# Contents

General Information ............................................................................................................................... 2  
Finding a Placement Site ......................................................................................................................... 3  
Rules during Clinical Residency ............................................................................................................... 3  
  General points on conduct and dress ................................................................................................. 3  
Confidentiality ..................................................................................................................................... 3  
Vaccine Requirements and Clearance ................................................................................................ 4  
Work Health and Safety ...................................................................................................................... 4  
Placement Checklist ................................................................................................................................ 5  
Site Types ................................................................................................................................................ 6  
  Community Pharmacy ......................................................................................................................... 6  
  Hospital Pharmacy .............................................................................................................................. 7  
  Compounding Pharmacy ..................................................................................................................... 8  
  Pharmaceutical Industry ....................................................................................................................... 9  
  Professional Organisation .................................................................................................................... 10  
Sample Domain from ePortfolio ........................................................................................................... 12  
Other Documents .................................................................................................................................. 13  
  WHS Checklist ................................................................................................................................. 13  
  Insurance for Students on Work Experience .................................................................................... 16  
  Preceptor Assessment of Students .................................................................................................... 17
General Information

The overall objective of the Clinical Residency program is to provide introductory professional clinical experience in a variety of pharmacy settings.

Development of knowledge and skills as a health practitioner is a continuing process, from ‘early’ to ‘late’ student placement experiences, and continuing as a novice practitioner intern to more experienced pharmacist. This is a lifelong process!

As you are aware, there are steps in progression in this development as is measured by assessments of student residencies, internship and professional practice in your career.

You will become familiar with the pharmacy profession’s practice competency standards. These are listed (Domains and Standards) in this document. During the MPharm, your Clinical Residencies will continue and you will have more opportunities to build your own (unique) personal set of experiences of clinical and professional practice.

These experiences will include observations of professional practice – including communication skills, ethical practice, clinical reasoning and decision making, preparation of pharmaceutical products and dispensing, supply of pharmaceutical products and information, research and education, leadership and management. You will also have the privilege to observe and be part of provision of health care to patients. You are encouraged to consider the perspectives of patients, their families and carers, in the way health care is provided and their experiences of illness and health and the difficulties and challenges that may be involved.

You will have the opportunity to consider how health services are organised and delivered, whether this be in community pharmacy practices (primary health care), in specialist hospital settings (tertiary health care), or other fields such as industry or professional organisations.

What will be your role in provision of health services as a pharmacist in the future?

As you are a senior student, Clinical Residencies are predominantly designed for self-directed learning. This does not mean that the residencies and assessments are unimportant, rather it is demonstrating that responsibility for learning resides with you as the student (with guidance from your preceptors). This Unit of Study is not based on didactic teaching, or lectures, at the University campus. The Faculty is recognising the maturity and professionalism of senior students in this way.

If you have any questions or concerns about your learning about pharmacy during Clinical Residencies please contact your Unit of Study Co-ordinator as soon as possible.

In the MPharm you must complete

1. Clinical Residency One
   o 4 weeks (35 hrs per week) - or equivalent - prior to Semester One second year
2. Clinical Residency Two
   - 3 weeks (35 hrs per week) in the mid semester break second year

Finding a Placement Site

1. The Student Services Officer (SSO) for Clinical Placements will let you know which non-community sites are available (e.g.: hospitals, pharmaceutical industry, professional organisations, etc...)
   - Please inform the SSO know of your site preferences
2. The SSO will inform you if you have been allocated to a non-community placement and attendance dates; the remaining available weeks will be made up of community sites.
3. To find a community pharmacy site, to the "Available Community Sites" tab and follow the instructions

Rules during Clinical Residency

Failure to adhere to these standards may result in a fail.

General points on conduct and dress
You should remember that the preceptor/supervising pharmacist and other staff are voluntarily devoting time and effort to aid you in the learning process. It is expected that you behave in a courteous and professional manner at all times.

You MUST adhere to the following guidelines and rules:
- You should wear professional dress, be well groomed and neatly attired.
- Closed toe shoes are the only acceptable form of footwear.
- You should wear a name badge (the university student card is a suitable badge)
- You should produce your student card on arrival at the pharmacy for identification and security purposes.

