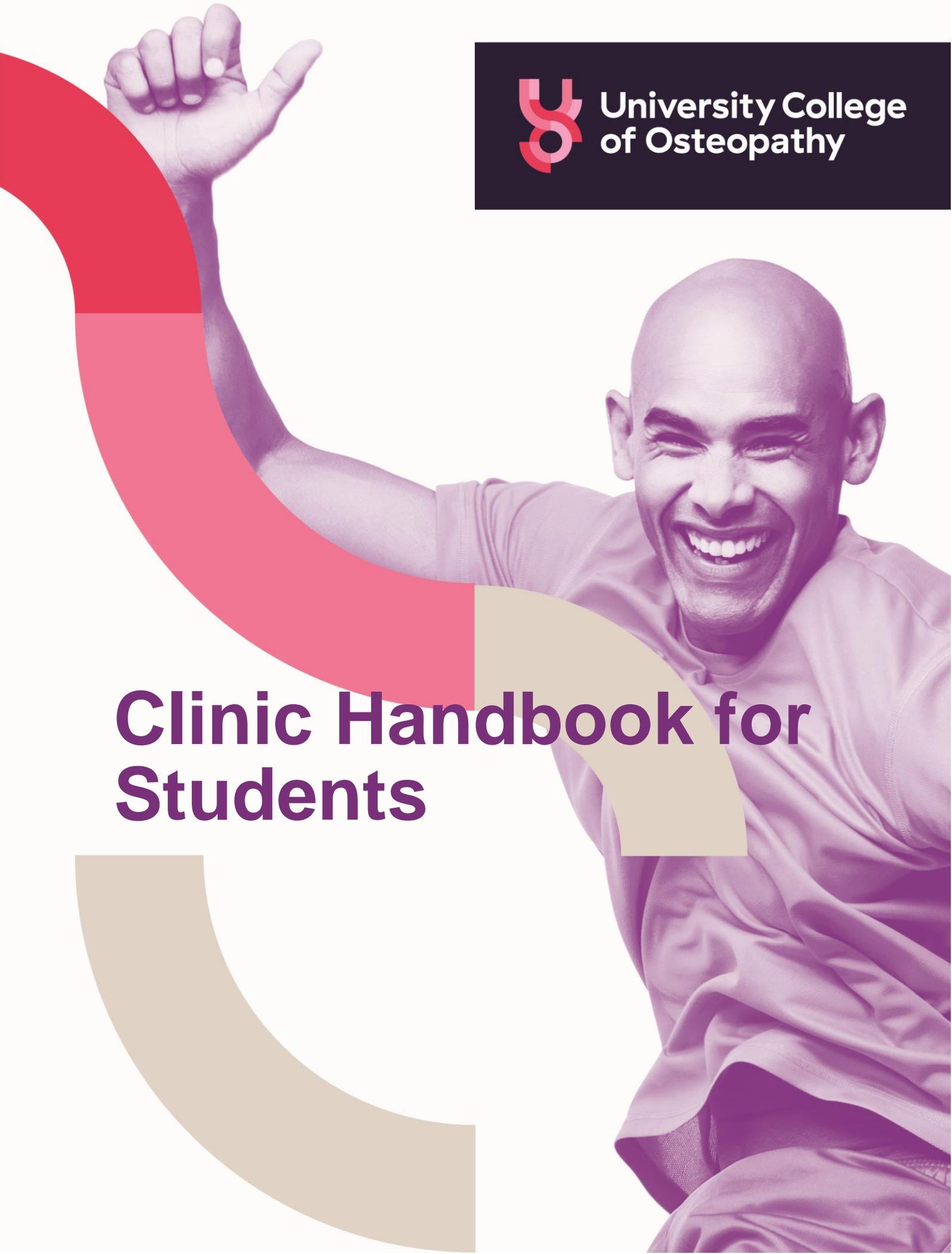




University College
of Osteopathy

Clinic Handbook for Students



Document Coversheet					
Clinic Handbook for Students					
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<p>If you have any feedback or suggestions for enhancing this document, please email your comments to: quality@uco.ac.uk</p>					

CLINIC HANDBOOK FOR STUDENTS

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1. WELCOME

Welcome to the University College of Osteopathy clinic. We are very much looking forward to working with you during your time here as both a junior and senior student and supporting your development throughout.

