

Clinic Policy & Procedures

Draft

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DRAFT CLINIC POLICY AND PROCEDURES

POLICY

Rationale

The Nursing Department of International Academy Amman is committed to meeting the needs of all its students and staff whilst onsite. It also seeks to assist in arranging and delivering appropriate educational programmes which provide information and training on how to handle emergencies and also programmes which promote healthy lifestyles, practices and develop awareness and knowledge of health issues. The focus of this policy is to ensure that IAA meets required standards in providing for health and safety of its staff and students.

This policy requires IAA to:

- adhere to Jordanian health regulations and practices, anti discrimination and privacy legislation
- demonstrate a commitment to collaborate with parents with regards to supporting student welfare
- provide first aid to students and staff, including emergency care
- administer medicines in accordance with Jordanian laws and prescriptions

Code of Conduct and Professional Behaviour

Policy XXX

Professional behaviour is expected at all time and in all interactions. In general,

- student and staff will be treated in confidence
- students will not normally be treated without the presence of another same sex adult
- all medical records and information will be treated as confidential (records will be stored under lock and key or pass word protected)
- medical information will be shared on the basis of need to know
- clinics will be kept in the highest state of cleanliness and sterilisation
- all medicines will be kept in locked cupboards and/or fridges or as directed by provider
- appropriate clinic attire will be worn at all times

Responsibilities and delegations

Policy XXX

School Nurses will administer first aid and emergency care to staff and students whilst on campus. They are not permitted to delegate their responsibilities to other people other than accredited first aiders and/or medical personnel.

They must inform the Director immediately (and in writing) of:

- Infectious diseases- either noted by Nurse or declared by national authorities
- Nationally declared health emergencies eg Bird Flu and of required responses
- Threats to safety and health of students and staff
- Cases which may have a negative impact on IAA and its ability to provide adequate care
- Any possible liability and/or possibility of litigation
- school place accidents and injuries

The School Nurses will submit a monthly report outlining appropriate information as well as indicating the number of cases attended to for both staff and students.

Emergency protocols: line of authority and reporting protocols Policy XXXX

For day to day running of the Clinic, School Nurses report directly to the Principal. In emergencies involving accidents, contagious conditions or other circumstances which would necessitate closure of school and/or a more serious response, Nurse must report directly to the Director (keeping the Principal informed as well). Any decision to close school due to medical emergencies, rests with the Director and School Board.

Reporting Child Abuse

Policy XXX

If the Nurse suspects child abuse, a report must be immediately made to the Director who will consult with the Board as to any necessary steps. Such cases will be dealt with highest confidentiality.

Containment of infections

Policy XXX

The aim of any clinic is to ensure safe medical practice and that there is no cross contamination from patient to patient, patient to Nurse. This includes containment of infections and infectious disease.

In order to prevent such contamination the Clinic Nurses will take 'standard precautions' to reduce the risk associated with blood and other body fluid borne diseases/illnesses. This is taken to include saliva, mucous, secretions and excretions and non intact skin.

These precautions will be taken regardless of perceived need.

The Nurses will conduct regular unannounced checks for lice, skin infections and/or any other infections/infestations which pose a concern and/or which are communicable from person to person.

Parents who do not agree to such checks are required to submit an independent medical clearance when requested.

In the case of contagious diseases such as chicken pox, mumps, measles etc, the student before re entering school must supply a note from a registered doctor. Prior to re admission to class, the Nurse will re evaluate the student.

Immunisation

Policy XXX

All students are required to indicate on IAA medical forms recent immunisations. IAA has the right to request certain missing immunisations as required by the Ministry of Health. Failure to do so may result in the student being reimmunised unnecessarily or asked to remain at home until done so. For students who have allergies to immunisation, this needs to be attested (in writing and certified) by a registered and practising doctor.

The immunisation schedule should follow the requirements of the Ministry of Health in Jordan.

CLINIC PROCEDURES

a. Guiding principles

IAA is committed to:

- the health and safety of students and staff
- providing high quality medical care for staff and students
- developing a healthy lifestyle in students by providing health information, workshops, lectures, training and information on health issues
- providing support and care without discrimination to staff and students
- maintaining professional levels of communication with staff and students, parents and external providers
- administering medication and/or health care according to Jordanian and international standards

b. Dress Code

Nurses will be attired in white coats which cover day clothing. These coats must be kept clean and free of stains and/or marks. Shoes will be closed (Nursing clogs are acceptable). When dealing with students, medical gloves will be worn. Hair will be tied back. Jewellery should not be worn on the hands and/or arms during patient treatment. Nails should be kept short and clean.

c. Job Description

The Nurses will be issued with a Job Description which outlines their duties, roles and responsibilities.

d. Duty of Care

IAA's duty of care does not extend to administering medication and/or healthcare to students and staff who are able to self administer. If, however, a student, is able to self administer medication and/or health care, the Nurses will take the necessary steps to ensure that this is carried out safely.