Confidentiality
You must always ask your pharmacist/preceptor for permission before discussing a patient's medications. You should respect patient confidentiality at all times. You must delete the names and addresses of patients, prescribers, pharmacists and all other persons from any material associated with the placement visit. No identifying information should ever be recorded or presented. Professional and business matters discussed at the workplace are also confidential and cannot be discussed outside the placement.

You should be mindful of the fact you are representing the University while on placements, and you are expected to adhere to the University Student Code of Conduct at all times.
You must read and sign the **Confidentiality Form** prior to commencing your Clinical Residency, and a copy of this form must be included as an appendix in your submitted Portfolio (submitted via Turnitin).

**Vaccine Requirements and Clearance**

You are responsible for this and cannot undertake any clinical placements without it. If you are unsure about your compliance status, please contact the **Student Services Officer (Clinical Placement)**.

**Work Health and Safety**
While on placement you should be aware of your health and safety responsibilities and follow the directions of your preceptor/supervising pharmacist. In the event of any emergency you should follow the directions of the preceptor/supervising pharmacist. The University Health and Safety policy relating to clinical fieldwork is found at: [http://sydney.edu.au/whs/guidelines/fieldwork/index.shtml](http://sydney.edu.au/whs/guidelines/fieldwork/index.shtml). Please consult this for further information regarding your placement.

Also, for your safety while on placement, it is important you familiarise yourself with the **Clinical placement Risk Assessment**.

During your residency the University of Sydney provides you with insurance that covers you for the purposes stated in the **Insurance Policy**

For any concerns, contact the one of the people found on the "**University Contact Details**" tab.
Placement Checklist
Before the beginning of residency I have:

- Compliance checks met
- Pre-placement quizzes complete

At latest **10th June 2016** I have:

- Submitted the Preceptor Details Form on BB letting the Faculty know where I am doing my placements

**A week before attending** a new site I have:

- Contacted the preceptor to:
  - Remind them I am coming
  - Ask what time I should arrive and where to park/ catch transport etc...
  - Find out what to bring (pen, paper, laptop/ tablet, AMH, APF, etc...?)
- Come up with a list activities and domains I **could** focus on while on placement

On the **first day** of my residency I have:

- Completed the WHS Induction Checklist
- Signed the confidentiality form for inclusion in my submitted portfolio

By **31st July 2016** I have requested:

- formative feedback only on my case report (OPTIONAL) (contact Prof. Jo-anne Brien)

By **5th August 2016** I have submitted via Turnitin my portfolio. Components of my CR2 portfolio (NOTE: there is ONE portfolio for all three weeks) include:

- The WHS Checklist(s) and confidentiality form(s) (completed on one day 1 of each new placement site)
- My reflective journal (MAX TWO pages in total)
- Case/Project Report  (MAX FOUR pages in total)
- Self-assessment template with THREE annotations (one per week or placement)
Site Types

Community Pharmacy

Background

The majority of registered pharmacists practise in the primary care setting, in a community pharmacy.

No two community pharmacies are the same: some are busy, some are quiet, some have affiliations with nursing homes, and many will provide a range of services. It is an aim of this degree for you to have the opportunity to undertake placements indifferent pharmacy settings. This enables you to have the chance to benefit from seeing different professional role models.

Aim

The aim of this placement is to provide students with more in depth insight into aspects of community pharmacy.

Case Report

As described in the UoS outline.

Pre-Placement Work (Optional)


- "PBS for Pharmacy Students": [http://www.medicareaust.com/PBS/PBSForStudents/Welcome/index.html](http://www.medicareaust.com/PBS/PBSForStudents/Welcome/index.html)

- Familiarise yourself with all sections of the APF. In particular, please read:

  - Section H: Policies and professional practice
  - Section A: Compounding and dispensing
  - Section F: Counselling guides for common ailments
  - Section G: Provision of Pharmacist Only medicines
Hospital Pharmacy

Background
The second most common sector of employment for registered pharmacists practice is in a hospital setting. Even if you are not planning on becoming a hospital pharmacist, you need to appreciate different aspects of the profession and health care services. This will assist you in providing your patients with the best possible care.