Whilst there will no doubt be many challenges along the way, we are here to provide support and guidance as you progress into a fully-fledged osteopath.

This handbook is designed to introduce you to the work that you will be doing during your time in the clinic and to give you some idea of our procedures and expectations of you.

2. GENERAL INFORMATION – YOUR CLINICAL EDUCATION & YOUR RESPONSIBILITIES

You are now an osteopath, a student practitioner still, but nevertheless an osteopath and you should remember this at all times. You have chosen a very worthwhile, but demanding profession, and during your time in clinic, you will be meeting some of the challenges inherent in being a member of the osteopathic profession.

These challenges will come in all three domains of experience; knowledge; skills and attitudes. You will learn to apply the knowledge and skills that you have acquired in the academic part of your course in a particular style that is peculiar to you, and which depends on your personal values, attitude, beliefs, your personality and philosophy.

You will be under the supervision of clinic tutors while you are working, either in the treatment rooms with patients, or away from direct patient contact, including periods of self-directed learning. They too have their own particular style of putting their knowledge and skills into action, and you should expect that this will at time differ from yours, particularly in the early stages of your course. Having tutors with such a diverse range of opinions and experience provides students with a rich learning environment.

It is acknowledged that such differing reasoning strategies and the discussion that naturally ensues around these issues that leads to the quest for inquiry and excellence that characterizes an M level degree course and the furtherance of research effort necessary to promote the expansion of the osteopathic profession.

Your patients will have certain expectations of you. One of these is that you should look and act like a health care professional. Full details of expected dress etc. can be found in the 'clinic attire' section, but your attention is drawn to the following;

There is no excuse for untidiness or lack of personal hygiene. The use of deodorants is obligatory at all times - osteopathy is a manual therapy in more ways than one!

The use of make-up must be minimal and use of perfume or aftershave is discouraged. Clinical practice is not a place to be conscious of fashion or beauty.

When you are working in clinic, you will be sensitive of the need for comfort, practicality and personal safety for you and your patient in your mode of dress, and you should bear this in mind when reading about Clinic Attire.

Please note that a student who is considered to be improperly dressed by a member of faculty may be required to leave the clinic. Remember if you look like a professional, you will feel professional and more confident.

Your patient is entitled to expect that you act like a member of a Health Care team. All qualified osteopaths are required to adhere to guidelines for practice published by the General Osteopathic Council (GOsC) which can be found here:

<http://www.osteopathy.org.uk/news-and-resources/document-library/osteopathic-practice-standards/osteopathic-practice-standards/>

As a student osteopath you are referred to the section entitled Codes of Practice and General Guidance on Conduct in this handbook, that provide an introduction of what is expected of you. Students are also expected to adhere to the Student Fitness to Practice and Professional Behaviour policy that sets out the professional behaviour expected of students at the UCO. This is available on the intranet here:

http://intranet.uco.ac.uk/policies_and_procedures/

To summarise, patients are entrusting you with their care, you should at all times endeavour to respect such trust by responding to this privilege to the best of your ability.

3. GENERAL CLINIC

The UCO maintained an out-patient Clinic in the Borough of Westminster from 1917 to 1997, providing a unique service to the community and to visitors to London. We moved to Southwark in 1997 and have since extended this service.

The general clinic is now located across one floor at Southwark Bridge Road, with 34 treatment rooms centred around four team points (TP). The TP is where you meet your colleagues and tutors in between patients and where your clinic stationery etc. is kept.

Occasionally students will be moved to a different team and/or group so that the numbers of students in each team can be kept approximately the same. This is important for the student experience, provision of tutoring and ultimately patient care. The team point you are allocated to will rotate round at times so that students work from all parts of the building and in all rooms.