e. Emergency protocols: line of authority and reporting protocols

For day to day running of the Clinic, School Nurses report directly to the Principal. In emergencies involving accidents, contagious conditions or other circumstances which would necessitate closure of school and/or a more serious response, Nurse must report directly to the Director (keeping the Principal informed as well). Any decision to close school due to medical emergencies, rests with the Director and School Board.

f. Patient Rights and Responsibilities

Rights

All patients have the right to:

- be treated with courtesy, respect, confidentiality and ethically
- be treated without discrimination based on race, color, national origin, sex, age, or handicap
- expect treatment that meets the standards of school provided care
- know their rights and responsibilities related to school health care

Responsibilities- Parents

All parents have the responsibility to:

- inform the Academy, in writing, of any changes to a child's medical status including medications, treatments (ongoing), ongoing care and monitoring by other health professionals other than doctors of medicine
- disclose to the Academy medical history as required by IAA's medical information form
- ensure that immunisations are kept up to date and IAA is informed when updated

Responsibilities- Students

All students have the responsibility to:

- conduct themselves in such a way that they do not place themselves or others at risk of injury
- follow instructions from Nurse regarding health protocols
- fulfil their social obligation in the best interest of their peers to inform teachers or Principal of any behaviour by other students which may be a result of drugs, alcohol or other substances
- ensure that medication is taken for the purpose it is intended and for whom it is intended

Responsibilities- Staff

All staff have the responsibility to:

- take reasonable measures to ensure the safety of students against risk and harm which can be reasonably foreseen
- co operate with the school in terms of provision of health and safety policies and procedures
- maintain confidentiality of student and staff medical records and histories
- provide assistance to ensure that students receive first aid whenever needed and appropriate

Principals (see 'IAA Health and Safety Policy')

It is the responsibility of Principals to:

- conduct regular checks of their building, determine health and safety concerns and inform Facilities (in writing of any areas of concern)
- implement the Medical Policy and Procedures and ensure adherence to them by staff and students

g. Clinic Protocols

i. Hours:

Clinic hours are from 0730 until 1600 during academic year. The Clinic does not operate out of school hours.

ii. General care of students

General care for students

Students

Students may go to the Nurse during break and lunch times and between lessons. The Nurses will inform the Principals if students are to be detained for treatment.

Referrals by staff

In Primary for Reception 1 and 2 students, the teacher or Teacher Assistant will bring the student to the Nurse for treatment. For all other Grades, the class teacher gives the student a referral. The Nurse makes a diagnosis and administers any aid as required. If there is a need to administer additional care or medication, parent/s or caregiver/s are contacted by phone by the Nurse to obtain permission before proceeding.

The student's name, grade, diagnosis, time in and time out and medication and/or aid administered will be recorded in the Clinic Log Book and student file for all cases.

All accidents at school are recorded using the Accident Report Form and reported to Principal .

Levels of care:

a. Level One (remain at school)

Definition:

Level One cases are If a student comes to the clinic for any reason and the condition does not need additional follow up, referral to outside practitioners or sending home.

Return to class in non emergency cases

- Nurse makes an assessment
- vital signs will be checked and/or simple first aid administered (if necessary)

- student is returned to class with a note

Follow up procedure:

Should a student need follow up, the Nurse will inform the teacher and indicate a time for follow up. Parents are contacted if there is a need for additional follow up after school.

b. Level Two(Minor injuries/ illness-send home)

Definition

Level Two cases are if a student becomes unwell at school and it is necessary for them to be sent home.

Procedure

- Parent/caregiver is contacted and informed of the nature of condition
- Parent/s or caregiver/s is required to collect the student as soon as possible
- the Nurse will make the student comfortable until parent/s or caregiver/s arrives
- Principal is informed and permission given for early leave

Follow up

Parents are requested to inform the Nurse of any follow up needed at school once the student returns to school.

c. Level Three (Minor injuries which need out side medical assistance- non emergency cases) Emergency cases (eg fever, bleeding, traumas , abdomen pain , migraine)

Definition

This is where a student needs immediate medical follow up and possible medical procedure interference outside of school hours.

Procedure:

- the student is reassured
- parent/s or caregiver/s are contacted and the case explained
- Nurse arranges for parents to collect student to go for medical check
- Principal is informed and permission given for early leave
- Details about the student's case and action take at IAA are sent with accompanying adult

Follow up

Parents are requested to inform the Nurse of any follow up needed at school once the student returns to school.

Level Three (Minor injuries which require ambulance)

Definition

This is where a student has been injured at school and an ambulance is required to transport them to hospital.