Hospital pharmacy provides a number of career options for registered pharmacists from generalist and niche clinical pharmacy, clinical trials, drug information, sterile and chemotherapeutic manufacturing, to stewardships and community outreach.

Aim
The aim of this placement is to provide students with an insight into aspects of hospital pharmacy.

Case Report
As described in the UoS outline.

Pre-Placement Work (Optional)

- Please watch these videos regarding what a hospital pharmacists does (https://www.youtube.com/watch?v=5Qt3cEyc3-k, https://www.youtube.com/watch?v=FxqVFchQpcO)

- Familiarise yourself with the Best Possible Medication History (BPMH) and Medication Reconciliation process by completing the National Medication Management Plan (MMP) training: http://www.safetyandquality.gov.au/our-work/medication-safety/medication-reconciliation/nmmp/

- Familiarise yourself with ISBAR, a method for communicating about a patient with other health professionals: https://www.youtube.com/watch?v=hOol6CiJAZw; watch a few of the ISBAR Case studies: https://www.youtube.com/watch?v=1WI9qogPw1E

- A fundamental skill of the hospital pharmacist involves inpatient chart review. Please complete the NPS inpatient chart training to begin your understanding of this process: http://learn.nps.org.au/course/view.php?id=307

- Hand hygiene is important everywhere, and even more so in hospital due to the presence of sicker people than in the community, close proximity of patients and increased number of antibiotic resistant bacteria. Please complete the hand hygiene training prior to your hospital placement: http://www.hha.org.au/221/section.aspx/SectionInstructions/35

- The SHPA (http://www.shpa.org.au/About) provides a number of practice standards for hospital pharmacist; read the "SHPA Standards of Practice for Clinical
Pharmacy" and "Definitions for Hospital Pharmacy Services" document to gain insight into what services are provided by hospital pharmacists.

**Compounding Pharmacy**

**Background**

It is recognised that pharmacists are now engaging in specialised extemporaneous compounding to meet the “unmet” medical needs of patients. This is achieved through the production of individualised doses and dose forms.

**Aim**

The aim of this placement is to provide students with an insight into aspects of compounding including the:

- types of products that are formulated;
- following good compounding practice;
- pharmacy practice issues and counselling that are specific to the use of such products;
- ethical and legal requirements with respect to compounding;
- pharmaceutical issues such as the source of materials,
- use and maintenance of specialised equipment;
- appropriate staff training;
- occupational health and safety issues pertinent to compounding;
- aspects of product suitability and ingredients;
- standards needed to inform compounding activities in community pharmacy;
- procedures for handling complaints

A case report as described in the UoS outline is to be submitted via Turnitin.

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**Pre-Placement Work (Optional)**

- Please read the Pharmacy Board of Australia's "Guidelines on Compounding of Medicines"
- Familiarise yourself with the sections of the APF Please read:
  - Section H: Policies and professional practice
  - Section A: Compounding and dispensing - Please focus on the "Extemporaneous dispensing" and "Crushing, dispersing or repackaging medicines" sections.
Pharmaceutical Industry

Background

During Clinical Residency, students are given the opportunity to gain experience in pharmacy-related areas that do not involve direct patient care, such as pharmaceutical industry.

Aim

The aim of this placement is to provide students with a broad experience in pharmaceutical industry including:

- An understanding of the departments involved in the corporation
- An understanding of the contributions made to the company by pharmacists
- Completion of a project of interest to the student and benefit to the company

Project Activity

Students will be required to complete a project at the discretion of the preceptor. Students should submit the completed project to the preceptor in the agreed format by the final day of placement. A summary of this project should also be submitted to the Faculty for review. It is understood that the project material may be of a sensitive nature, and therefore may not be appropriate for submission to the Faculty for marking. Nevertheless, a brief summary must be submitted outlining the following:

1. Nature of the project (without disclosing inappropriate details)
2. Steps (methods) required to complete the project, including difficulties encountered
3. What you have learned by completing this project

Pre-Placement Work (Optional)
Some pharmaceutical industries will develop medical information and various promotional materials aimed at health professionals and the public. When developing these materials, companies and organisations must obey the law and associated codes of conduct; please familiarise yourself with:


Professional Organisation

Background

During Clinical Residency, students are given the opportunity to gain experience in pharmacy-related areas that do not involve direct patient care, such as professional organisations.