The General Clinic is open Mon - Fri. 8.40 - 18.00 with the teams seeing patients during the following sessions:

	Start AM	Finish AM		Start PM	Finish PM
Teams 1 and 3	8.40	12.40		13.40	17.40
Teams 2 and 4	9.00	13.00		14.00	18.00

On a Monday to Friday evening and Saturdays, we run an associate clinic where qualified osteopaths are available to see patients. The associate clinic is typically open from 5.45pm to 8.15pm Monday to Friday and from 9am to 2pm on Saturdays. Further details can be found on the UCO website.

4. SPECIALIST & COMMUNITY CLINICS

Your clinical experience in the general clinic is complemented and enhanced by several in-house specialist clinics and external community clinics which the UCO has worked hard at developing. These are so named due to the specific groups of patients treated in these clinics or the specific offsite location of them. Attendance in the specialist clinics is typically for senior students (i.e. those who are lead practitioners).

Specialist & Community Clinics available at the UCO (as at Aug 2017):

- Blanchard Clinic – for patients with HIV
- Children's Clinic
- Demonstration Clinic
- East Street – this clinic is part of a GP's practice
- EMC – Expectant Mothers Clinic
- Lucy Brown House – for elderly patients where care is provided in their own homes
- Manna – for patients who are homeless
- OsteoMAP – for patients with persistent pain
- Royal Free – based at the Royal Free Hospital and is for patients with HIV
- Sports Clinic
- Staff and Student Clinic

For further information on these clinics and how students are allocated into specialist clinics please look at clinic Guidelines & Handbooks Page of the intranet:

http://intranet.uco.ac.uk/guidelines_and_handbooks/

5. CLINIC ADMINISTRATION

As you might imagine the running of such a large out-patient clinic is a major operation. We have 34 treatment rooms and see approximately 35,000 patient consultations per year. We have a small dedicated team of reception staff and an even smaller group of administrative personnel who work incredibly hard to ensure the efficient running of the clinic. This team is headed by the Head of Clinical Practice and further supported by a Clinic Co-ordinator.

The clinic administration has a huge amount to deal with in running an educational clinic of this size, from organizing rota's and creating appointments to providing caring front of house services for patient's often in pain and anxious, plus supporting you the student body in your clinical work, from an administrative viewpoint. The reception team work hard to ensure that the clinic administration needs of patients, students and staff are met promptly. Any administrative queries that you have should be directed to your tutors initially, who can advise you of the appropriate action.

The Clinic has a computerised appointment system with computers on the tutorial points. This allows reception to notify the tutorial point electronically when the patients have arrived. It also allows us to audit our patients and your educational experience more efficiently.

Students are required to input clinical data for the purposes of audit and this is done via TM2, the clinic software system that we use.

6. TEAM WORK - ADMINISTRATIVE DUTIES & HELPING OUT IN RECEPTION

The smooth running of the clinic is due not only to staff members but to all involved in the clinic, from tutors to students and is part of being a member of the clinic team. Everyone is expected to take responsibility for contributing, whether this is returning patient files at the end of the day or letting us know if a light bulb is not working.

Offers of help in reception or with administrative duties, if needed, are much appreciated and are a good opportunity of obtaining first-hand knowledge of practice management skills and understanding what is needed to run a busy practice. Even filing, though unglamorous is relevant experience of future practice life and the responsibilities of running an efficient and organized clinic are with us all.

7. CLINIC HYGIENE & REPORTING PROBLEMS

Our clinic is at the heart of what we do as professionals and it is important that we all contribute to the appearance of the clinic. You need to take responsibility for keeping treatment rooms tidy and ensuring that you leave the student team points clean at the end of every clinic session. There are a few important things to remember to ensure that the clinic remains a clean, tidy and hygienic and safe place at all times

Bins are provided for you to dispose of your litter so please use them.

Clean up after yourself! If you have an accident, don't assume someone else will take care of it. Do your best to clean up and if necessary ask at reception for cleaning equipment

All books should be returned to book shelves once they have been used (we don't have a librarian!)

Please leave treatment rooms as you would expect to find them – ready for the next patient. Ensure used paper roll and used gowns are placed in bins and that there is fresh paper roll on the plinth.

Pillows are for treatment tables. Do not leave them on the floor. Please use the shelves provided.