Procedure:

- Nurse reassure the student
- in cases of fracture, student must remain in same position and place – do not move. Privacy should be given if possible.
- Nurse checks for clear airways made, vital signs observed , and level of consciousness noted
- parent/caregiver is contacted and reassured. The Nurse requests the name of preferred hospital. **NB in life threatening cases, ambulance must be called first and parent contact after this.**
- Security is informed about the case and given the location as to where ambulance needs to go
- Security guide ambulance in
- Nurse accompanies the student to the hospital and awaits arrival of parent/caregiver
- details of the case and action taken are given to the attending doctor
- information of the case is supplied to the school insurer once Nurse returns to school

d. Parents Contact Procedures

The Nurse makes parent contact from the clinic when a sick student arrives, according to the student condition. Parents are informed if there is a need for school based medical treatment or there is a need for outside medical care.

If parents cannot be contacted the Emergency Contact (as indicated on the Admissions Forms) is contacted.

e. Parent / patient refusal of treatment (need to create a form for refusal treatment)

Where possible, in cases where parents refuse treatment, the 'Refusal for Treatment Form' must be completed and signed by the parent. If the parent is unable or unwilling to sign, the Nurse will fill in the form to the best of their ability, indicating that the parent refused treatment verbally. This form should be kept in the student medical file.

In case of refusal of treatment, the Nurse must inform the parent that they (the parent) must take full responsibility and that IAA cannot take any responsibility.

h. Sterilisation procedures

Washing of hands with anti bacterial soaps should be practices prior to examining students or staff. Hands should be washed at the beginning and end of day or after returning from a break.

All equipment used should be placed in a sterilisation unit between patients. No medical equipment should be left out if not in use.

Gloves should be worn when handling patients. Protective eyewear is usually not necessary given the nature of school based care.

Clinic areas and surfaces should be wiped clean before and after each patient. Sinks need special attention and anti bacterial soaps should be used.

i. Student absence

The Nurse receives the list of student absent from the Reception daily, and according to that she contact parents to inquire as to why.

A list of absences with reasons is forwarded to the Principal, Counsellor and Receptionist who fills in the absence reason on the electronic roll.

When students are absent with illness for more than three days in succession, the Nurse will contact the parent/care giver and request a medical report from a registered doctor. In the case of contagious diseases such as chicken pox, mumps, measles etc, the student before re entering school must supply a note from a registered doctor. Prior to re admission to class, the Nurse will re evaluate the student.

j. Absence of Nurse/s

When the Nurse is absent due to illness, the other Nurse will cover both Schools. If however, both Nurses are absent, then the designated First Aider for each School will cover. The First Aider will not be permitted to administer medicines but will contact parents directly for either permission to administer or will arrange for student to be sent home.

k. Consumption of food and drink in clinics

No food or drink is to be stored and/or consumed in the clinic other than food/drink necessary for treatment such as low blood sugar. Storage of such food and drink will not be in contact with other medicines.

There should be no smoking, applying of cosmetics and/or lip balm in the clinic areas.

l. Waste management:

i. Sharps:

Disposable needles, syringes and/or sharp items will placed in puncture resistant containers and not in general bins.

ii. Blood and/or body fluid tainted bandages etc:

Bandages, swabs and/or other materials which have been in contact with body fluids and/or open wounds should not be disposed of in general waste bins but in waste bins specifically provided for clinic use.

m. Language Use

It is important that the student and/or staff member be spoken to in a language that they understand. This is not only courteous but also gives transparency to treatment. Where possible, IAA can assist with a translator but this is limited to availability of a translator on IAA staff. For 2011-12 IAA can assist translation in Arabic, English, Spanish, French, Russian, Turkish.

n. Medical records:

Patient records will not:

- be removed from school files
- be left out for others to see or if on computer, the computer will not be left open when not in attendance

i. Access for staff

In the interest of student health and safety, Faculty will be sent medical alerts which outline the name and grade of student, condition and recommended emergency procedures. This information is highly confidential and should be treated as such- thus it will not be shared by Faculty with anyone else, either verbally or in writing.

Full medical history will only be released to Director, Deputy Director, Principals, Admissions Officers will have access to records as appropriate to their duties.

ii. Record keeping

The Clinic Nurses will maintain accurate, electronic and up to date records of student and staff visits, diagnosis, treatment and any follow up.

a. Storage

Confidential medical records are stored in the student's file which is housed in the Admissions Department. Nurses may hold such files, however, these will be kept under lock and key. Electronic files will be maintained and accessed via password only. Student records will not be left in public view. Electronic files will be closed when not in use.

b. Release of records and on campus incident reports

Release of records and/or incident reports to parents and others requires the permission of the Director.

Release of school medical files to medical practitioners is permitted after a written request is received and requires the permission of the Director. Parents may request school medical records. Such request must be in writing, approved by Director and are released with no liability to IAA.

c. Recording visits/logging student medical history and medications

In order to ensure factual and comprehensive records are kept, Nurses will maintain electronic data bases of student visits to clinic. The data kept is based on SOAP* and will include:

Student name and grade

Dates of visit

Subjective assessment (nature of complaint)

Objective signs and symptoms

Assessment

Procedure/treatment

Follow up required.

Any documentation that is in writing will be legible.

o. Confidentiality

All visits and records are kept confidentially. All staff who have access to medical records of students and staff should be aware that unauthorised sharing of information will be grounds for dismissal.

Parents contact details are also to be kept in confidence and not shared with others.

p. Health Education and First Aid Kits

As part of curriculum requirements, health education classes will be arranged by the Nurses. At the end of each year, the Nurses will present an Action Plan for the upcoming year for health education for Reception1-Grade 12.

Nurse shall also ensure that signs, posters and information promoting good health are distributed throughout the school and in the cafeteria.

First aid procedures should be prominently displayed in potential areas of concern such as Science labs, PE areas, Design Technology workshops and Art Studio

First aid kits should be supplied to the above school rooms. These should be clearly identified and well maintained.

i.Student

Nurses will co ordinate with curriculum co ordinators and other teachers to deliver health education classes, workshops, information sessions. These may be provided by outside agencies and will be organised after consultation with curriculum co ordinators.

ii.Teachers/staff

Nurses will organise licensed annual general first aid classes for staff who have close sustained contact with students, including bus monitors. Each School will designate a first aider who can be called upon to deliver first aid should the Nurse be absent.

iii.Parents

From time to time, Nurses will organise for health workshops and/or information session for parents. These may be delivered by outside agencies or internally.

iv. Community Programmes

From time to time, various community organisations and agencies may be able to provide health and safety workshops, trainings and/or information sessions. Nurses will co ordinate such activities after having discussed and obtained permission from the Director.

q. Individual Health Care

The Nurses will closely monitor students who have diagnosed conditions. This monitoring will normally be for, but not limited to, students who are:

- Asthmatic and need ongoing monitoring
- On medication that needs dosage adjustments
- Epileptic and who are on medication
- Diabetic and who need regular blood sugar testing
- Diagnosed as being at risk for emergency care
- Diagnosed with any health condition that requires administration of short or long term medication or care

r. Medication

i. Records (see Medical Records)

ii. Administering

Students in Primary will not be permitted to self medicate. In secondary, students who are able to self medicate must have written permission from parents to indicate this. The Nurse should be informed of name of medication, dosage, contra-indications and method of administering. The name of the student, dosage and name of family doctor should be written on the medication box.

Students are not permitted to keep medication on them. Older students who can self medicate should go to the Nurses room to do so. This is to ensure hygienic conditions, adult presence should something untoward occur and that medication is in fact taken.

iii. Administering over the counter medications

From time to time, students may require over the counter medication. The Nurse will first contact parents to get permission to administer.

s. Field Trips

At least one member of staff on a field trip should be designated as First Aider.

For all field trips, the Nurse will ensure that there is a first aid kit available and that it is stocked with basic first aid materials.

Names of students with their medical details of known medical conditions shall be given to the supervising teacher along with contact details of parent/caregiver and family doctor. Emergency contact numbers will also be given to supervising staff- these will be phone numbers of local hospitals and/or doctors (if known).

Students whose health is of concern may be included in certain field trips. A decision for inclusion will be based on:

- Nature of the trip
- Length of trip
- Availability of health and/or emergency care
- Nature of the student health condition

t. Inventory

Nurses are responsible for maintaining an up to date inventory of medical supplies and equipment. Orders for medical equipment will be ongoing but generally will be compiled during the annual order cycle (normally February).

Each clinic should have:

2 beds

Fridge for storage of medicines, ice packs etc

Lockable medicine cabinets

Lockable file cabinet

First aid kits for field trips

Computer- internet capability

Printer

External phone line

Sink

Sharps container

Garbage bin with lid

Supplies of masks and gloves

Eye bath

Protective equipment

Basic medicines, bandages and gauzes

Basic supplies for injuries common at schools- burns, scalds, cuts, bruises, minor wounds,

u. School accidents

Accidents that occur at school either involving staff and/or students should be thoroughly documented. Witnesses to accidents will be required to file a report; however, for the Nurses they will need to ensure that they fully document the following:

Name of person needing medical assistance

Date and place where assistance rendered

Subjective assessment (nature of complaint)

Objective signs and symptoms

Assessment

Procedure/treatment administered

Follow up completed

Comments made by the injured party and/or witnesses

Signed

A copy is sent to the Director and copy is place in the staff or student's file. These reports are not to be released to parents without the written approval of the Director.

Appendices

- a. Referral Form**
- b. Medical Alert Form**
- c. Charts for 'first response' (should include what is needed for head injuries, bleeding etc)**
- d. Action Plan for health education**
- e. Clinic Inventory**