
- Take all reasonable precautions to prevent any unauthorised disclosure of confidential information

Unauthorised disclosure of confidential information by you will result in termination of your placement.

ADHERING TO POLICIES, PROTOCOLS AND GUIDELINES

Current versions of Bendigo Health's policies, procedures and guidelines relevant to your placement can be accessed on PROMPT using Bendigo Health's intranet. Your supervisor will direct you to particularly helpful references and you are equally encouraged to locate relevant resources.

QUALITY

Bendigo Health is committed to the provision of safe, quality care that is person centred. We define person centred care (PCC) as:

- Care that is time appropriate and effective
- Is responsive to individual differences, diversity and the preferences of people seeking care
- Is supported by information, systems and services that meet patient needs

The Australian Charter of Healthcare Rights describe the rights of patients using the Australian Healthcare System. Those rights include:

- **Access** – a right to access health care
- **Safety** – a right to receive safe and high-quality health care
- **Respect** – a right to be shown respect, and to be treated with dignity and consideration
- **Communication** – a right to be informed about services, treatment, options and costs in a clear and open way
- **Participation** – a right to be included in decisions and to make choices about your health care
- **Privacy** – a right to privacy and confidentiality of your personal information
- **Comment** – a right to comment on your health care, and to have your concerns addressed

The actions that we take at Bendigo Health to help us achieve safe quality care include:

- Partnering with consumers
- Seeking and acting on patient feedback
- Performing risk assessments
- Auditing practice
- Adhering to policies, protocols and guidelines
- Reporting and investigating incidents
- Undertaking quality improvement activities
- Meeting accreditation standards

EMERGENCY CODES

Bendigo Health utilises the national colour coded system to identify and communicated various types of emergencies. The colours, codes and immediate actions are listed in **Table 1**.

Table 1. Emergency Codes

CODE	IMMEDIATE ACTIONS
CODE RED FIRE OR SMOKE	<ul style="list-style-type: none"> Remove self and others from danger and close door if safe to do so Raise the alarm – break glass and call 2222 or 000 depending on site Turn off and isolate oxygen and electrical equipment in the vicinity of the fire if safe to do so Prepare to evacuate
CODE YELLOW INTERNAL EMERGENCY	<ul style="list-style-type: none"> If safe to do so, remove self/others from danger Raise the alarm by calling 2222 or 000 depending on site Where necessary and safe to do so, apply first aid and/or contain situation
CODE PURPLE BOMB THREAT	<ul style="list-style-type: none"> On receiving the call, keep the caller talking. Do not hang up the phone Record details of the phone call, using the bomb threat checklist if easily accessible Raise the alarm by calling 2222 or 000 depending on site Await further instructions from the Emergency Controller / Emergency Services Do not touch suspicious, unidentified or unfamiliar objects
CODE ORANGE EVACUATION	<ul style="list-style-type: none"> Follow orders of the Emergency Warden / Fire Brigade Prioritise order in which patients will be evacuated If time permits, secure confidential information Evacuate in orderly manner when instructed Advise Emergency Warden / Fire Brigade if someone not accounted for
CODE BLUE MEDICAL EMERGENCY	<ul style="list-style-type: none"> Check for signs of danger to yourself If necessary and safe remove casualty from danger Raise the alarm by calling 2222 or 000 depending on site Give first aid (maintain airway, breathing and circulation) as required Assist Code Blue team or paramedics when they arrive
CODE GREY AGGRESSION	<ul style="list-style-type: none"> If unable to manage an aggressive patient or visitor at a local level in the hospital, activate duress alarm and call 2222 The emergency response team will attend and resolve situation
CODE BLACK THREAT WITH A WEAPON	<ul style="list-style-type: none"> Do not jeopardise self or others safety Obey instructions – do not withhold drugs or money if demanded Remove people from the area where possible Talk in a non-threatening manner doing what is requested Raise the alarm by dialling 2222 or 000 depending on site Stay calm Take note of the offender’s appearance
CODE BROWN EXTERNAL EMERGENCY	<ul style="list-style-type: none"> Record the name and phone number of the caller Call 2222 Transfer call to hospital coordinator Await instructions

You should familiarise yourself with these codes in case an emergency occurs while you are working. You should also familiarise yourself with the location of emergency buttons/alarms/exits and fire extinguishers within the department along with the location of the resuscitation trolley.