All plinths should be oriented with the head of the table to the door for patient modesty. Be careful if you need to move a table. Never do so with a patient on and ensure that any cables/plugs etc are not at risk of being trapped.

8. IDENTIFICATION BADGES & NAME BADGES

Identification badges will be issued to students after they arrive at the UCO and their photos have been taken in induction week. You should wear an identification badge at all times when at the UCO, either in the clinic or in the Borough High Street teaching building. All staff, students and external visitors to the UCO will be expected to wear identification badges and so students should be aware of any individual's in the clinic who are not patients and do

not have identification on. Please notify a member of staff in this instance. For further information, please see the Security policy at:

http://intranet.uco.ac.uk/policies_and_procedures/

Students are also provided with name badges to wear on your clinic coats and these are available from the Student Union (SU). When in clinic these should preferably be worn high up on your clinic coat so as not to cause discomfort to your patient! If lost, the student union can arrange to replace your badge at a small cost.

9. PATIENT CASE NOTES

Students must ensure that they keep clear comprehensive records of all consultations and treatments administered by them to their patients, and of all other communication concerning the patient. This includes phone conversations where the time and details of these should be noted. Do speak with your tutors for help in these matters if needed.

Such records must be written in an appropriately professional manner and must not contain any other personal observations about patients.

These are medico-legal documents and must not leave the clinic environment. All case histories must be signed by you and your tutor. It is your responsibility to make sure they are returned to clinic administration after you have used them. Any breach of these standards may lead to a Fitness to Practice investigation.

10. PROCESS FOR CREATING A HOLIDAY ROTA (SUMMER, CHRISTMAS & EASTER HOLIDAYS)

Some students will be enrolled on courses where they are expected to attend clinic over the holiday periods, in different blocks to their clinic time during term. For more information, please see the Clinic Holiday Rota Procedure, which can be found at:

http://intranet.uco.ac.uk/policies_and_procedures/

Bank holidays – please note that the clinic will be closed on all bank holidays.

11. ATTENDANCE

As mentioned, you should consider yourself a student osteopath in practice, and as such should develop the mature professional attitude that this requires. This involves not taking time off in your normal clinic time for anything that is avoidable. Dental appointments, driving tests etc. should not be arranged in clinic time.

If you are unable to attend your scheduled clinic session either due to a planned absence or unplanned absence, then we expect you to deal with this in an appropriately professional way.

Details of how to notify clinic of unplanned absences and how to book for planned absences, can be found in the Attendance Policy that can be found at:

http://intranet.uco.ac.uk/policies_and_procedures/

12. CLINIC HOURS

During your time at the UCO you will need to have completed the majority of the clinic hours as described in your Course Information Form. Hours are monitored by the UCO and students whose hours are of concern will be contacted. However it is the responsibility of students to keep their own log of the times they have attended clinic and the hours they have missed.

Students can then plan ahead in order to make up these hours. Extra hours are typically completed during the holiday periods and students can request specific times to complete their extra hours. Time frames and how to apply for extra hours, will be posted to each year group conference.

Any student who has missed significant hours may be prohibited from progressing to the following year. Additionally, the UCO has the right to withhold a recommendation to the GOsC for registration at the end of a student's course, for any student who has missed a considerable number of hours.

13. LEAVING THE TUTORIAL POINT

Please note that for reasons of practice management and health and safety, if you need to leave your tutorial point you must first agree this with your tutors. Sometimes extra patients book in late and you may be needed to cover them. Please leave details of your location when you are not on the tutorial point, so that the tutors can contact you if patients need to be seen.

14. LOG OF CLINIC HOURS

Observing students are responsible for logging their own hours and ensuring that clinic tutors sign this off at the end of each clinic session. This is typically completed as part of your Clinic Workbook. This log will then need to be submitted to registry and details of the timings of this will be posted to your Firstclass notices.

For senior students who are lead practitioners, all attendance is centralized via the clinic booking system, TM2. Any student absences or lateness will be recorded within the system. Students should be in clinic 20 minutes before the patients are due to be seen, allowing time to review files and case notes. Planning for the session ahead is an element of good practice.