Aim

The aim of this placement is to provide students with an insight into aspects of professional organisations such as:

- Departments involved in the corporation
- Contributions made to the company by pharmacists
- Clinical and/or professional services offered

Project Activity

Students will be required to complete a project at the discretion of the preceptor. Students should submit the completed project to the preceptor in the agreed format by the final day of placement. A summary of this project should also be submitted to the Faculty for review. It is understood that the project material may be of a sensitive nature, and therefore may not be appropriate for submission to the Faculty for marking. Nevertheless, a brief summary must be submitted on Blackboard outlining the following:

1. Nature of the project (without disclosing inappropriate details)
2. Steps required to complete the project, including difficulties encountered
3. What you have learned by completing this project

This placement may involve case-based enquiries/interactions, medication/treatment related queries or research questions. Students will be involved in researching and/or answering these queries.
Pre-Placement Work (Optional)
Some professional organisations will develop medical information and various promotional materials aimed at health professionals and the public. When developing these materials, companies and organisations must obey the law and associated codes of conduct; please familiarise yourself with:


Domain 1: Professional and ethical practice

Standard 1.1 Practise legally: comply with statute law; respond to Common Law; respect consumer confidentiality and privacy; assist consumer consent

Standard 1.2 Practise to accepted standards: personal/professional integrity; contribute to enhanced quality

Standard 1.3 Deliver ‘patient-centred’ care: focus on consumer; address consumer needs

Standard 1.4 Manage quality and safety: protect and enhance consumer safety; respond to identified risk

Standard 1.5 Maintain and extend professional competence: lifelong learning, undertake self-directed learning

What did you achieve during placement?

Write about any experiences you wish to document

Self-Assessment

Annotate the self assessment at the end of each block placement by clicking on the picture

Potential goals for next placement

Comment on your experience during block placement for this domain including any discrepancies, areas of particular strength, future action/ goals.
Work Health and Safety

Work Health and Safety (WHS) should be a concern to all in the workplace, including students, whether on campus at the University or off-campus at an external site whilst on placement.

The Work Health and Safety Act 2011 identifies the general requirements necessary to promote and ensure a safe and healthy workplace. It is designed to minimise injuries sustained in the workplace by requiring responsibilities of individuals and corporations and any person conducting a business or undertaking. This includes responsibilities of management, staff, preceptors and students.

To comply with the WHS Act 2011, the students must:
1. Take reasonable care for their own health and safety; and
2. Take reasonable care that their acts or omissions do not adversely affect the health and safety of other persons; and
3. Comply with any reasonable instruction that is given by the person supervising them; and
4. Co-operate with any reasonable policy or procedure of the establishment or business

Pre-placement WHS Information

The Work Health and Safety in the Faculty of Pharmacy Placement Program is managed by the Faculty Placement Committee, with shared responsibility with placement organisations. Any incidents or hazardous reports or any WHS issues in the placement should be reported to preceptors and the Faculty Placement Officer (pharmacy.placement@sydney.edu.au). The information on safety in placement is available on from NSW Health Department, Safe Work Australia and the University.

Students are required to complete WHS checklist (on the Placement Blackboard site [Supplementary Materials]) issues as a part of mandatory requirements for the placement.