INFECTION PREVENTION

Infection prevention is everybody's responsibility and maintaining hand hygiene is the most important thing that you as an individual can do to reduce risk. Please ensure you always adhere to the 5 moments of hand hygiene (**Figure 3**). In addition to hand hygiene, standard precautions include:

- Personal hygiene
- Respiratory hygiene and cough etiquette
- Use of personal protective equipment
- Safe use and disposal of sharps
- Use of aseptic technique for invasive procedures
- Reprocessing of reusable equipment
- Routine environmental cleaning
- Appropriate waste management

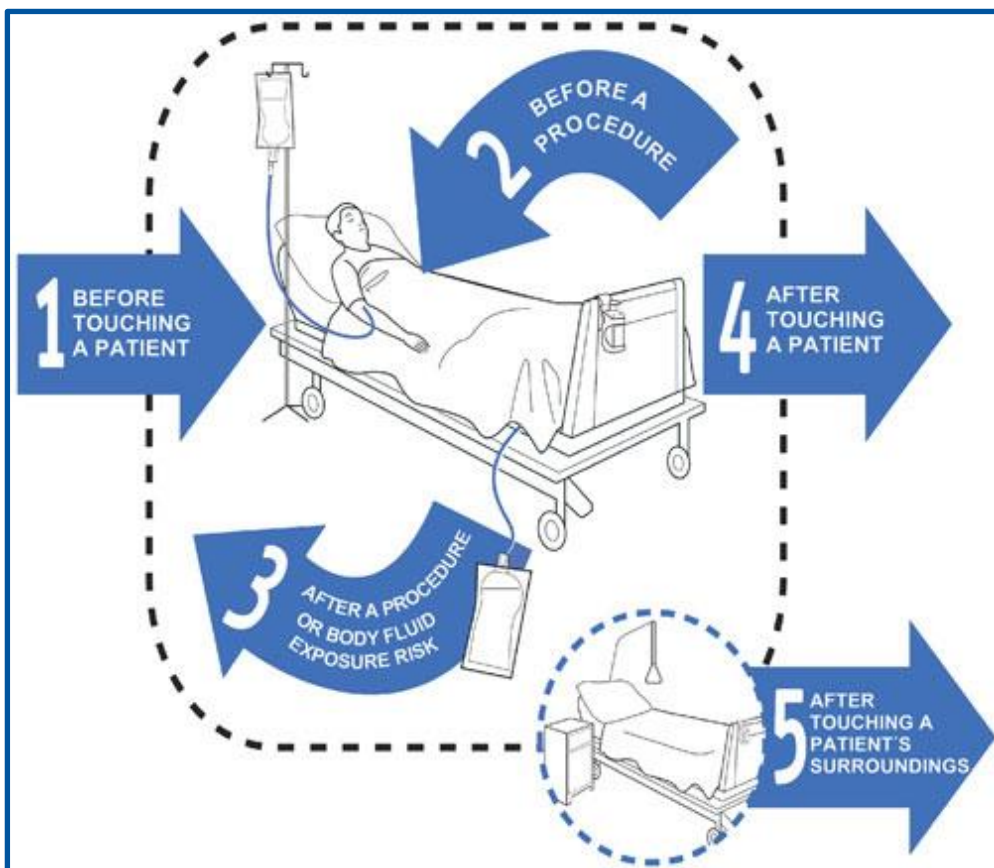


Figure 3. 5 Moments of Hand Hygiene

Where a patient is known or suspected to be infected, transmission based precautions should be implemented. To assist in identifying the types of precautions required, colour coded signs are utilised.