15. CODES OF PRACTICE

The osteopathic profession is governed by the General Osteopathic Council (GOsC) who regulates the practice of osteopathy in the UK by setting, maintaining and developing standards of osteopathic practice and conduct.

The new Osteopathic Practice Standards came into effect from September 2012. These are available on the GOsC website:

<http://www.osteopathy.org.uk/news-and-resources/document-library/osteopathic-practice-standards/osteopathic-practice-standards/>

16. STUDENT FITNESS TO PRACTICE AND PROFESSIONAL BEHAVIOUR POLICY

As a student involved in healthcare and working directly with patients, you have certain privileges and responsibilities different from those of other students who are not in this situation. Because of this, there is a Student Fitness to Practice Policy that provides clear guidelines of these standards of professional behaviour and what is expected of you.

Any breach of the Student Fitness to Practice Policy will lead to an investigation and may lead to a student appearing before the Student Fitness to Practice Panel. Further information can be found from the policy which can be found on the intranet here:

http://intranet.uco.ac.uk/policies_and_procedures/

17. GENERAL GUIDANCE ON CONDUCT

Students shall at all times conduct themselves in an honourable and professional manner in their relations with their patients, the public and with other members of the UCO, osteopathic and related professions. This should be in relation to the Student Fitness to Practice and Professional Behaviour policy. Any breach of this policy may lead to Fitness to Practice investigation and subsequent disciplinary action.

Table 1 below is not exhaustive but provides a framework of general responsibilities and learning opportunities in the clinical environment from junior students to qualifying.

	Level 4	Level 5
General responsibilities in clinic	Punctuality Appropriately dressed Professional manner Understanding of confidentiality issues Use of the All Clinic Policies and Procedures page on BONE Informing clinic reception of any absenteeism Appropriate care of team points and clinic in general	As previously plus Develop ability to gain informed consent from patients Communicate effectively with all members of the clinic team, including the administration staff.
Learning Opportunities	Under guidance, begin palpation of patients Engage in debate and discussion in clinic when appropriate	As previously plus Develop note taking skills; building towards taking a case history at the end of the academic year (under guidance) Under guidance, build on palpation of patients with examination and appropriate techniques for treatment Develop greater criticality in observation and clinical examination

	Level 6	Level 7
General responsibilities in clinic	<p>As previously plus</p> <p>Appropriate care of team points, treatment rooms and clinic in general</p> <p>Ensure all administrative duties are fulfilled promptly and in line with UCO policies</p> <p>Ensure that any patients who fail to attend appointments are followed up</p> <p>Ensure that treatment rooms are clean and presentable at all times</p>	<p>As previously plus</p> <p>Take full responsibility for the professional management and care of your patients at all times;</p> <p>Act as role models and exemplars to other students at the UCO;</p> <p>Adhere to the GOsC code of practice at all times</p>
Learning Opportunities	<p>As previously plus</p> <p>Attendance in specialist and community clinics</p> <p>Development of routines for examination of patients</p> <p>Presentation of cases during tutorials</p> <p>Application of clinical guidelines in an informed and critical manner</p> <p>Development of technique skills in application to the patient</p> <p>Support and engage 1st and 2nd year students during their observation time in clinic</p>	<p>As previously plus</p> <p>Support and engage 1st and 2nd year students during their observation time in clinic</p> <p>Take greater responsibility for defining treatment and management plans for patients</p>

18. STUDENTS' OBLIGATIONS TO THEIR PATIENTS

It is not the place of the UCO to catalogue all possible misdemeanours, but the UCO expects all students to conduct themselves in a professional way at all times and be mindful of the responsibility they incur as a member of a health care team.

19. THE 'SPECIAL RELATIONSHIP' BETWEEN PRACTITIONER & PATIENT

The relationship between the osteopath and his/her patient is that of a professional and patient. A student should at all times ensure that the information received and the advice given are as unambiguous and accurate as possible, e.g. in obtaining meaningful answers to questions for the purpose of diagnosis, in explaining the nature of the patient's condition, and in advising the patient or explaining the treatment proposed.

