

## SERVICE DESCRIPTION & SCOPE OF PRACTICE

### PURPOSE

This standard defines the minimum requirements including licensing and service specifications to ensure acceptable minimum levels of quality, performance, safety and reliability of SBS School Health Clinic Services operating under DHA Regulations.

This Standard defines licensing criteria, qualified personnel and service requirements for the provision of School Clinical Services licensed by DHA.

### QUALIFIED PERSONNEL

- Each School Health Unit providing Clinical Services shall appoint qualified personnel and maintain staffing levels as required to ensure reliable and consistent care in compliance with DHA Standards.
- All Healthcare Professionals providing Clinical Services shall be Licensed Healthcare Professionals by DHA.
- All such Healthcare Professionals shall provide Clinical Services within the scope of practice and standards of proficiency for their licensed category.
- The school clinic shall have in place management staffing, including, but not limited to, an Nurses/Medical Director
- The Medical Director shall be responsible for the day to day management of the School Clinic, the efficient coordination and management of appointments, contribute to the strategic development of services, and be the principle representative in all dealings with external parties and authorities.
- The Medical Director may be a Licensed Physician, a Licensed Nurse who is the Senior Nurse.
- The Medical Director shall ensure that an appropriate number of qualified, experienced and skilled Licensed Healthcare Professionals are in attendance, and that there are adequate resources and capabilities to supply all approved Clinical Services and Activities.
- Each Licensed School Health Unit providing Clinical Services shall appoint a Medical Director with full time responsibility to oversight all clinical services to ensure safe and quality healthcare service delivery.
- School Clinic shall appoint a Licensed Nurse as the Senior Nurse to support the Medical Director in creating clinical protocols and guidelines, leading the nursing practice at the School Clinic, managing the nursing staff, ensuring nursing staff's competencies, and developing the school clinic nursing practice.
- All Licensed Healthcare Professionals shall be currently certified in basic life support (BLS) and Pediatric Advanced Life Support (PALS).

### PATIENT MANAGEMENT

- School Clinic shall make provisions for appropriate and separate facilities for care and management of pediatric patients showing respiratory symptoms.
- School Clinic shall ensure that all patients are provided with relevant information at every phase of management making sure that the patient and/parent fully understands the information given. It shall also foster a safe environment in which questions are welcomed and feedback provided.
- School Clinic shall ensure that the patient or their representative is informed and educated about his or her follow-up care, treatment, and services. When appropriate the patient shall be informed in the presence of the responsible person/parent who is to escort and provide care at the home.

### **HEALTH INFORMATION MANAGEMENT**

- School Clinic shall comply with DHA regulations, policies and standards for the management of student health information and medical records.
- School Clinic shall ensure the confidentiality of patient health information as per the provisions of the DHA Data Protection Regulation
- School Clinic shall effectively manage the collection of health information. It shall also retrieve, disseminate, and transmit health information in useful formats.
- Written documents, including policies, procedures, and programs, are managed in a consistent and uniform manner.
- All Licensed Healthcare Professionals involved in the care of students should have access as necessary to student's health information to plan, provide and document the care delivered.
- School Clinic shall ensure documented evidence in the student's medical record of any referrals to external healthcare services, Informed Consents (if applicable), and related healthcare management and outcomes to maintain continuity of care.

### **PATIENT'S RIGHTS AND RESPONSIBILITIES**

- Patient consent to treatment shall be obtained through a process defined by School Clinic and carried out by trained staff in a manner and language the student/parent can understand in accordance to the DHA Informed Consent.

### **MINIMUM FACILITY REQUIREMENT**

- To obtain and maintain a Facility License, each Licensed Healthcare Professionals providing Clinical Services shall meet and comply with DHA regulations, standards and policies for minimum facility requirements.
- All examination rooms, isolation rooms, and waiting/reception areas are built and maintained in a manner that ensures patient privacy during interviews, examinations, treatment, and consultations.
- School Clinic shall ensure that treatment areas are of adequate size to allow for the presence of necessary equipment, student and staff. It must also allow for the presence of emergency personnel and equipment and the safe care and transfer of the student in case of a medical emergency.
- School Clinic shall have suitable and secure storage space for consumables, equipment, pharmaceutical drugs/products and medical records.
- School Clinic shall have sufficient and appropriate equipment, instruments and supplies in compliance with applicable DHA regulations, policies, standards and procedures.