Work Health and Safety Site Checklist

Instructions: the WHS Site Induction Checklist should be completed by each student in consultation with their supervisor in placement within the first week of their placement. The completed checklist is to be completed online after the first day of attending a placement site. This is required for the UoS assessment to be complete.
| Yes / No / N/A | Mandatory requirement in the Faculty— prior to placement  
<table>
<thead>
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<tbody>
<tr>
<td></td>
<td>• WHS Information online</td>
</tr>
<tr>
<td>I understand who to discuss health and safety within this workplace, I was introduced to health and safety representative for the work area (where relevant)</td>
<td></td>
</tr>
</tbody>
</table>
| I have completed the induction for emergency and evacuation procedures in this workplace, including emergency numbers, I am familiar with what to do in case of an emergency whilst working on or off site  
|  | • location of nearest fire exits  
|  | • explain alarm system for the area/building  
|  | • emergency assembly points  
|  | • who to report to in event of an emergency  
|  | • location of the emergency button (if applicable)  
|  | • occupational violence prevention (if applicable) |
| I am familiar with the location of the first aid kit and first aid arrangement including the names and phone numbers of first aid officers (or preceptor) | |
| I know how to report incidents or injuries  
|  | • who to report to in the placement site (preceptor)  
|  | • incident reports forms for the site/organization |
| I am aware of the hazards in this workplace and have received training in appropriate risk control measures and safe work procedures (if applicable) | |
| I am familiar with the procedures for the safe use, storage and disposal of chemicals and biologicals  
|  | • safe work procedures for the substance, I the student, will be working with  
|  | • location of material safety data sheets (where relevant) |
| I understand the rules at this workplace for equipment (if applicable)  
|  | • main hazards associated with equipment the person will be operating  
|  | • how to do a risk assessment and use existing RA prior to operating the equipment  
|  | • safe working methods including location of the emergency stop buttons  
|  | • where to access induction manuals for equipment  
|  | • protective clothing if relevant |
| I understand the manual handling policies of this workplace (if applicable)  
|  | • areas that pose a potential risk  
|  | • manual handling safe practice e.g. lifting, use of equipment, sitting position at computer etc. |
| I understand the procedures for infection control in this workplace  
|  | • location of hand washing facilities and procedures for hand washing  
|  | • procedures for cleaning equipment after use  
|  | • procedures for use of and disposal consumables  
|  | • vaccination requirements |
| I understand that I need to disclose any pre-existing health conditions that may affect my health and safety or impact my work | |
| I understand that personal protective equipment (PPE) is to be provided, its use, maintenance and storage | |
I understand the principles of radiation safety and radiation protection as applicable to my workplace (if applicable)

I know where the workplace amenities (toilets) are located

I have prepared the skills and background knowledge required to do this placement

I (the student) hereby declare that I have had the site specific health and safety rules and procedures explained to me and I have been provided with relevant training in the procedures (where applicable) associated with my placement.

I understand the standards expected of me and I agree to work safely and comply with these standards and procedures at all times.

Name and Address of Site/ Organisation: ________________________________

Student Name ____________________________    SID ____________________________

Dates of Placement _________________________Signature and Date__________________

Course and Year of Course ________________________________

Name of Preceptor _________________________Contact Number: _____________

Signature and Date ________________________________

References:

1. University Work Safety Heath and Wellbeing [website]
2. Work Health and Safety Act 2011 (NSW)
3. Work Health and Safety Regulation 2011 (NSW)
4. NSW Government Health Department Policy Directives and Guidelines
Audit & Risk Management

TO WHOM IT MAY CONCERN

INSURANCE FOR STUDENTS ON WORK EXPERIENCE

Stated below are the insurance details which currently cover students of the University of Sydney whilst on work experience/placement. These policies apply to:

a) activities that are a course requirement or are sanctioned by the Dean of the Faculty, authorised officer for the Faculty, or Head of School concerned, and:
b) students who are not employees or workers of the organisation they are placed with for the purposes of or Workers' compensation legislation.

INSURED: THE UNIVERSITY OF SYDNEY

Policy: Public Liability Insurance
Insurers: LLOYD’S SYNDICATES & OTHERS
Sum Insured: In excess of $10 Million
Policy No: PC0230915

Policy: Professional Indemnity
Insurers: Vero
Sum Insured: In excess of $10 million (per claim),
Policy No: LPP012483456

Policy: Personal Accident
The University has in place personal accident cover for students whilst on authorised Work Experience activities and who are not employees or workers for the purposes of the Workers' Compensation legislation.