Students must use language that they think the patient will understand. Students should ensure that their judgment is as far as possible objective and free from collusion with the patient, the patient's family, friends, employer or any other person who might seek to influence the outcome of the consultation for reasons other than the well-being of the patient.

Students are in a position of trust, in that patients confide in them and defer to their judgment without exercising their own discrimination. It is the duty of the students not to abuse this trust in any way. Proper moral conduct in students' relations with their patients is paramount.

It is beyond the scope of this document to state what is proper, but students should remember that their patients' moral creeds may be different from their own, and should respect these differences without compromising the standards expected of them by the UCO.

20. CONSENT

Students should refer to the Guidance document on Consent that sets out to provide a clear framework on consent across all aspects of patient interactions and of consent within the educational environment. This guidance document can be found at:

http://intranet.uco.ac.uk/guidelines_and_handbooks/

Please note the following: the treatment of a patient is legally permitted only with their consent. The law regards as assault the deliberate touching of one person by another without the consent of the former person. Students should therefore take care that their patients understand the treatment they are to receive, and should never abuse a patient's consent by infringing his or her freedom to refuse all or part of treatment or ignore advice.

It is unacceptable to solicit a patient by any means to accept treatment when he or she has not specifically requested it, other than by participation in the usual advertising methods or patient education campaigns promoted by the UCO.

It is unacceptable to offer osteopathic treatment of any kind whilst a student is a member of the UCO unless such treatment is to be carried out in the UCO's outpatient clinic or at a community clinic, under guidance of a member of faculty.

21. TREATMENT

You must never treat a patient without discussing it with your tutor first. Even where you have been treating a patient for some time, you must still consult with your tutor first and you must not alter the treatment plan without the agreement of your tutor. Any alterations such as this should be discussed with the patient so that their consent can be gained.

22. HIGH VELOCITY THRUST TECHNIQUES IN CLINIC

In all instances, clear informed consent must be obtained from patients prior to performing any treatment options on a patient. The application of thrust techniques as part of a treatment plan should be discussed with the clinic tutor during the student's discussion of treatment. If a student is looking to perform a thrust technique they must wait until the tutor is with them, or find the tutor so that they can perform the technique enabling the tutor to be present to observe and supervise.

As students develop as technicians it is appropriate for you to take greater responsibility for treating their patients. Consequently final year students in the summer term of their final year may be able to perform thrust techniques without a tutor being present. However, this must be agreed with the clinic tutor beforehand and should be based on the suitability of the patient for the technique based on the available clinical evidence and whether the student is deemed to be competent in performing such techniques (for example if the tutor has previously observed the student perform the technique). If there is any doubt in the mind of the tutor or student then the tutor should observe.

23. CONFIDENTIALITY

Students have a duty to keep all information concerning, and views formed about patients entirely confidential. Confidentiality applies to all communication, written and verbal. Students should not discuss patient cases in the corridors or on team points or treatment rooms when the doors are open. Any cases that may be used as examples within a teaching session or in a written assessment at the UCO should be anonymised.

Staff and students should be working with the Caldicott Principles in mind, which are:

- a. **Justify the purpose(s):** Every proposed use or transfer of personal confidential data within or from an organisation should be clearly defined, scrutinised and documented, with continuing uses regularly reviewed, by an appropriate guardian.
- b. **Don't use personal confidential data unless it is absolutely necessary:** Personal confidential data should not be included unless it is essential for the specified purpose(s) of that flow. The need for patients to be identified should be considered at each stage of satisfying the purpose(s).
- c. **Use the minimum necessary personal confidential data:** Where use of personal confidential data is considered to be essential, the inclusion of each individual item of data should be considered and justified so that the minimum amount of personal confidential data transferred or accessible as is necessary for a given function to be carried out.
- d. **Access to personal confidential data should be on a strict need-to-know basis:** Only those individuals who need access to personal confidential data should have access to it, and they should only have access to the data items that they need to see. This may mean introducing access controls or splitting data flows where one data flow is used for several purposes.
- e. **Everyone with access to personal confidential data should be aware of their responsibilities:** Action should be taken to ensure that those handling personal confidential data – both clinical and non-clinical staff – are made fully aware of their responsibilities and obligations to respect patient confidentiality.
- f. **Comply with the law:** Every use of personal confidential data must be lawful. Someone in each organisation handling personal confidential data should be responsible for ensuring that the organisation complies with legal requirements.
- g. **The duty to share information can be as important as the duty to protect patient confidentiality:** Health and social care professionals should have the confidence to share information in the best interests of their patients within the framework set out by

these principles. They should be supported by the policies of their employers, regulators and professional bodies.

Ref:

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/251750/9731-2901141-TSO-Caldicott-Government_Response_ACCESSIBLE.PDF

The full document can be accessed via the link above.

Any written notes concerning patients must stay within the confines of the Clinic, except the circumstances listed below:

- i. When the patient gives written consent for the UCO to divulge details to a named third party.
- ii. When it is in the interest of approved research and conforms to the guidelines laid down by the Research Department and Ethics Committee and the patient so indicates on the related consent form.
- iii. There are certain occasions when in the interest of the patient's health or the interest of society at large, normal confidentiality procedures may be breached, including when such information is required by law.

NB: DECISIONS RELATING TO ALL THE ABOVE MUST BE MADE IN DIALOGUE WITH THE APPROPRIATE CLINIC FACULTY AND RECORDED IN WRITING IN THE PATIENT'S RECORDS.

If such a situation arises, please ensure that you speak to your tutors and that you refer to the Guidance on Consent, including the section when consent may need to be broken:

http://intranet.uco.ac.uk/guidelines_and_handbooks/

24. PERSONAL BELIEFS AND OPINIONS

Students should distinguish between, what in their professional judgment is inappropriate behaviour or lifestyle in relation to the patient's condition and what goes against their personal belief system. As a professional adviser an osteopath has the freedom to choose not to treat a patient. If a student does so for reasons of personal belief, the tutor should be informed without delay, so that an appropriate course of action can be advised. A clinician still has a duty of care to a patient even when they feel unable to treat a patient however this can typically be managed by appropriate referral.

25. STUDENTS' OBLIGATION TO OTHER PRACTITIONERS

Students must endeavour to fulfil their own obligations in the clinic so as not to place any undue burden on their colleagues. Students should work as part of a team, supporting and enabling one another's development within the clinical environment as well as other areas.

Students should not enter into any discussions relating to the ability or standing of another practitioner with a patient or in a patient's hearing. This includes the osteopathic and all other healthcare professions.

For example, a health care practitioner should not be using belittling language of another profession; similarly it is easy to get drawn into agreeing with a patient who comments on the

inadequacies of another individual or healthcare profession. It may be useful to explore a patient's dissatisfaction in a given situation but you should try to remain neutral in your comments.

26. VISITING OTHER PRACTICES

During your clinical course you may make arrangements to visit private practices or other relevant establishments. This will help you to compare and contrast Osteopathic practices and healthcare practices in other locations and set-ups and may help you to decide the type of practice in which you may like to work.

Please see your relevant course documents on BONE, to see how many of these hours can be collated towards your clinic hours.

27. CLINIC ATTIRE

Below are details of acceptable clinic wear. This style of dress promotes a professional rather than fashionable appearance. This not only maintains the public image of the clinic, but provides some protection for students.

White Coats

All students will be required to wear a white clinic coat. These must be clean and ironed. Heavily contrasting and therefore visible underwear or T-shirts (or those with offensive logos) should not be worn underneath your clinic coats.

Trousers and Skirts

Trousers and skirts must be smart, dark, small patterned or preferably plain. White trousers as part of a clinic 'suit' are acceptable and lighter colours may be practical in summer.

Denims, corduroys and jeans may be uncomfortable to patients so are therefore unacceptable. Leggings, though comfortable, are not always viewed as professional and so students are asked to wear trousers in the clinical environment.

Skirts should be knee-length and with clean-finished hems. Tight or very flared skirts are impractical for treating so are therefore unacceptable in the clinic. Dark, plain, 'tailored' knee length culottes are acceptable.