Table 2. Transmission Based Precautions

TYPE OF PRECAUTION	
CONTACT	Spread by contact (touch) via hands, contaminated equipment or from the patient environment
RESPIRATORY / DROPLET	Spread by respiratory droplets or aerosolised particles when coughing, sneezing or talking
INTENSIVE	Necessary when a patient is known or suspected to be colonised or infected with highly resistant strains of organisms
PROTECTIVE	Necessary when a patient is severely immunocompromised

All infection control procedures should be closely adhered to for both your safety and the safety of patients. Please refer to policies on PROMPT for further details.

APPENDIX A. NURSING PLACEMENT SPECIFIC INFORMATION

The following information is specific to Nursing students on placement in areas other than Mental Health or Midwifery. The Midwifery Education Team will provide additional information directly to Midwifery students on commencement of Midwifery placements.

CLINICAL SUPPORT NURSE CONTACTS

Bendigo Health employs a team of Clinical Support Nurses (CSN) whose primary responsibilities are the supervision and support of undergraduate nursing students and graduate nurses. The CSN:

- Provide students with orientation to the ward (and hospital if required)
- Ensure students are allocated with a clinical facilitator (buddy)
- Provide some direct clinical supervision
- Are available as a support and resource for students
- Review student objectives
- Discuss with students any issues or concerns during their placement
- Facilitate debriefing sessions when required
- Collect daily feedback sheets (clinical facilitator forms)
- Liaise with education providers
- Complete student assessments and appraisals
- Implement Learning Assessment Management Plans

Contact details for the CSN are provided in the table below.

Ward	Phone Number	Email Address
Cancer Centre	0408 913 946	cancereducator@bendigohealth.org.au
Child and Adolescent Unit	0408 713 859	paediatriceducator@bendigohealth.org.au
Community (CNS, HITH, HARP, RIR, TCP, Renal Services & Community Palliative Care)	0408 221 653	csncommunity@bendigohealth.org.au
Critical Care (ICU, ED, Short Stay Obs Unit)	0407 403 465	csncritcare@bendigohealth.org.au
Inpatient Specialist Palliative Care and Evaluation Unit	0419 365 615	csnpallcare@bendigohealth.org.au
Interventional Suite	0455 437 800	ivseducators@bendigohealth.org.au
Medical 4A	0419 247 826	csnmedical4@bendigohealth.org.au
Medical 5A	0438 105 001	csnmedical5@bendigohealth.org.au
Midwifery (all placement locations)	5454 8598	midwiferyeducator@bendigohealth.org.au
Orthopaedic 4B	0418 274 864	csnortho@bendigohealth.org.au
Rehabilitation 4C & 5C	0409 237 266 (4C) 0419 026 306 (5C)	csnrehab@bendigohealth.org.au
Surgical 5B & 6B	0419 048 599	csnsurg@bendigohealth.org.au
Residential Services (JPNH, SANH, Simpkin House)	0455 421 995	csnagedcare@bendigohealth.org.au
Residential Services (Golden Oaks Nursing Home)	0437 894 827	csnagedcare@bendigohealth.org.au

CLINICAL FACILITATORS

Each shift you will be allocated to work with, and be supervised by, a nurse otherwise known as a clinical facilitator or buddy. Your clinical facilitator is able to provide you with supervision for all tasks within your scope of practice. Your clinical facilitator:

- Can sign off skills in your assessment books
- Can provide feedback on performance during or at the completion of the shift. It is recommended that you regularly ask for feedback and advice on what/how you can improve
- Completes a clinical facilitator form each shift which will be forwarded to the CSN to assist in the completion of your assessment. You must present a clinical facilitator form to your clinical facilitator at the beginning of the shift so they can provide written performance feedback
- May, in some instances, complete your formative and summative assessments

NURSE EDUCATOR TRANSITION PROGRAMS

The Nurse Educator Transition Programs (NETP) team provides oversight and support to the Clinical Support Nurses. The NETP may become involved where a student requires additional support or is failing to meet expectations. The contact details for the NETP is: NETP@bendigohealth.org.au

UNITS

The following information provides a brief summary of each of the units where nursing placements take place. You will find contact details and some recommendations regarding learning to enhance your experience.

Residential Aged Care

Residential Aged Care includes four Aged Care facilities; three high level nursing care and one psychogeriatric.

During your placement at any of our Aged Care Facilities you will be consolidating and learning skills in:

- Basic Nursing Care including hygiene, continence care, feeding, mobility, safe manual handling and prevention of falls.
- General Systems Assessment including integumentary, cardiac, respiratory, gastro-intestinal and cognitive assessments.
- Dementia and Delirium Care
- Care of common chronic conditions such as Diabetes, Respiratory Disease, Stroke, Parkinson's Disease

Contact numbers for Aged Care facilities:

- Joan Pinder Nursing Home Reception 5434 7500
- Stella Anderson Nursing Home Reception 5434 7500
- Simpkin House Reception 5434 7595
- Golden Oaks Reception 5438 1413

Emergency Department (ED) and Short Stay Observation Unit (SSOU)

The Emergency Department is located on the ground floor of the hospital. It has 14 main cubicles, 4 resus beds, 3 dedicated paediatric beds, an ambulatory care area with 6 treatment areas. A 12 bed Short Stay Observation Unit is located on level 6.

To enhance your placement experience you may find it beneficial to familiarise yourself with:

- A-E Assessment
- Abdominal pain
- Chest pain
- Shortness of breath
- UTI
- Vomiting and Diarrhoea (Adult)
- Sprains, strains and soft tissue injuries
- Stroke

The contact number for the Emergency Department ANUM is 5454 8109.

The contact number for the Short Stay Observation Unit ANUM is 5454 6010.

Interventional Suite (IVS)

The interventional suite consists of 8 operating theatres, post anaesthetic care unit, day surgery theatres and a cardiac catheter laboratory.

To enhance your placement experience you may find it beneficial to familiarise yourself with:

- Practical application of anatomy and physiology
- Understanding of surgical procedures
- Specific pre and post-operative patient needs
- Perioperative nursing procedures and roles
- Practicing aseptic technique
- Care of the unconscious patient
- Medico-legal and ethical responsibilities
- Pain management
- Wound care

Located on the 1st floor of the hospital, entry is via Day of Surgical Admissions (DOSA).

Contact number for the Interventional Suite Theatre ANUM is 5454 8840.

Intensive Care Unit (ICU)

The Intensive Care Unit is located on the 2nd floor of the hospital. It is officially a 6 patient ICU equivalent unit however usually has around 10 beds open with a combination of ICU, high dependency and coronary care patients.

To enhance your placement experience you may find it beneficial to familiarise yourself with:

- Systems approach assessment
- Cardiovascular anatomy and physiology
- Cardiovascular disease
- Respiratory illness
- Haemodynamic monitoring
- Central venous and arterial lines

The contact number of the ICU ANUM is 5454 7927.

Child and Adolescent Unit (CAU)

The Child and Adolescent Unit is located on the 3rd floor of the hospital. There are 16 beds with a variety of rooms, for example for babies/ neonates, single and 2 bed rooms. The ward admits neonates and children up to the age of 18 years.

To enhance your placement experience you may find it beneficial to familiarise yourself with:

- Pneumonia
- Bronchiolitis
- Gastroenteritis
- Eating disorders
- Tonsillectomy and Adenoidectomy
- Seizures
- Newly diagnosed diabetes
- Asthma and Croup
- Fractures
- Head injuries

The contact number for the CAU ANUM is 5454 7802.

Integrated Cancer Centre

The Oncology service provides comprehensive, multidisciplinary care of cancer patients including Medical Oncology, Radiation Oncology and Haematology specialities. The chemotherapy day unit (CDU) has a capacity of 18 chairs and 4 beds for the delivery of systemic anti-cancer therapies and supportive treatments including blood products and other supportive therapies. The radiotherapy unit has 2 linear accelerators.

To enhance your placement experience you may find it beneficial to familiarise yourself with:

- Chemotherapy
- Radiotherapy
- Aseptic technique
- Haematology and biochemistry parameters
- Immunotherapy
- Haematology
- Central Venous Access Devices

The contact number for the CDU ANUM is 5454 8814.