Subject to the terms, conditions, limitations and exclusions contained in the relevant policy wording this policy provides the following benefits:
- Death & Capital benefits
- Weekly benefits
- Non Medicare medical expenses

Please note that this is a summary only. All insurance cover referred to in this advice is subject to the terms, conditions, limitations and exclusions contained in the relevant policy wording.
PRECEPTOR ASSESSMENT OF STUDENTS
Faculty of Pharmacy, The University of Sydney

Student name: ____________________________ Signature & date: ____________________________

Student SID: ____________________________ Placement site: ____________________________

Preceptor name: ____________________________ Signature & date: ____________________________

to be returned to:
Placement Officer, Faculty of Pharmacy (A15), The University of Sydney, 2006
OR
Fax: 02 9351 4391

Preceptors Assessment
For each criteria preceptors will assign a grade of:
5 = Student demonstrated excellent skills in this area; was extremely effective and/or very consistent.
4 = Student demonstrated very good skills in this area; was above average in effectiveness and/or consistency.
3 = Student demonstrated satisfactory skills in this area; was generally effective and/or consistent.
2 = Student needs some improvement in this area; was somewhat ineffective and/or inconsistent.
1 = Student needs significant improvement in this area; was ineffective and/or inconsistent (performance was unsatisfactory).
N = Not enough evidence to evaluate,

For each individual placement, students must receive an average minimum total preceptor assessment of 3/5 corresponding to “satisfactory”. Students must receive an average preceptor assessment mark of 3.25/5 for their three placements. Any student who does not receive an average preceptor evaluation of 3.25 for the three placements or receives less than 3/5 for any individual placement will be required to undertake remediation and successfully complete an additional placement in order to meet requirements.
PROFESSIONAL BEHAVIOUR

1. Student is punctual
   i.e., arrives at practice site and meetings early or on time; meets deadlines
   1 2 3 4 5 OR □
   Unsatisfactory Excellent

2. Student wears appropriate attire
   i.e., adheres to dress code (written or unwritten); attire is acceptable to practice setting.
   1 2 3 4 5 OR □
   Unsatisfactory Excellent

3. Student behaves in an appropriate, polite, professional manner
   i.e., student is courteous, appropriately behaved, follows instructions
   1 2 3 4 5 OR □
   Unsatisfactory Excellent

4. Student behaves in an ethical manner
   i.e., acts in patients’ best interests; respects patient privacy;
   acts in accord with the profession’s and/or practice site’s code of ethics
   1 2 3 4 5 OR □
   Unsatisfactory Excellent

5. Student follows directions; is self-directed in undertaking and completing tasks
   i.e., after initial instruction completes the task, self-motivated; functions independently
   1 2 3 4 5 OR □
   Unsatisfactory Excellent

COMMUNICATION AND TIME MANAGEMENT

1. Student communicates articulately
   i.e., clearly communicates thoughts; uses appropriate terminology and vocabulary
   1 2 3 4 5 OR □
   Unsatisfactory Excellent

2. Student demonstrates confidence
   i.e., communicates in a self-assured but unassuming manner
   1 2 3 4 5 OR □
   Unsatisfactory Excellent

3. Student accepts and applies constructive criticism
   i.e., responds openly and positively to feedback; modifies behaviour if necessary
   1 2 3 4 5 OR □
   Unsatisfactory Excellent

4. Student is an active learner and willing participant
   i.e., seeks knowledge; asks questions; searches for information; takes responsibility for own learning, keen to participate in team effort if required
   1 2 3 4 5 OR □
   Unsatisfactory Excellent

5. Student uses time efficiently
   i.e., allocates and utilises appropriate amounts of time to fulfil responsibilities
   1 2 3 4 5 OR □
   Unsatisfactory Excellent
FEEDBACK (OPTIONAL)

We greatly value your comments and feedback, both about individual students and the Experiential Placements programme overall. Please use this page to provide any comments to us, or, we invite you to contact the Faculty directly to discuss with us. In the first instance, please contact Ms Vinnie Xue the Placements Officer for the Faculty on 93518957 or email to pharmacy.placement@sydney.edu.au, and we would be delighted to speak with you.

Feedback on Student:

Feedback on Placements Program: