



Community Dental Student Information Booklet 2020

100 Barnard Street, Bendigo VIC 3550
(Access via Mercy Street)
PO Box 126 Bendigo Victoria 3552
 03 5454 6000
 www.bendigohealth.org.au
ABN 26 875 445 912



Excellent Care. Every Person. Every time.



Student Booklet Contents

1. Welcome to Bendigo Health
2. Our Vision And Values
3. Our Location
4. Preparing for our placement
 - Hospital and computer access
 - Gold Modules
 - Essentials
 - Sick leave
 - Incidentals or Accidents
5. Expectations
 - Professional conduct
 - Workplace behaviors and expectations
 - Privacy and confidentiality
 - Adhering to policy protocol and guidelines
6. Infection Control and Prevention
7. Contact Details



1. Welcome to Bendigo Health

The Community Dental Service (CDS) provides a range of adult and children's oral health services to members of the Bendigo and surrounding community. The model of care supports the provision of targeted dental care to disadvantaged people in the Greater Bendigo and Loddon Mallee region and supports the concepts of valued based health care, minimal intervention dentistry and aims to provide 'Excellent Care to Every Person, Every Time'.

Community Dental is a 34 chair service that is primarily funded by Dental Health Services Victoria (DHSV) to provide both general and emergency oral health care within the scope of publicly funded dental services. CDS provides a comprehensive range of diagnostic, preventative and interventional services both within the clinic and in various outreach settings.

CDS provides targeted dental care to disadvantaged people in the Greater Bendigo and Loddon Mallee region. CDS operates 31 dental chairs within the facility (13 are serviced by Bendigo Health staff and the Dental Teaching Clinic (DTC) consists of 18 chairs. A further 3 chairs are serviced by Bendigo Health staff utilising the Smile Squad mobile dental vans.

Services delivered by Dental include:

- Diagnostic
- Preventative
- Periodontics
- Oral Surgery
- Endodontics
- Restorative
- Removable Prosthodontics
- Fixed Prosthodontics

2. Our Vision and Values

Our vision is

- Excellent Care. Every Person. Every Time.

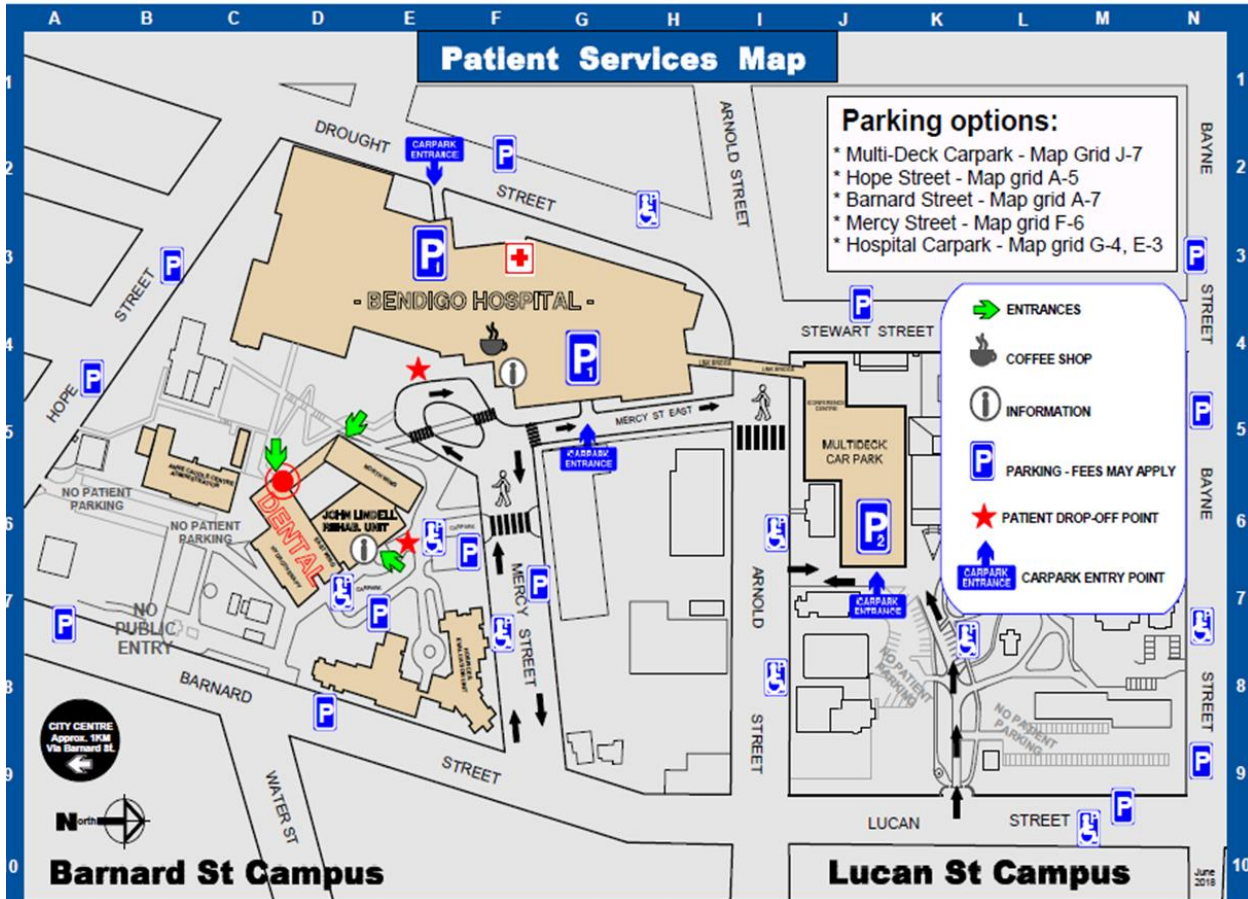
Our values are

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

3. Our Location

Our central location is the John Lindell building of Bendigo Health. Community Dental is set over 4 floors.

Please see map for parking also



Our Clinic Hours

Monday to Friday 8:15am 4:45pm

- Students have security tag access from 7:45am to 5:30pm

Parking (see map above)

Please allow plenty of time for parking, especially on an afternoon session. 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.



4. Preparing for placement

- Hospital and computer access

Before commencing your clinical placement at Bendigo Health you will be required to provide evidence of:

- A valid Police Check obtained within 12 months of placement start date
- A current Working with Children Check
- Your immunization status record

You will be provided with an access ID card for the duration of your clinical placement. This will enable you to access buildings, departments and rooms that are secured from public access. Your access card will also enable you to swipe onto some computers. These access cards will be provided to you by your supervisor on your first day of placement and are to be returned at completion of placement.

- GOLD modules – Online learning program

You will be provided with a list of gold modules to complete before you can commence any clinical work. This will ensure you have a full understanding of Bendigo Health protocols and procedures. These modules include:

- Hand Hygiene
- Workplace Behavior
- Emergency Codes
- PPE Donning and Doffing

- Essentials

- Please bring all necessary documentation as 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 on Day One). You must carry your student ID at all times
- Students are not permitted to carry or use personal mobile phones in clinical areas.
- Please wear your student uniform as directed by your education provider in a neat, clean and well fitted manner
- Due to infection control policy
 - o No rings or wrist jewellery are permitted (a plain wedding band is acceptable)
 - o no false nails or any form of nail polish is permitted

- Sick Leave

- If you are unwell, you are not to attend clinic until you have fully recovered and are symptom free, to reduce the risk of spreading illness.
- If unwell, you must ring the Dental Staff Absence Line 0409 419 498 between 7:00 and 7:30am. Your absence will be passed on to your supervisor for recording.
- It is your responsibility to also notify your education provider of any absences.
- Medical certificates are a requirement for all sick leave and should be forwarded to your education provider.

- Incidents and Accidentals

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. Your supervisor will assist you if you need to complete this process. 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.

5. Expectations

While on placement it is expected you will:

- Demonstrate performance in line with your education provider and Bendigo Health's values.
- Be on time for the start of your shift. Be present and engaged in your learning for the duration of your shift.
- 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
- Recognize situations where you require guidance or supervision and seek it
- Ask questions about or researching concepts which you are unfamiliar with.
- Complete and communicate learning objectives set within the first two days of placement, and review them throughout with your supervisor(.s)
- Read appropriate Policies and Protocols 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 time appropriate 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 coming out on placements.
- During your placement at Bendigo Health you will have access to confidential information. It is a condition of your placement that you:
 - o Access confidential information strictly on a need to know basis
 - o Use confidential information for the sole purpose of meeting your obligations as a student on placement
 - o 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 on Bendigo Health's intranet. Your supervisor will direct you to particularly helpful references and you are equally encouraged to locate relevant resources.



6. Infection Control and Prevention

Bendigo Community Dental follow strict Infection control policies and procedures within clinical settings. It is expected that you participate in the signing of these requirements and follow them throughout your day to day working within the clinic.

7. Contact Details

If you wish to reach out or have any further questions regarding your student intake with Bendigo Community Dental please email:

dental@bendigohealth.org.au with subject matter: Student Enquiry.