Footwear

Smart, low heeled, dark or white shoes, clean and polished/brushed should be worn. Trainers or heavy boots are not acceptable. Sandals may be appropriate in summer, preferably those with a shaped foot bed for support.

Make-up and Jewellery

Only minimal make-up is acceptable and the use of strong perfume or aftershave is discouraged for the comfort of others in a close environment. Jewellery other than wedding/signet rings and simple hoop or stud earrings should not be worn.

Please note that Clinic faculty have the right to request a student to leave the Clinic if they feel the student looks is improperly dressed or unpresentable. In such situations a student's clinic hours will be docked and will need to be made up at a later date.

It should be emphasised that these guidelines are for the comfort and safety of practitioners and patient's alike and of a standard no more stringent than apply in any professional health-care establishment.

Personal Hygiene

Hands must be clean at all times and washed prior to and after seeing patients. All wounds on hands and forearms should be covered with waterproof dressing. Nails must be short and clean. Appropriate deodorants or antiperspirants should be used at all times. Alcohol, tobacco or other strong odours on the breath are totally unacceptable - the use of breath fresheners may be advisable. Hair must be tidy and clean. Long hair should be tied back with a simple band.

28. INFECTION CONTROL POLICY

The UCO clinics have an infection control policy, which is based on the concept of "universal precautions" and can be found at:

http://intranet.uco.ac.uk/policies_and_procedures/

This policy is designed to minimise the risk of cross-infection with blood or body fluid borne pathogens between clinicians and patients. Although public attention has been focused on HIV, other blood-borne pathogens such as the various hepatitis viruses are transmitted much more readily and pose a potentially greater threat.

The UCO policy will minimise risk from these and other transmissible pathogens. Osteopaths and students with HIV or hepatitis infection need take no specialist precautions. Additionally there are no specialist precautions outside of these universal precautions required for osteopathic work on patients who have declared their hepatitis or HIV-infected status. Diagnosis of HIV-infection or hepatitis does not exclude patients from osteopathy, nor clinicians from the practice of osteopathy.

The following information is an overview of the Infection Control Policy – for more details please refer to the policy published on the intranet here:

http://intranet.uco.ac.uk/policies_and_procedures/

INFECTION CONTROL: UNIVERSAL PRECAUTIONS

Wash your hands thoroughly with soap and hot water before physical contact with your patient and after physical contact with your patient.

If you have cuts or abrasions on your hands or forearms, then cover them with a waterproof dressing. Gloves may be worn if cuts or abrasions cannot be adequately covered with a waterproof dressing.

Wear clean disposable gloves for each procedure involving possible contact with body fluids.

When should you wash your hands?

- Immediately before every episode of direct patient contact or care.
- Immediately after every episode of direct patient contact or care.
- Immediately after any exposure to body fluids.

- Immediately after any other activity or contact with a patient's surroundings that could potentially result in hands becoming contaminated.
- Immediately after removal of gloves.

What is the disinfection procedure in the event of blood or body fluid spillage?

Report the incident to the Reception Manager, Team leader or appropriate other such as a Clinic Tutor.

Spill kits are available from the clinic reception if necessary.

Wear rubber gloves in order to clear up any spillages.

Soak up any large spillages with aUCOrbent paper which should then be sealed in clinical waste bags.

Wash the area with undiluted Milton Fluid (this can be found under the sink in the kitchen area in the back office at reception).

Place any contaminated linen in a separate clinical waste bag.

All clinical waste bags should be put in the clinical waste bin located in the disabled toilet.

The Reception Manager, Team leader or Clinic Tutor will close the clinic room if necessary and contact the Facilities Team to arrange for the clinical waste bin to be serviced.

Report the incident to the Reception Manager, Team leader or appropriate other such as a Clinic Tutor.

29. NEED MORE INFORMATION?

This handbook sets out some of the key areas that a student should be considering as they embark on the different stages towards becoming a fully-fledged osteopath. If you do need more information and are unsure of where to find this, please have a look at the UCO intranet where all the policies, procedures and guidance documents are; you can also speak to any member of staff and in particular, your course leaders, your unit leaders and clinic staff for more information or to discuss anything further.