Wards 4A & 5A

There are two medical units at Bendigo Health, one on level 4 and the other on level 5 of the hospital.

- Medical 4A - Renal and Stroke. This unit has 28 patient beds and four Haemodialysis chairs for day treatment.
- Medical 5A - Oncology, Cardiac and Complex Care. This unit has 28 standard beds and a 3 bed complex care room.

To enhance your placement experience you may find it beneficial to familiarise yourself with:

- Oncology
- Cardiac Disease
- Alcohol Withdrawal
- Diabetes
- Renal Failure
- Respiratory illness
- Gerontology
- Infectious Diseases
- Neurology
- Stroke

Contact numbers for the medical wards:

- 4A ANUM 5454 6183
- 5A ANUM 5454 6182

Ward 4B

The Orthopaedic Unit is an acute 32-bed surgical unit consisting predominately of orthopaedic patients however on occasion receives overflow from other units and admits surgical, medical and gynaecological patients. Some beds have been designated to Rehabilitation in Orthopaedics (RIO) patients.

To enhance your placement experience you may find it beneficial to familiarise yourself with:

- Fractures & Neurovascular Assessment
- The Spine
- Traction: Skin & Skeletal
- Complications of Orthopaedics: Trauma & Surgery
- Disease Processes affecting the Skeleton
- Split skin grafts

The contact number for Ward 4B ANUM is 5454 6161.

Wards 4C & 5C

There are two rehabilitation units in Bendigo Health, one on level 4 and the other level 5 of the hospital. Each unit has 32 patient beds comprising of a mixture of rehabilitation level 1, level 2 & geriatric evaluation and management (GEM).

- 4C Orthopaedic Rehabilitation Unit specialises in amputee and orthopaedic rehabilitation.
- 5C Neurological Rehabilitation Unit specialises in neurological rehabilitation including ABI, spinal cord injury and stroke.

To enhance your placement experience you may find it beneficial to familiarise yourself with:

- 4C
 - Amputation
 - Dementia Management
 - Fractured Neck of Femur
- 5C
 - Stroke
 - Acquired brain injury
 - Spinal cord injury

The contact numbers for the rehabilitation wards are:

- 4C ANUM 5454 7597
- 5C ANUM 5454 6058

Wards 5B & 6B

There are two surgical units at Bendigo Health, on the 5th and 6th floor of the hospital.

- 5B Surgical Unit has 32 Acute Surgical beds of which 4 are allocated in Complex Care Room.
- 6B Extended Day Surgery Unit has 16 Acute Surgical beds and is operational Monday-Friday.

To enhance your placement experience you may find it beneficial to familiarise yourself with:

- Vascular
- Thoracic
- ENT
- Gastro-intestinal
- Urology
- Head & Neck Surgery
- General Surgery Admissions
- Plastics

Contact numbers for the surgical wards:

- 5B ANUM 5454 6154
- 6B ANUM 5454 7529

Inpatient Specialist Palliative Care and Evaluation Unit

The Specialist Palliative Care and Evaluation Unit provides 10 beds for specialist palliative care to patients with a life threatening illness who are no longer having acute care. Geriatric Evaluation and Management has 8 beds which provides assessment, mobility, cognitive and functional rehabilitation for patients with chronic or complex conditions.

To enhance your placement experience you may find it beneficial to familiarise yourself with:

- Palliative care
- End of life care
- Advanced care planning
- Chronic illness
- Complex care

The Specialist Palliative Care and Evaluation Unit is located in the Streams of Care building, corner of Mercy and Barnard streets.

The contact number for the ANUM is 5454 8355.

Hospital Admission risk program (HARP) and Post-Acute care (PAC)

The HARP program is a service to support people with chronic and complex illness to reduce avoidable hospital admissions, emergency department use and improve quality of life. The HARP team is made up of a number of health professionals, such as nurses, a renal and respiratory nurse practitioner, diabetes educators, occupational therapist, psychologist, and social workers.

PAC provides short-term support to facilitate a safe and timely discharge from hospital. The person returns home with an appropriate package of community-based supports.

HARP and PAC are located on level 6, North Wing Anne Caudle Campus

The contact number for HARP and PAC is 5454 6971.

Community Palliative Care

Community Palliative Care service works with people who have a life limiting illness, their families, carers and the community in promoting and providing choices in quality Specialist Palliative Care. It is a community based team which liaises and works in conjunction with other community based services to provide holistic care.

Services include:

- Symptom management
- Equipment for loan
- Volunteers to provide companionship
- Coordination of services
- Education
- 24 hour nursing support and advice
- A comprehensive bereavement program

The Community Palliative Care Service is located in the Streams of Care building, corner of Mercy and Barnard streets.

The contact number for Community Palliative Care is 5454 8929.

Transitional Care Program (TCP)

Transition care provides short-term support and active management for older people at the interface of the acute/subacute and residential aged care sectors. It is goal oriented, time limited and targets older people at the conclusion of a hospital stay who require more time and support in a non-hospital environment to complete their restorative process, optimise their functional capacity and finalise and access their longer term care arrangements.

Services offered include;

- Nursing support
- Low intensity therapy or rehabilitation
- Personal care and homecare
- Meal delivery
- Medical support
- Social work and case management

TCP is located in the North Tower ACC, Level 2 (located with Residential In Reach). Enter through John Lindell Rehab Unit (JLRU), take elevator to 2nd floor, turn right and follow around to the end of corridor.

The contact number for TCP is 5454 9106.

Community Nursing Services (CNS)

Community Nursing Services has an overall goal to improve independence, health, wellbeing and quality of life for people and their carers' at home (including residential facilities). This involves being more proactive when considering potential outcomes for clients and working with clients to improve or maintain their overall quality of life.

To enhance your placement experience you may find it beneficial to familiarise yourself with:

- Diabetes
- Wound management
- Chronic illness
- Advanced care planning

Community Nursing Services is located at our Havlin Street Complex, 43 Havlin St East, Bendigo

The contact number for the Community Nursing Services is 5454 8076.

Hospital in the home (HITH)

The hospital in the home program provides individualised and holistic care to patients who require inpatient level of care within the home. The program allows patients to receive ongoing treatment in the familiar surroundings of their own home. Each patient is individually assessed to determine their needs and a plan of care is coordinated in consultation with a team of health professionals.

Located in Streams of Care building, corner of Mercy and Barnard Street.

The contact number for HITH is 5454 7269.

Residential In-Reach

Residential In-Reach services provide an alternative to the Emergency Department for people living in Residential Aged Care Facilities requiring relatively simple clinical procedures.

Services include;

- Management of IDC complications
- PEG management
- Wound management
- Assisting with end of life care
- Liaison between facilities and hospitals

RIR is located in the North Tower ACC, Level 2 (located with TCP). Enter through John Lindell Rehab Unit (JLRU), take elevator to 2nd floor, turn right and follow around to the end of corridor.

The contact number for RIR is 5454 9106.

Renal Services

Renal Services provides care for patients with Chronic Kidney disease. Care is provided across our Community Dialysis, Acute Dialysis and Home Therapies Units as well as through Specialist Clinics and the Nurse Practitioner role. Each component of the services offers assessment, education, support and treatment for patients throughout each stage of the kidney disease journey including health maintenance in early stages, to life sustaining dialysis therapy (both in-centre and in the home), kidney transplant and end of life care. The nature of chronic disease management means that the team build strong therapeutic relationships with our patients

To enhance your placement experience you may find it beneficial to familiarise yourself with:

- End stage renal failure
- Peritoneal Dialysis
- Haemodialysis
- Acute Kidney injury

On the first day of placements, students allocated to Renal Services will need to attend the Renal Community Centre on Level 4 of the Old Hospital Building, Lucan St. Enter via old main hospital entrance and call the number below to say you have arrived for placement.

The contact number for Renal Services is 5454 8045.